

THE NAVIGATOR

A Publication for Members of Health Association Nova Scotia

NEW Labour Relations Service - Legal & Human Resources Support for Non-Union & Management Employees

The Health Association’s Labour Relations Service is pleased to announce plans to launch a new employment law service in spring 2018, providing current subscribing member employers an option to purchase legal and human resources support covering non-union and management employees.

This new service was developed in response to requests received from member organizations over the years. Employers told us they would like to access a similar labour law and human resources support program, as we currently offer on issues relating to unionized employees and their trade unions, so that they can enjoy the same level of expert advice and support in this area and the certainty and convenience of a competitive, flat fee structure.

A working group consisting of CEOs and Administrators from a cross section of continuing care facilities was struck to provide input regarding the design of

this new service offering. Based on their input, the scope of the new service will include a range of employment law and human resource services and advice up to the point where formal legal action is initiated. As with our existing Labour Relations Service, our goal is to settle matters in the crucial early stages before litigation has commenced. Additionally, employers have told us that only rare cases move beyond that point and these are usually covered by insurance.

The cost of the new service will be based on a flat, annual fee, in different tiers. However, it will be based on the size of the non-union workforce at any given facility, rather than the size of the organization’s operating budget as with our existing service. Fees will be as follows:

Tier	Non-union Workforce	Annual Fee*
1	Over 100 employees	\$7,500
2	50 to 100 employees	\$6,000
3	25 to 50 employees	\$4,500
4	less than 25 employees	\$3,000

A specific, dedicated service agreement, which will provide complete details of the scope of services, will be available for review by interested employers.

Our aim is to have this optional service available effective April 1, 2018. It will be offered as a two-year pilot program and evaluated at regular intervals to determine its value and viability as a permanent service offering.

If you would like to learn more, please contact Bob Dunn, Director of Labour Relations and Compensation Analysis: bob.dunn@healthassociation.ns.ca or at 902-497-7682.

* Other fees may apply for employers not already subscribed to our Labour Relations Service or in relation to facilities with which we have no current relationship.

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HANS Named a Nova Scotia Top Employer for 2018

For the fifth year in a row we've been named among the winners of this provincial competition, in addition to being named one of Atlantic Canada's top employers earlier in January.

Nova Scotia's Top Employers is a special designation that recognizes employers in Nova Scotia that lead their industries in offering exceptional places to work. Winners were announced January 20, 2018 in a special feature in The Chronicle-Herald.

Employers were evaluated by the editors at Canada's Top 100 Employers using the same criteria as the national competition: (1) Physical Workplace; (2) Work Atmosphere & Social; (3) Health, Financial & Family Benefits; (4) Vacation & Time Off; (5) Employee Communications; (6) Performance Management; (7) Training & Skills Development; and (8) Community Involvement. Among the reasons we were chosen to receive this designation again this year was:

- offers four weeks' vacation to new employees which increases to six weeks for long-serving employees.
- ongoing employee development with tuition subsidies for courses taken at outside institutions (up to \$1,250).

More details can be found on the competition homepage <http://www.canadastop100.com/ns/>

Evangeline Colman-Sadd Joins our Board of Directors

Evangeline's appointment was in accordance with the Health Association's Bylaws [Article III(a)(iii & iv)], with a present term of January 1/2018 – December 31/2020.

The Health Association Board of Directors is delighted to announce the appointment of its newest competency-based board member, Evangeline Colman-Sadd, CPA, CA. Ms. Colman-Sadd replaces outgoing board member, Gerald Pottier, and her appointment was effective January 1, 2018.

Ms. Colman-Sadd brings a wealth of professional experience and skills to her position on the Health Association Board of Directors. She is a Chartered Professional Accountant with a Bachelor of Arts degree (in economics and business) and more than twenty-three years of public sector audit experience at the Office of the Auditor General of Nova Scotia and as the Auditor General of Halifax Regional Municipality. She was a member of the advisory group that developed *Practice Guide to Auditing Oversight* by the Canadian Audit and Accountability Foundation (CAAF). This guide provides public sector auditors with detailed information on how to examine oversight as a component of an organization's governance structure. Among her other professional activities include serving on both the Membership and Complaints Committees of the Institute of Chartered Accountants of



Nova Scotia, being a member of the Public Sector Accounting Board Assets Task Force, and chairing the Canadian Council of Legislative Auditors Health Study Group from 2009 – 2011 (she was a member from 2006 – 2013).

