

THE NAVIGATOR

A Publication for Members of Health Association Nova Scotia

New Employment Law Service for Management and Non-Union Employees Making Strides

The HANS Labour Relations Service launched a new employment law service on April 1, 2018, providing current subscribing employers with the option to acquire employment law and human resources support covering their management and non-union employees. The new service builds on the solid reputation of the labour relations program HANS has offered its members for over 40 years. It was designed in consultation with members to ensure the program meets the required needs. To date, eight (8) organizations have signed up for the new service.

“We are very pleased with the positive response we have received so far for this new service offering,” says Bob Dunn, Director, Labour Relations and Compensation Analysis. “Over the years, many subscribing employers told us they

wanted to enjoy the same level of expert advice and support in management and non-union areas as they have been receiving for issues solely relating to unionized employees and their trade unions.”

The new employment law service was also designed with the same competitive, flat fee structure as our existing Labour Relations and Compensation Analysis Program. The main difference is that the flat annual fee, in different tiers, is based on the size of any given employer’s non-union workforce.

“One of the important characteristics that sets our service apart from alternatives in the marketplace is the peace of mind of unrestricted access to expert support, particularly in the crucial early stages of a matter, without concerns of incurring



escalating legal costs,” adds Dunn. “In this regard, some members view this extra service as a form of insurance at a fixed price.”

Member feedback indicates another very attractive feature for current subscribing employers is that the services are provided by their existing assigned lawyer. There is great value in the seamless delivery of the two complementary services and the continuation of well established relationships.

Millie Colbourne, CEO of Breton Ability Centre, highly recommends the service.

“BAC has been a client of the HANS Labour Relations and Compensation Analysis Service for a number of years,” says Millie Colbourne, CEO.

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Member News

Partnership Without Borders

Submitted by Peter Jarvis, Lead Technical Support, Facilities Maintenance & Engineering (FM&E), Alberta Health Services

I have been working in Healthcare for Alberta Health Services (AHS) for around 11 years and for the past 5 years have been involved with the Canadian Healthcare Engineering Society (CHES). If there's one thing I've learned is that Healthcare and its associated challenges aren't much different from site to site or even province to province.

AHS has made safety for our staff and patients a high priority and safety is one of our 5 core values. In an effort to minimize incident & injury during the transfer of patients we have invested dearly in the installation of new overhead & mobile patient lifts. However in the process of purchase and installation there was an element we haven't focused on and that is the training, testing and maintenance required with owning such lifts. We needed to get up to speed very quickly and that's when I contacted Health Association Nova Scotia (HANS). Through my discussions with Steve Smith, the Association's Director of

Clinical Engineering Services, it became very clear almost instantly that HANS was the industry leader in this area and we had to engage them in any way possible to learn from their experiences to set us (AHS) up on the path to success.

Despite the 3600km distance between Alberta & Nova Scotia and through HANS flexibility and willingness to help, Steve and I were able to put together an action plan working with some very tight timelines.

HANS came to Alberta for the Canadian Healthcare Engineering Society Alberta Conference & Tradeshow where they connected with and presented to approximately 225 AHS Facilities Maintenance & Engineering (FM&E) and Project Management Staff. This was an excellent opportunity to reach out to a large audience all in one location and was very well received by our staff.

We followed the CHES conference by offering three (3) training sessions in three (3) different cities over the course of three (3) days. First was Red Deer, then south to Calgary, then north to Edmonton for the final session.

Here were some of the comments from the conference & training sessions:

- “The session was very educational and informative providing many takeaways for me to follow-up on at my site.”
- “I've been maintaining lifts for several years. I learned that I was doing a lot of things right but now have an understanding for a more formal approach.”
- “These guys (HANS) really know what they're talking about and I look forward to applying some of the items I learned.”
- “It's great that we can learn from their (HANS) experiences and don't have to start from scratch.”

HANS has provided us with the tools and knowledge we need to establish a comprehensive Patient Lift Program that covers the testing, maintenance, inspection and installation of patient lifts in our facilities.

I really appreciate the working relationship we have developed and look forward to working together in the future.

About the Health Association's Lift and Track Testing Program and Education

HANS has been in the business of lift and track testing since 2008 and is now testing over 4,000 devices in Atlantic Canada. During start up, HANS engaged Stantec Engineering to help design a properly engineered lift load based on our specifications including portability, Occupation Health and Safety concerns, and ease of use. Initially designed for internal use, HANS has offered the lift load for external sale based on demand. As facilities looked to bring lift and track testing in house, there was a need for education to understand both the CSA requirements and proper techniques. Over the last 10 years HANS has refined our system of testing utilizing our lift load and mirroring the latest CSA standard (CSA 10535-2017). Given our history of testing and our recent participation on the new CSA standard, HANS is seen a leader in Canada and has been approached a number of times to provide education. In 2016 we formalized an education program which provides both the education on the standard and testing methodology as well as the data capture and reporting software.

