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.

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.

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

iii) Grievance Process where the language is absent for the next step.

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.

Updated: April 2021
At the meeting, attempts are made to resolve issue.

If not resolved,
- The LRO attends the Labour Management meeting and attempts to resolve the issues. The LRO may request an extension of timelines to further explore issues.
- The LRO may consult with Professional Practice for advice or assistance with strategies for resolution.
- The LRO may suggest education for members or invite the Professional Practice Specialist (PPS) to speak with members about the issues.
- Failing resolution, the LRO will advance the file and invites the PPS to attend the next Labour Management meeting.

The PPS is invited to attend the next Labour Management meeting. The PPS may ask management at the meeting to further extend timelines to attempt resolution.

The PPS may forward a written report outlining the issues and recommendations to Chief Nursing Officer.

If not resolved within the specified calendar days of the Labour Management meeting as per the Collective Agreement, or within agreed-to extended timelines,

The Specialist may consider referral to:
- Independent Assessment Committee
- Board of Health
- Grievance Process

At any time during this process, the parties may agree to the use of a mediator to assist in the resolution of the issues arising.