

## DEALING WITH

# WORKLOAD ISSUES

### POCKET GUIDE



Are you facing a workload issue at your worksite?  
**You're not alone.**

Here's a step-by-step guide to help you properly deal with the issue. It is the responsibility of your supervisors and managers to correct unsafe working conditions that have been brought to their attention – and that includes issues related to workload demands.



Discuss the matter with your direct supervisor and specify what work demands are causing you to be unable to complete the obligations/duties of your job. Your supervisor/manager should advise you on how to proceed in order to carry out your work assignment(s). This may include instructions on the priority of the assigned duties. **If there is no resolution or no response from the supervisor/manager within 14 days of the initial discussion, continue to Step 2.**



If you continue to be unable to fulfill your obligation/duties after completing Step 1, you will need to advise your supervisor or manager in writing. Provide as much detail as possible about why your work demands make you unable to fulfill the duties and other obligations of your job.

Your supervisor/manager should follow up with you about how to fulfill your duties/obligations. Provide any and all verbal or written responses to your Steward and/or Local Chair. A copy of all documentation, including any written direction, will be forwarded to the manager, employee and Occupational Health & Safety committee under Article 22.3 (C) of the Worker's Compensation Act.

**If there is no resolution or no response from the supervisor/manager within 14 days of submitting the issue in writing, continue on to Step 3.**



If you continue to feel that you are unable to fulfill the duties/obligation after completing Step 2, the OHS Committee, in accordance with Article 22.3(C) of the *Worker's Compensation Act* have the right to investigate the issue, the right to define the problem, and the right to make recommendations for a solution. Where the OHS Committee identifies a concern, it will inform the employer.

**Within 21 days, the employer is required to advise what steps have been taken, or what process has been taken to rectify the safety-related workload problem identified by the OHS Committee.** If the union is not satisfied with the employer's response, it may refer the matter to the Industry Trouble Shooter (a third party that handles workplace issues) for a written recommendation.

It is essential that the employer ensure that all employees be advised of their job expectations, duties and responsibilities. This is a requirement under the *Worker's Compensation Act* Part 3, Division 3.