Please join with us in welcoming Evangeline Colman-Sadd to the Health Association Board.



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

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.

Thank you to Annette Fougere, Council Chair, whose term ends on March 31, 2018. Annette's commitment and strong leadership greatly contributed to moving Council's agenda forward. We would also like to wish Greg McKim a happy retirement and thank him for his dedication and insightfulness to Council and Home Care Network issues.

A call for nominations to fill these seats will be going out in the near future. If you are interested in being part of a group of individuals who are working together to make tangible, positive changes for the continuing care sector, please give some thought to responding to the call.

COUNCIL'S TERMS OF REFERENCE – in keeping with good governance practices, the Council will be reviewing its Terms of Reference to consider possible enhancements/changes to the required or preferred skills and experiences of members and/or to ensure adequate diversity in perspectives are considered when reviewing Council member nominations. The review of the Terms of Reference will be completed prior to making the call for nominations referenced above.

COLLECTIVE IMPACT FRAMEWORK – Council is in the process of developing and populating the steering committee to champion this work. Once formed, the steering committee will develop a common agenda to begin looking at the root causes of and holistic approaches to employee absenteeism.

CROSS SECTOR EDUCATION SESSION PLANNING – a small working group is in the preliminary stages of looking at an opportunities for education/information sharing in conjunction with NSHA, the Adult Residential Centre /Regional Rehabilitation Centre Association and the Home Care Network, that would seek to expand the understanding and challenges of the various continuing care sectors amongst each other, and with the acute care sector.

PHLEBOTOMY CONTRACTS – concerns with the new stipulations for collecting blood and urine in long-term care homes led Council to write a letter to the NSHA in support of the concerns identified by the Community Governed Organization Society and those identified by Council, including ensuring adequate resources, maintaining a patient-centred approach, specifying what training is required, and ensuring that Department of Community Service (DCS) organizations are fully informed as well. Follow up conversations are planned with the NSHA.

LTC BED SPECS – Council and the ARC/RRC Association are supporting the development of safety specifications for long term care beds. HANS Clinical Engineering will lead this work and a working group will be formed to provide sector expertise.

CCA PROGRAM UPDATE – Pam Shipley, CCA Program Manager, provided an update on work underway with placement standards and guidelines and the introduction of a CCA Entry-Level Competency Framework.

LTC FINANCE WORKING GROUP – two work streams remain from this group; working with DHW on a financial reporting template and how to approach absence management programming. Representatives from the group are working with the DHW to determine what an adequate reporting template might look like. Work looking at the possibility of implementing an absence case management pilot project continues.

CONTINUING CARE PUBLIC RELATIONS WORKING GROUP – plans are underway to develop 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.

Upcoming Council Meetings:

- April 12
- May 10

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

Council Members:

- Annette Fougere, Chair
St. Anne Community & Nursing Care Centre
annette.fougere@sacentre.nshealth.ca
- Sharon Crane, Cape Breton County Homemakers,
sharon@cbcohomemakers.ca
- Catherine MacPherson, Shannex Healthcare Inc.
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- Millie Colbourne, Breton Ability Centre (ARC/RRC Rep),
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- Janet Watt, VON
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- Roberta Duchesne, Harbourview Lodge
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- Joyce d'Entremont, Mountain Lea Lodge/The Meadows ARC
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- Denise Halloran, Guysborough County Home Support Agency,
gchsa@ns.aliantzinc.ca
- Josie Ryan, Northwoodcare
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- Tammy MacKenzie, MacLeod Group
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- Jorge VanSlyke, Grand View Manor
jorge.vanslyke@grandviewmanor.org
- Angela Berrette, Saint Vincent's Nursing Home,
aberrette@svnh.ca
- Greg McKim, CBI/We Care Health
greg_mckim@wecare.ca
- Christa Quinn, Closing the Gap
christa.quinn@closingthegap.ca

Update on Safety and the Workplace Safety Action Plan

Building on accomplishments in 2017, the action plan continues to move forward in 2018 in finalizing the project report and recommended actions. While it may seem like time has ticked along, we have been receiving positive support, practical feedback, and strategic advice from the Project Sponsors in developing the strongest report possible. In the meantime, there continues to be significant commitment and great safety initiatives underway in building safer workplaces within the sector by all stakeholders - everyone is playing a key role!