If you would like to learn more about our Lift & Track Testing Program and Education, please contact Phil Bradfield, Technical Support and Development Officer at 902-521-3766, or phil.bradfield@healthassociation.ns.ca.

Continuing Care Council Highlights

The Continuing Care Council is here to represent sector needs and issues that have an impact on member organizations. If you have any questions or concerns, please contact a Council representative or Health Association Member & Partner Engagement staff.

Council is pleased to announce that Josie Ryan, Executive Director, Northwood, has taken on the Chair position. Josie is in her 6th year on Council and is looking forward to advancing the Collective Impact Framework initiative.

We are also happy to welcome new members Jeff Densmore, VON Canada; Lisa Beckwith, Windsor Elms; and Anthony Taylor, Oakwood Terrace.

COLLECTIVE IMPACT FRAMEWORK – the steering committee to champion this work is almost complete and once formed will develop a common agenda to begin looking at the root causes of and holistic approaches to employee attendance. The initial meeting is expected to take place mid-June.

CROSS SECTOR EDUCATION SESSION PLANNING – the Chairs from the Home Care Network, Continuing Care Council and the ARC/RRC Association have been working with NSHA on a cross sector education initiative. As a result of those discussions, NSHA is dedicating time at the upcoming Spring Forums to talk about access & flow. The various sectors will present information on who they serve, their realities, challenges, etc., to start the discussion on opportunities to improve transition in care across the continuum.

PHLEBOTOMY CONTRACTS – a revised MOU has been completed following a call held with Council and CGO representatives on March 5 and it does look like concerns raised were addressed. We have been advised that communication will be going out to long term care facilities in the next 2-3 weeks.

LTC FINANCE WORKING GROUP – the financial reporting template work with DHW is gearing up and a small working group is coming together to review current financial expense codes and definitions with a view to making them more standardized. This should enable a decision to be made on financial and statistical indicators that could be used for future data collection and reporting. Work looking at the possibility of implementing an absence case management pilot project continues.

TRI-CHAIR MEETING – the chairs from the Council, CCANS, and the CGO have agreed to meet bi-monthly. One of the issues they will be discussing is the development of a strategic communications network to promote increased awareness and understanding of the continuing care sector (the good news stories) and to respond with a consistent and common voice to public relations issues in the continuing care sector as appropriate. They are also looking at recruitment and retention issues with the aim of identifying avenues to influence a provincial strategy.

If there is a policy issue you wish the Council to discuss, please contact us.

Upcoming Council Meetings:

- June 14
- July 12
- September 13

Council Members:

- Josie Ryan, Northwoodcare - Chair
jryan@nwood.ns.ca
- Lisa Beckwith, Windsor Elms Village
lisa.beckwith@winelms.ca
- Sharon Crane, Cape Breton County Homemakers,
sharon@cbc homemakers.ca
- Catherine MacPherson, Shannex Healthcare Inc.
catherinemacpherson@shannex.com
- Millie Colbourne, Breton Ability Centre (ARC/RRC Rep),
mcolbourne@cb-bac.ca
- Janet Watt, VON
janet.watt@von.ca
- Roberta Duchesne, Harbourview Lodge
roberta.duchesne@nshealth.ca
- Joyce d'Entremont, Mountain Lea Lodge/The Meadows ARC
jdentremont@homesforcare.com
- Denise Halloran, Guysborough County Home Support Agency,
gchsa@ns.aliantzinc.ca
- Tammy MacKenzie, MacLeod Group
tammy.mackenzie@macleodgroup.ca
- Jeff Densmore, VON Canada – Nova Scotia
jeff.densmore@von.ca
- Anthony Taylor, Oakwood Terrace
Anthony.taylor@oakwoodterrace.ns.ca
- Angela Berrette, Saint Vincent's Nursing Home,
aberrette@svnh.ca
- Christa Quinn, Closing the Gap
christa.quinn@closingthegap.ca

New Employment Law Service for Management and Non-Union Employees Making Strides

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“The service we receive from the HANS Labour Relations Team is top-notch – they are professional, knowledgeable, and very responsive. They make themselves available for consultation on issues on a timely basis and take us through all of the possible options for resolution, so that we make the best and most informed decisions. That’s why our organization was among the first to subscribe to the new employment law service covering non-union and management employees. Rather than

engage external counsel, we are receiving the same level of specialized expertise and support we have come to count on from the HANS team and at a very competitive cost. I would highly recommend this service.”

