



We're done working ourselves sick!



Handling work overload

Sectoral demands

Context

The APTS is demanding that measures be set up to avert situations of work overload. While professional practice and conditions of practice can be discussed at the committee on professional relations and work overload, there is no specific mechanism for filing a complaint about these issues. Under the provisions of the current collective agreement, only complaints denouncing work overload are possible. In our view, employees should also be able to file a complaint against inadequate professional practices and conditions of practice set by the employer.

APTS Demands

Change the rules on work overload

Psychosocial and other personnel don't have time to perform their duties appropriately. Their workload is not assessed in terms of specific criteria, but rather in terms of numbers of service users and volumes.

In order to provide the intensity and frequency of intervention required to ensure quality services and achieve tangible outcomes, professionals and technicians need a workload that is weighted according to qualitative, rather than quantitative, criteria and indicators. Some examples would be the complexity of cases; the size of the area served; the employee's experience; and whether or not the courts are involved in the case.

Ratios established in rehabilitation centres (youth centres, RACs and CRDIs) are not always appropriate. In some cases, service users are deprived of the intensity of service their situation calls for, putting their safety, and the safety of employees, in jeopardy.

Change the wording of clause 29.14 so that work overload (overwork), professional practices and conditions of practice are assessed in relation to the workload, professional practices or conditions of practice that can normally be required.

The phrase "for all comparable job titles in the institution" should be removed from clause 29.14. There are workloads, professional practices and conditions of practice in institutions that are not standard, making comparison impossible.

The tribunal will have to weigh the evidence against what an employer should normally require rather than comparing the situation with what is being done in the institution, which may be just as problematic.

A weighting system for workloads

Include a method in the national provisions to define an acceptable workload, using a weighting system for workloads that could be applied to all sectors.

Establishing ratios

Include ratios in the national provisions that would apply, among others, to living units in youth centres, residences with continuous assistance (RACs), and ID-PDD rehabilitation centres (CRDIs).

Employer's demands

Allow for the possibility of spreading working hours over more than a week.

Allow for the possibility of agreeing to atypical schedules with an employee or group of employees.

Allow the creation of a local pilot project involving a diversified offer of atypical positions, in order to support the existence and continuity of care and services during shifts taking place between Friday morning and Monday evening.

The employer's demands could have the following effects:

Reduced amounts of overtime paid and/or accumulated. For instance, the concept of the normal work week of 35 or 38.75 hours would be replaced by the concept of 140 hours per month.

Entirely subjective agreements on atypical schedules.

Working every weekend as a possibility.