

CUPE Workload Complaints – RPN

Pathway/Decision Tree (Article 9.15 of the CUPE Collective Agreement)

Perceived Workload Concern

- The parties agree that optimal patient care is, and safe working conditions are, enhanced if concerns relating to professional responsibility, patient care, workloads and staffing issues are resolved in a timely and effective manner with communications between the parties being:
 - (i) professional;
 - (ii) courteous;
 - (iii) collegial;
 - (iv) respectful; and
 - (v) focused on resolving the issue, not on the individuals.
- If an employee, or group of employees, identify a workload complaint, the concern should be immediately (within forty-eight (48) hours) discussed with their immediate supervisor in an attempt to resolve.
- All parties are reminded of their obligations as per the Internal Responsibility System (IRS) as they pertain to urgent safety related issues. An issue which is deemed safety related and poses a potential risk of harm for which waiting to address would be irresponsible must be immediately brought to the employee's one up (verbally or in writing using the applicable form) as outlined by the Employee Hazard/ Incident/ Accident Reporting policy [Occupational Health & Safety](#).

If resolved, no further action is required.

If not resolved to the Employee's satisfaction:

- The employee, or group of employees, may, submit their concern(s) to their immediate supervisor within forty-eight (48) hours of the occurrence by completing Sections 1 through 6 of the CUPE Workload Complaint Form - RPN [\(I don't have it linked yet.\)](#)
- The Supervisor provides a response (by email or in person with a copy to Human Resources (HR)) within five (5) calendar days of receipt by completing Section 7 of the CUPE Workload Complaint Form – RPN. A copy is to be provided to the Bargaining Unit President by the employee(s).
- Every effort will be made to resolve the workload concern at the department level.

If resolved, no further action is required.

If not resolved to the Employee's satisfaction:

- The employee, or group of employees, may, within forty-eight (48) hours of receipt of the Supervisor's written response, further escalate their concerns in writing by submitting a copy of the completed CUPE Workload Complaint Form – RPN to the program Director (on behalf of the CNO), with a copy to the Union. The concern is not to be escalated without a fully completed CUPE Workload Complaint Form – RPN attached
- The Director, will ensure that a meeting is held within thirty (30) calendar days of receipt of the Workload Complaint Form – RPN.
- The meeting will include the Director, the employee(s), and may include a Union representative (which may be requested by either party), and where appropriate, a representative from HR.
- The Director will provide a written response within fifteen (15) calendar days of the meeting date, with a copy to the Union, if applicable.

Note: HR must review any proposed agreements prior to the delivery of the response, in order to ensure that it does not violate or expand contractual language.

If resolved, no further action is required.

If not resolved to the Employee's satisfaction:

- The employee, or group of employees, may, within forty-eight (48) hours of receipt of the Director's written response, further escalate their concerns in writing by submitting a copy of the completed CUPE Workload Complaint Form – RPN, with a copy of the response from the Director, to the Chief Nursing Officer (CNO) (on behalf of the CEO).
- The CNO (or designate), will ensure that a meeting is held within thirty (30) calendar days of receipt of the Workload Complaint Form – RPN and Director's response.
- The meeting will include the CNO (or designate), the employee(s), and may include a Union representative (which may be requested by either party), and where appropriate, a representative from HR.
- The CNO (or designate) will provide a written response within fifteen (15) calendar days of the meeting date, with a copy to the Union, if applicable.

Note: HR must review any proposed agreements prior to the delivery of the response, in order to ensure that it does not violate or expand contractual language.

Note(2): In the event that workload concerns expressed are not resolved to the employee's satisfaction, the grievance procedure as per Article 7 of the CUPE Collective Agreement may be used only as it relates to timelines set out above as per Article 9.15 (f).