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**Notes
from the
Executive Director**



right to privacy and society's needs through legislation specifically designed for the purpose. This legislation will assist in the accountability of Government to its citizens, protect the privacy of individuals and the confidentiality of their personal health information, and facilitate improvement, development and research in this province's health and community services system.

Disaster preparedness Concerns have been expressed about provincial direction on disaster preparedness in view of the federal government's new commitment for resources for public health and communicable disease control.

Pastoral/Spiritual Care: We will shortly be announcing a new Pastoral/Spiritual Care Co-ordinator. It is expected that many of the existing pastoral/spiritual care programs will be continued, particularly the Clinical Pastoral Education (CPE) unit starting in Spring, 2004.

Separate health information legislation: The NLHBA supports Government's decision to develop separate legislation for the protection of personal health information, offering the appropriate balance between an individual's

Update on Negotiations

- **PAIRN (Professional Association of Interns and Residents):** Parties are currently in conciliation, with the major outstanding issues being wage parity and on call.
- **HP Negotiations (Health Professionals):** Parties are currently in conciliation and negotiations are set to continue with this group on September 23 and 24, 2003. Approximately 20 issues remain outstanding between the parties, with the major issues being bumping procedures for temporary employees and provincial seniority.
- **Master Bargaining:** Bargaining with NAPE HS, NAPE GS, NAPE LX and CUPE HS is expected to begin (simultaneously) in October, 2003. The collective agreements for all of these groups expire on March 31, 2004.

**Introducing Krista Squires,
NLHBA Purchasing Co-ordinator**

Welcome, Krista! Krista Squires started work this summer as the new Purchasing Co-ordinator. She is a MUN graduate, Bachelor of Commerce (Co-op) with a concentration in marketing and small business, has courses in mainframe programming language and utilities from



Keyin Technical College and is working towards the Certified Professional Purchaser designation from the Purchasing Management Association of Canada. She is coming to our organization from her position as a buyer with SYSCO Food Services of Atlantic Canada. Her experience in a purchasing role at SYSCO included monitoring and maintaining inventory levels, assessing quality of product, dealing with vendors and ensuring customer satisfaction. She also has some supplier-side experience in working with tenders and has worked in international trade and import/export regulations with the Federal Department of Fisheries and Oceans in Ottawa.

She is looking forward to meeting with her contacts in the health boards, and to working with them on ongoing programs and future developments in the Group Purchasing Program.

Staffing Changes in Human Resources Planning



Catherine Baker

- **Tanya Noseworthy, Human Resources Consultant, has accepted a position with the Department of Health and Community Services, starting on August 25, 2003. Tanya has done tremendous work for the Human Resource Planning Unit in her 2½ years on staff, authoring or co-authoring more than a dozen reports, and participating in several committees and initiatives. The NLHBA wishes Tanya all the best in her new position.**
- **Suellen Sheppard has been hired to fill the position left vacant by Stephanie Mandville, and Catherine Baker has been hired to fill Tanya's position. Both started on August 18, 2003 and have been warmly welcomed by NLHBA staff.**



Suellen Sheppard

Public Sector Health Human Resources in Newfoundland and Labrador*

Primary Occupations		Ancillary Occupations, Clinical ²		Ancillary Occupations, System ²	
Description	No.	Description	No.	Description	No.
Audiologist ¹	16	Audiology Technician	3	Administration ⁴	2236
Behaviour Management Specialist ²	44	Cardiology Technician	4	Biomedical Engineering	19
Cardiology Technologist ²	28	Combined LX Technician	30	Dietary	1015
Child Management Specialist ²	24	Medical Laboratory Technician	31	Facilities	415
Combined LX Technologist ²	12	Medical Radiation Technician	6	Housekeeping	1298
Dietitian ¹	67	MLT Support Staff	117	Information Systems	78
Electroneurophysiology Technol. ²	12	MRT Support Staff	8	Laundry	252
Licensed Practical Nurse ^{1,7}	2790	Nuclear Medicine Technician	5	Materials Management	135
Managers, clinical and non-clinical ²	872	OT Support Worker	33	Medical Service Aide	229
Medical Laboratory Technologist ²	370	Personal Care Attendant	327	Records ⁶	90
Medical Radiation Technologist ²	238	Pharmacy Technician	91		
Nuclear Medicine Technologist ²	15	Physiotherapy Support Work.	70		
Nurse Practitioner ²	51	Prosthetist-Orthotist Technic.	5		
Occupational Therapist ¹	106	Psychologist Assistant	7		
Paramedic (private not included) ²	114	Recreation Therapy Worker	99		
Pharmacist ¹	73	Social Service Worker	62		
Physicians – General Practitioners ³	448	Other Occupations	70		
Physician – Specialists ³	504				
Physiotherapist ¹	110				
Psychologist (Clinical) ¹	59				
Prosthetist-Orthotist ¹	12				
Radiation Therapist (cancer treat.) ⁸	17				
Recreation/Development Special. ¹	24				
Registered Nurse ¹	5070				
Respiratory Therapist ¹	68				
Social Worker ¹	662				
Speech-Language Pathologist ¹	40				
Other Occupations ^{2,5}	37				
Total	11,883	Total	968	Total	5767
Grand Total			18,618		