If you are interested in learning more about this new service offering, please contact Bob Dunn at bob.dunn@healthassociation.ns.ca or 902-497-7682.

“They make themselves available for consultation on issues on a timely basis and take us through all of the possible options for resolution, so that we make the best and most informed decisions.”

Millie Colbourne, CEO
Breton Ability Centre

HANS Membership Scholarship Program

We are pleased to announce that Health Association Nova Scotia will once again be offering our Membership Scholarship Program. The program is available to permanent employees of our member organizations as well as their children. It offers four (4) scholarships valued at \$2,500 each for students enrolled in programs which focus on our four core services (Group Benefits Solutions, Labour Relations and Compensation Analysis, Financial Services, and Clinical Engineering Services) and again this year Health Programs, such as Occupational Therapy, Physiotherapy or Pharmacy.

The Health Association is a not-for-profit, non-government, member-based organization that has been serving Nova Scotia’s Health and Disability Support Program sectors for almost sixty

years. We are dedicated to providing exceptional human resource shared services, innovative clinical engineering solutions, policy support, and expertise our customers can count on. The annual scholarship program was established three years ago to demonstrate our commitment to achieving service excellence in these core functions.

Funding for the scholarship program is made possible by the preferred partnership arrangement the Health Association Group Benefit Solutions Service has with Johnson Insurance. We are delighted that our partnership with Johnson Insurance is providing us with an opportunity to support the education of our members’ employees and their children. By offering scholarships, the Health Association not only offers financial support, we also wish to recognize

and reward academic achievement and encourage students to pursue/maintain post-secondary studies.

As announced last year, two of the membership scholarships have been named in memory of two dedicated health system leaders, Garnet Burns and Arlene Morrison, who both passed away in 2016. We are honoured to name these awards as a tribute to their memory and the extraordinary contributions they made to our health system.

Full details about the Scholarship Program including the eligibility criteria and the application form, can be found on our website at: healthassociation.ns.ca

***Please note the applications for 2018 must be submitted on or before August 16, 2018.**



Health Association Nova Scotia has Twitter.
Tweet us or follow us @HealthAssnNS

Upcoming Events



Saturday & Sunday, June 2-3, 2018

IWK Foundation Telethon

[Donate Now](#)

Tuesday, June 5, 2018

AWARE-NS Annual General Meeting - 9:30am
Northwood Ivany Place, Bedford

Monday, June 18, 2018

HOPA Annual General Meeting
4-6pm, Delta Halifax Baronet Room
1990 Barrington Street, Halifax

Member News Items



- [IWK Program that improves health care experience for children with ASD looking to expand](#)
- [Tideview Terrace Completes Milestone 3 Eden Alternative Path to Mastery](#)

Mark Your Calendars!

AWARE-NS Spring Classroom Training Sessions

Register now for Joint Occupational Health & Safety Committee (JOHSC) certificate courses and Safety for Supervisors and Managers (SSM) certificate courses. For course descriptions or to register, go to www.awarens.ca/learn/classroom-training-registration/

Halifax/Dartmouth

June 5

JOHS Committee – Day 2
Safety for Supervisors & Managers (SSM) – Day 2

Truro

June 20

JOHS Committee – Day 2
Safety for Supervisors & Managers (SSM) – Day 2

Berwick

May 29

SAFER Leadership – SSM Day 1

June 21

JOHS Committee – Day 2
Safety for Supervisors & Managers (SSM) – Day 2

Antigonish

May 22

SAFER Leadership – SSM Day 1

June 27

JOHS Committee – Day 2
Safety for Supervisors & Managers (SSM) – Day 2

Port Hawkesbury

May 24

SAFER Leadership – SSM Day 1

June 28

JOHS Committee – Day 2
Safety for Supervisors & Managers (SSM) – Day 2

Sydney

May 23

SAFER Leadership – SSM Day 1

June 19

JOHS Committee – Day 2
Safety for Supervisors & Managers (SSM) – Day 2

Amherst

May 30

SAFER Leadership – SSM Day 1

Liverpool

June 13

JOHS Committee – Day 2
Safety for Supervisors & Managers (SSM) – Day 2

Yarmouth

June 12

JOHS Committee – Day 2
Safety for Supervisors & Managers (SSM) – Day 2