

**LETTER OF UNDERSTANDING #36**

**BETWEEN**

**ALBERTA PRECISION LABORATORIES**

(hereinafter referred to as the Employer)

**- and -**

**HEALTH SCIENCES ASSOCIATION OF ALBERTA**

(hereinafter referred to as the Union)

**RE: WORKLOAD APPEAL PROCESS**

Workload is an objective assessment of the support (communication, skill mix, staffing, training), equipment (devices, technology, supplies) and/or time available to the Employee to complete their assigned work.

The Parties agree that workload may fluctuate and may be impacted by numerous factors including, but not limited to: acuity, changes in patient population, seasonality, surge periods, process improvements and efficiencies, staff/resource fluctuations, shifting priorities, and increasing demands.

The Employee(s) shall first discuss their workload concern with their immediate supervisor and attempt to resolve the matter at this stage. In the event that it is not resolved, the Employee may request a formal evaluation of their workload concern through the following Workload Appeal Process.

1. Formal Evaluation - Workload Appeal Process

It is agreed that only workload concerns that are ongoing, systemic, and long term in nature (evidenced by the fact that the concern has continued for a minimum of sixty (60) calendar days) may be considered as part of the Workload Appeal Process.

Level 1

Where an Employee or group of Employees has a workload concern that is ongoing, systemic and long-term in nature, the Employee(s) may request, in writing, that their Manager conduct a formal workload evaluation. The Employee's written submission must include an explanation and examples of the factors they believe are leading to the workload concern, based on the workload components of supports, equipment and/or time to complete assigned work. The written submission must include the Employee's proposed solution to the concern. The Manager (or designate) shall meet with the Employee and respond in writing within twenty-one (21) calendar days.

Level 2

If the workload concern remains unresolved after Level 1, within seven (7) calendar days of the response at Level 1, the Employee may request a further review of the workload concern in

writing to the Operational Director (or designate). The Operational Director (or designate), shall reply in writing within fourteen (14) calendar days of receipt of the workload concern(s).

Level 3

If the Employee is not satisfied with the outcome at Level 2, within seven (7) calendar days of the response at Level 2, the Employee may request a further review of the workload concern(s) in writing to the Executive Director (or designate). The Executive Director (or designate) shall make the final decision regarding the workload appeal, and provide the decision in writing, to the Employee within twenty-one (21) calendar days of receipt of the workload concern(s).

2. The Employer shall not be required to repeat the appeal process for a previously appealed concern within the same unit/area/department, as applicable, unless a significant departmental change has occurred that materially affects workload requirements.

3. Time Limits

Time limits may be extended by mutual agreement. Such extensions shall not be unreasonably denied.

4. Dispute Resolution:

- (a) The timelines and process steps in this Letter of Understanding are subject to Article 46: Grievance Procedure.
- (b) The final decision regarding the outcome of the of the Workload Appeal Process is not subject to Article 46: Grievance Procedure.

5. The Parties agree to implement this Workload Appeal Process on a trial basis.

This Letter of Understanding will expire September 30, 2028, or upon the date of ratification of the next Collective Agreement, whichever is later.

ON BEHALF OF THE EMPLOYER

ON BEHALF OF THE HEALTH SCIENCES  
ASSOCIATION OF ALBERTA

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DATE: \_\_\_\_\_

DATE: \_\_\_\_\_