

Professional Responsibility and Workload Issues
Regulatory College Standards for ONA Home and Community Care Support Services

Standards of Practice	Indicator for Professional Practice Issue	Activity causing Workload Concern **This list is not exhaustive**
As required by ALL regulatory bodies/”Colleges”	<input type="checkbox"/> Unable to ensure practice is consistent with Standards of practice and guidelines	
<ul style="list-style-type: none"> • CNO: Professional Standards – <i>Accountability</i> • CPO: Code of Ethics – <i>Respect</i> • COTO: Code of Ethics – <i>Accountability</i> • CDO: Professional Standards - <i>Provision of Service to a Client</i> • CRTO: Standards of Practice – <i>Accountability</i> • CASLPO: Code of Ethics – <i>Professional Standards Governing Practice</i> • OCSWSSW: Code of Ethics and Standards of Practice – <i>Responsibility to Clients</i> 	Unable to provide, facilitate, advocate and promote the best possible care for patients	<input type="checkbox"/> Unable to see patients prior to discharge (safety concern) <input type="checkbox"/> Unable to see patients for initial visits within timeframe as per organizational policy <input type="checkbox"/> Unable to see patients for additional visits/re-assessments within timeframe as per organizational policy <input type="checkbox"/> Unable to complete care coordinator tasks due to additional time spent performing tasks that can be completed by clerks: <ul style="list-style-type: none"> - monitoring dashboard and pulling list - re-assigning from one unit to another - unable to have the flexibility to have urgent patient relate activities addressed by PCA through verbal request (ie. equipment, supplies, additional visit) <input type="checkbox"/> Additional time spent due to unforeseen barriers (ie. IT issues, travel time, remote/mobile)
	Unable to seek assistance appropriately and in a timely manner	<input type="checkbox"/> Unable to contact manager/designate to obtain assistance
		<input type="checkbox"/> Unable to receive assistance/support required to provide safe, effective and ethical care (ie. obtaining assistance from other care coordinators, lack of coverage)
		<input type="checkbox"/> Additional time spent seeking support (ie. emailing or calling managers)
<ul style="list-style-type: none"> • CNO: Therapeutic Nurse-Client Relationships – <i>Client-centred care</i> • CPO: Communication Skills; Code of Ethics – <i>Autonomy and Well Being</i> • COTO: Code of Ethics – <i>Client-centred practice</i> • CDO: Professional Standards – <i>Provision of Service to a Client</i> • CRTO: Standards of Practice – <i>Therapeutic & Professional Relationships</i> • CASLPO: Code of Ethics – <i>Professional Standards Governing Practice</i> • OCSWSSW: Code of Ethics and Standards of Practice – <i>Relationship with Clients</i> 	Unable to meet the therapeutic needs of the patient	<input type="checkbox"/> Unable to provide the time required to attend to concerns/complaints <input type="checkbox"/> Unable to provide service care plan as per care coordinator’s assessment (ie. algorithms, service provide capacity and organizational guidelines) <input type="checkbox"/> Unable to return patient-related calls in a timely manner
<ul style="list-style-type: none"> • CDO: Professional Standards – <i>Provision of Service to a Client</i> • CRTO: Standards of Practice – <i>Therapeutic & Professional Relationships</i> • CASLPO: Code of Ethics – <i>Professional Standards Governing Practice</i> • OCSWSSW: Code of Ethics and Standards of Practice – <i>Relationship with Clients</i> 	Unable to develop and/or follow a comprehensive care plan with the patient and health care team that aims to meet the patient’s needs	<input type="checkbox"/> Unable to complete Coordinated Care Plan (CCP)
<ul style="list-style-type: none"> • CNO: Documentation – <i>Accountability</i> • CPO: Record Keeping Standard – <i>General Requirements for all records</i> 	Unable to ensure that documentation of patient care is completed in a timely manner	<input type="checkbox"/> Unable to document within timeframe as defined by organizational policy (within 24 hours as per policy) <input type="checkbox"/> Unable to complete RAI and lock RAI HC within 3 days

<ul style="list-style-type: none"> • COTO: Record Keeping Standard – Organization and Administrative Matters • CDO: Professional Standards – Competent Application of Knowledge • CRTO: Standards of Practice – Therapeutic & Professional Relationships • CASLPO: Code of Ethics – Professional Standards Governing Practice • OCSWSSW: Code of Ethics and Standards of Practice – The Social Work and Social Service Work Record 		
<ul style="list-style-type: none"> • CNO: Ethics • CPO: Code of Ethics • COTO: Code of Ethics • CDO: Professional Standards - Ethics • CRTO: Standards of Practice – Accountability • CASLPO: Code of Ethics • OCSWSSW: Code of Ethics 	<p>Unable to maintain commitments (keeping promises, being honest and meeting implicit or explicit obligations toward their clients, themselves, each other, other members of the health care team and quality practice settings)</p>	<p><input type="checkbox"/> Unable to complete referral which becomes unassigned (goes into electronic folder with other unassigned referrals)</p>

- College of Nurses of Ontario (CNO)
- College of Physiotherapists of Ontario (CPO)
- College of Occupational Therapists of Ontario (COTO)
- College of Dietitians of Ontario (CDO)
- College of Respiratory Therapists of Ontario (CRTO)
- College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO)
- Ontario College of Social Workers and Social Service Workers (OCSWSSW)

Process for addressing Professional Practice & Workload Issues (as per the Collective Agreement)	
Instructions	Timeframe as per Collective Agreement
1. Discuss workload concerns with co-workers on team/site/program	At the time issue occurs
2. Seek help from the manager or designate for timely resolution. Follow lines of communication: e.g. Team Leader > Manager > Director > or management on-call. <i>**Care Coordinator escalates the issue through the chain of command</i>	Within 5 work days of the issue arising
3. Complete the PRWRF as soon as possible after the workload or practice concern occurs and submit to your manager and Workload and Professional Responsibility Representative.	Within 5 work days from discussion
4. Discuss the issue/concern and your recommendations with the Union Rep, Manager and Director, Patient Care and/or designate.	Within 10 work days of submitting the form
5. Manager provides a written response. If there is no response within the specified timeframe, contact them to ask when a response can be expected.	Within 5 work days of the meeting
6. Failing resolution at #4 or no response in #5, PRWRF will be forwarded to the Union-Management Committee to attempt to resolve the professional practice issue to the satisfaction of both parties	Within 5 work days of the response (or when it should have been received)