

ONA Public Health Professional Responsibility Decision Tree

A Strategy for Resolving Workload Issues

Professional Responsibility and Workload Issue

Discuss workload issues at the time of the occurrence with co-workers on team/site/program and brainstorm possible solutions.

If not resolved, seek help from the manager or designate responsible for timely resolution. Follow lines of communication, i.e., Manager (or manager on-call), Chief Nursing Officer (or Director of Nursing).
Continue to escalate the issue through chain of command.

Complete the PRWRF as soon as possible after the workload or practice concern occurs and submit to your manager and Bargaining Unit President or Professional Responsibility and Workload Representative.
Keep a copy for yourself.

May request a Union Representative when meeting with the manager.

- a. Discuss the issue and your recommendation with your manager on next working day when both the RN/PHN and manager are working, or within the specified collective agreement timeframes.
- b. Formulate the issues around difficulties in meeting your Regulatory College standards and patient risk, in context of the practice environment and workload.
- c. Manager to provide a written response. Alert your Bargaining Unit President/Professional Responsibility and Workload (PRW) Representative that a response is outstanding from your Manager so they can monitor for adherence to the collective agreement timeframes.

Consult Labour Relations Officer (LRO).

Bargaining Unit President/PRW Rep and RN/PHN(s) who completed the form meet to develop potential resolutions.
Bargaining Unit President may also assist member re: the PRW process, review how to accurately complete forms and gather input and suggestions from the team members/RN/PHN(s).
Every effort will be made to resolve workload issues at the team/site/program level and a Union Representative shall be involved in any resolution discussion at the team/site/program level.
The discussions and actions will be documented.
Any settlement at this or subsequent point must be signed by the parties.

According to your collective agreement language, unresolved practice/workload issues should be submitted or advanced to the next level if applicable. The workload issue may be advanced, as per your collective agreement language to one of the following:

- i) The Labour Management meeting - for discussion of the incident and resolution, and may forward to the IAC process, where identified;
- ii) The Employer's Professional Council, and may forward to the Board of Health where identified; or the Grievance Process where the language is absent for the next step.
- iii)

The Union and Employer will determine a mutually agreeable date to meet and attempt to resolve the workload issue, within agreed to timeframes, as per the collective agreement.

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