

Resolving Workload & Practice Concerns



A Vote for ONA is a vote for professional representation to resolve workload and practice concerns.

When you try to address workload and professional practice concerns, do you hear “you’ll have to cope” or “do the best you can”?

This is an unacceptable response. It doesn’t resolve the concern and it puts you and your patients at risk.

ONA is Here to Help

Health care professionals are unique. ONA understands that you need collective agreements that are tailored to you and the challenging work you do.

What is the Professional Responsibility Clause?

The Professional Responsibility Clause (PRC) is language in our collective agreements that was pioneered by ONA.

It sets out a formal process for reporting situations of unsafe patient care, excessive workload, or practice concerns that the employer can’t ignore.

Why do you need a Professional Responsibility Clause (PRC)?

Health care professionals are required to meet professional standards as set out by regulatory colleges, yet our employers control our working conditions.

The PRC process is a formal way to identify concerns to your employer. It holds your managers accountable to find solutions and work collaboratively to resolve issues.

The PRC process also provides evidence that you identified patient care concerns/practice issues to management should you find yourself in the position of responding to a regulatory college complaint or inquiry.

Let's stand strong together.

The PRC:

- › Gives you a say in the quality of care you provide in your practice as a health care professional.
- › Opens discussion with management and provides a problem solving approach that helps you meet professional standards.
- › Provides you with union representation for practice concerns.
- › Provides a process for resolution of concerns.

ONA supports health care professionals in taking steps to correct inappropriate workload situations and unsafe patient care.

The PRC process can result in:

- › Increased staffing levels.
- › Improved communication with employers.
- › The development of safer workplaces.
- › Improved quality of care.
- › Provision of necessary equipment and supplies.
- › Improved documentation.

“ We believed we were being expected to perform our jobs unsafely with the result being low quality care due to lack of information, insufficient training, and inconsistent procedures. We were concerned that we would compromise patient care and ourselves as professionals by not meeting our college's standards of practice. Through ONA's grievance process, we successfully demonstrated that we were being asked to compromise quality and safety—elements we pride. The initiative was immediately paused and reverted, with an agreement to improve training and communication in the future. ”

—Wendy Schoen, MRT

The PRC is about you, practice issues, and quality care.

- › Staffing and workload issues including lack of staff, increased consults, urgent and emergent situations, add-ons, patient/work volumes
- › Ability to meet professional standards, safety standards etc. in your work environment, x-ray, dietary, etc.
- › Having adequate support services and resources available
- › Equipment issues including lack of or malfunctioning, non-functioning equipment
- › Educational opportunities, inservices, certification training, and mentorship opportunities and resources

ONA membership protects your right to practice safely and effectively!

The PRC is just one of many ways ONA supports our members. We have a team of experts, at no extra cost, to assist you with any issues that arise related to your professional practice.

We Represent