



## **ONA provides solutions to help alleviate workload issues for Waterloo Wellington CCAC members**

### **Workplace**

Waterloo Wellington Community Care Access Centre

### **The Issue**

A vast geographic area that covers about 4,800 square kilometres, the Waterloo Wellington Community Care Access Centre (WWCCAC) serves more than 775,000 residents in both urban and rural areas.

In April of 2015, the Waterloo Branch of the WWCCAC experienced significant workload and practice concerns within the Community Mental Health Program. There was a very high and disproportionate number of caseloads and increased client acuity, which directly impacted the work of Community Care Coordinators.

### **How ONA Helped**

Although the employer initiated some resolutions in 2015, they were not sustainable and members still experienced workload issues. Given that the issues were not resolved, ONA professional practice specialists helped to research and develop solutions in partnership with Bargaining Unit members and other ONA staff.

### **The Results**

Significant achievements were awarded including:

- In December 2015, a thorough review of mental health caseloads occurred and transfer of some patients to other areas helped to alleviate some workload issues.
- Additional Team Assistants were available to help with the review and assignment work.
- An organization-wide communication was sent out that outlined the process for rostering mental health cases, which has helped with process issues. Caseload rostering was realigned with the geographical boundaries to provide improved balance.
- It has been one year since this new plan has been implemented and caseload volumes are balanced and stable. The employer continues to monitor the reports each month.

### **Significance**

Given that there are limited options in this Collective Agreement language to address unresolved issues for our CCAC members, this is a big win. ONA achieved a settlement that addressed our CCAC members' workload and process concerns.

(Produced January 2017)