Sources and Notes:

1. Source: Human Resources Indicator Report 2000/01 (October 2002).
2. Source: Newfoundland and Labrador Health and Community Services Retirement Analysis (April 2003).
3. Source: Medical Services Branch of the Department of Health and Community Services. Data as of March 31, 2002. Note that of 448 general practitioners, 141 were salary and 307 FFS. Of 504 specialists, 212 were salary and 292 FFS. In 2001, 42 percent of physicians in NL were international medical graduates. This was second only to Saskatchewan at 51 percent, and nearly twice the Canadian average of 23 percent.
4. "Administration" includes all clerks (admitting, ward, payroll, and others), secretaries, and other administrative staff besides managers.
5. "Other Occupations" includes cardio-pulmonary technologists, cardiovascular perfusion technologists, dentists, dosimetrists, electrocardiograph technologists, genetic counselors, medical physicists, orthopaedic technologists, orthopists, and pastoral care clinicians.
6. "Records" includes medical records technicians, medical records analysts, and medical records librarians.
7. "Licensed practical nurse" group includes 23 operating room technicians and 136 psychiatric licensed practical nurses.
8. Source: Newfoundland Cancer Treatment and Research Foundation, May 2003.

***Employed by provincial health boards except fee-for-service (FFS) physicians.**

2003 Article of the Year Competition

Submissions for this competition will be reviewed this month, September 2003, and the winners announced at the NLHBA AGM in November 2003.

Clinical Pastoral Care Training Program

JPMH/Lakeside Homes

For 11 weeks, five trainees attended seminars in clinical pastoral education (CPE) at the James Paton Memorial Hospital. Guided by Rev. Colin MacKinnon of Toronto, these trainees learned how to interact with patients to help them through their hospital experience. The program is open, but not limited, to theology students.

“Clinical pastoral education is a method of learning ministry in a hospital. Some people in their 40s and 50s go into clinical pastoral education as a second career,” Rev. MacKinnon said.

The seminars were held five days a week and finished mid-afternoon, but a clinical pastor’s work is never done. They are on call every hour of the day and night, seven days a week. They carry pagers that are left on through the night, in case a patient urgently needs their services.

In training, the students spent the morning reflecting on visits made to patients and the experience they gained from the visit, as well as personal reflection. The trainees discussed their

visit and how they responded, helping the patients talk about their feelings, concerns, and problems. The students also aided family members overcome grief when a loved one died.

Guest speakers, doctors, social workers and nurses, spoke with the group giving them information on a particular illness, or how to handle specific cases.

This was the first year for the program to be held at the James Paton Memorial Hospital. Each year a different hospital is chosen to host the program, recruiting interested persons from the area.

“There are clinical pastoral programs right across the country and there have been clinical pastoral education programs in Newfoundland for quite a number of years at the Health Sciences Centre and the Waterford Hospital (in St. John’s), and then the last number of years in central Newfoundland, but in a different hospital.”

Courtesy of The Beacon

Health Care Corporation of St. John’s

A CPE unit was also offered at the HCCSJ with six students from across the province participating in the training which was supervised by Rev. Floyd Green from Ontario. Several of these students are enrolled in the Queen’s College program. The CPE unit involved several facilities of the HCCSJ.

CPE units provide training to participants and

also provide value to patients and clients in our organizations by helping patients to recover from serious illnesses. It is anticipated that a CPE unit will again be offered in 2004 under the direction of the new Provincial Pastoral/Spiritual Care Coordinator of the Association. Anyone interested in participating in the CPE program next year should contact the Association.