Building safety culture and working to prevent injuries in our workplaces has never been more important than it is today. We know that by taking action and focusing attention to health and safety, change is possible. It has happened before. In 2009, Nova Scotia's health and community services sector was experiencing a crisis regarding the rapid increase in the

number and cost of work related injuries and illness. If nothing changed, it was estimated by WCB premiums paid by the sectors would exceed \$85 million by 2013. But, thanks to the focus on health and safety and return-to-work initiatives by employers, the creation of AWARE-NS, and support from WCB Nova Scotia, significant improvements were made in reducing the number of injuries and claim costs. Contrary to those earlier estimates, premiums in 2013 for the sectors totaled \$55 million - over \$30 million less than anticipated.

As we look ahead, we know both the injury rate and the cost of injuries is on the rise. The health and community services sectors are once again facing increases in premiums, from \$62 million in 2017 to \$63.5 million in 2018.

Safety for all must be made a priority. There are significant opportunities for change,

and strong leadership is needed now more than ever in organizations to empower workers to make safety-minded decisions - to only complete a task if it can be done safely. Creating a culture where workers are included in the conversation about safety with senior leaders, supported to ask for assistance with a lift, report a broken piece of equipment for repair, or raise safety issues to their manager for action is essential for change.

We are now moving from simply knowing about safety, to caring about safety, and there is much to be hopeful for as we move forward.

Submitted by:
[Susan Dempsey](#)
AWARE-NS Executive Director and Project Lead

HANS Member Healthcare Safety Success Stories

- [INNOVATIVE TOOLS BEING DEVELOPED AT OCEAN VIEW](#)
- [SEAVIEW MANOR ADOPTING PACE ELEMENTS FOR SAFETY](#)
- [VILLA ACADIENNE'S CREATIVE METHOD TO ENSURE STAFF RECEIVE TRAINING](#)
- [ADDRESSING SAFETY ATTITUDES AT RK MACDONALD](#)



Upcoming Events



Thursday, April 5, 2018

GoodLife Health & Wellness Leadership Summit - Halifax Convention Centre

[\(HANS Members Save 40%- learn more...\)](#)

Thurs & Fri, April 12 & 13, 2018

Leadership Training at Tideview Terrace, April 12&13, 2018 - This Two Day Workshop is based on Nancy Fox's second book Person-Centered Leadership: Elevating the Art. Contact Kathleen Burnett at 905-736-0084 or email: edencan@cogeco.net to request a registration form

Member News Items



- [Northwood Launches Hi-Tech with Heart - New Program uses Technology to Enhance Respite Care](#)
- [Ocean View and The Birches Working Together to Enrich Services](#)

Mark Your Calendars!

Addressing Cannabis and Other Drugs in the Workplace

Labour Relations and Compensation Analysis is pleased to host this informative session on April 12 and April 24, 2018, presented by Nadine Wentzell.

Nadine Wentzell is a Workplace Drug and Alcohol Consultant who works with employers to help them address the health and safety risks of substance abuse in the workplace. As a pharmacist consultant with over 25 years' experience, many of which were spent as a Narcotic Inspector with Health Canada, she brings a unique skill set and perspective on addressing misuse and abuse of drugs and alcohol in the workplace.

Regardless of whether your employees are using marijuana for medical purposes or recreationally, the health and safety implications for workplaces are many.

Managing this complex topic requires specialized knowledge in several key areas: how marijuana differs from alcohol in its impairing effects; the role of a workplace drug and alcohol policy; and strategies for effective workplace management.

This session is designed to provide you with insight on proven strategies to educate your workforce, protect your organization and mitigate overall risk. Current best practices will be presented and discussed.

To learn more, including registration information, please visit www.healthassociation.ns.ca



Regional Education 2018

The Health Association's Labour Relations and Compensation Analysis Service will again offer Regional Education in 2018.

The regional education will be held in three different locations across the province in May: May 16, 2018 (Old Orchard Inn, Greenwich, NS); May 17, 2018 (Best Western, Dartmouth, NS); and May 24, 2018 (Membertou Trade & Convention Centre, Membertou, NS).

Anticipated topics include:

- Legislative updates and recent cases
- Understanding "Past Practice" and what it really means for employers?
- From here to gone – a practical look at managing absenteeism
- Mitigating factors – Why don't Arbitrators uphold discipline?
- Change the Conversation! – Improving your Labour-Management Relationship, presented by Conciliation and Mediation Services (CMS)

*Registration materials will be sent out closer to the dates.