Discount Car Rental for Travel Outside the Province

Thrifty Car Rental, our current car rental service provider within the province, is now offering discounted rates for all members travelling outside Newfoundland and Labrador, whether for business or leisure. To access this discounted rate, members simply have to mention that they are part of the Newfoundland and Labrador Health Boards Association or quote contract number 1660040342. For more information, check out the link on the bulletin board section of our website: www.nlhba.nf.ca

Biomedical Waste Court Case

The 1998 court action brought against the Government of Newfoundland & Labrador and the NLHBA by Mark Winter, trading as Atlantic Waste Management, regarding a contract for the disposal of biomedical waste, was heard in the Supreme Court of Newfoundland and Labrador in late May. On July 3rd Justice Robert Hall brought down his judgment, dismissing Mark Winter's lawsuit and awarding costs to the Government and NLHBA.

If you have any questions, concerns, or suggestions for our NewsNet, please contact Jeannie House, Director of Advocacy and Information at (709) 364-7701 ext. 320 or at jhouse@nlhba.nf.ca

Shifting from Staffing to Recruiting for Improved Retention

Casting a net for applications is only one step in a recruitment process. There are many things to consider when attempting to attract the best candidate once the CV has been landed.

- Encourage the candidate by selling your province and your location as an exceptional place to live.
- Provide web pages designed by Tourism (www.gov.nf.ca/tourism).



NLHBA Recruitment welcomes 2003 post-graduate specialists as "honorary Newfoundlanders". Yes, they did kiss the cod!

- Invite visits to the Newfoundland and Labrador Health Boards Association at www.nlhba.nf.ca where hotlinks lead to each health board or your own web site address.
- Provide web pages promoting the specific community or develop materials to sell the benefits of the location.
- Seek out help from members of the community to provide a welcome to physicians and their families. This can involve a tour of the community, introductions at schools, churches, etc.
- Invite the town council to take a "Welcome Wagon" role by providing gift baskets on arrival or complimentary passes to places of interest.
- Perhaps the Ladies Auxiliary can propose their own involvement in the recruitment process. One auxiliary has partnered with the town to greet physicians and their

families in their homes using this "Welcome Wagon" idea and organizing a special event for new staff.

- Invite the social club or a specific department to organize a potluck and invite significant others as a way of developing relationships and friendships for the new physician and his/her family.
- Involve local businesses by asking for introductory passes to fitness centres, boat tours, theatre, as a way of introducing the lifestyle and the enjoyment the location has to offer.

This approach stimulates a personal interest in the community that has had proven results in the retention of health care professionals. Determine if your site already has a hospitality approach for recruitment and retention or if, perhaps, these ideas could be introduced.

Changing Regulations

The Labour Relations Department has been monitoring proposed changes to the provincial *Labour Standards Act* and the proposed implementation of ergonomic regulations. The Department of Labour has indicated that they are considering amending the *Labour Standards Act* to include provision for eight weeks of unpaid compassionate care leave. A similar amendment was passed by the Federal Government whereby employees in industries that are federally regulated will be eligible, effective January 2004, to take up to eight weeks compassionate care leave. The criteria for accessing such leave is that the employee must demonstrate that he/she has a family member with a significant illness to such an extent the individual will likely pass away within the coming twenty-four months. The leave is unpaid, but amendments will be made to the *Employment Insurance Act* whereby six

weeks of leave will be covered. We have asked employers for feedback on this proposal. We will submit a position to Government once we have received feedback.

As well the Department of Labour has outlined a series of proposed ergonomic regulations. A presentation was made to the Human Resource Management Allied Health Care Group during this past summer by Department of Labour representatives.

Employers fully support any initiatives which serve to reduce workplace injuries and/or return injured employees to the workplace as quickly as possible. However, there is a concern that such regulations will significantly increase employer costs. The regulations in question are the same as those implemented in British Columbia. The employers in British Columbia strenuously opposed and resisted the regulations.

Goodbye and Good Luck, Liz and Coralie!

Since the last newsletter, Elizabeth Sullivan has taken a position with Pharmaceutical Supplies Ltd. and Coralie Lewis has started work with the Human Resources department at the Health Care Corporation of St. John's. We wish them both the very best of luck in the future.

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