



Courier

Queen's University Staff Association

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QUSA~Working For YOU!

OCTOBER 2004

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2004 Queen's University United Way Campaign

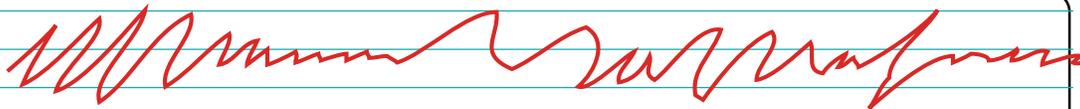
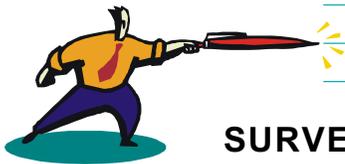


It's that time of the year again! An opportunity for everyone at Queen's to show their support for the Kingston, Frontenac, Lennox and Addington United Way 2004 Campaign. Did you know that last year, Queen's raised over \$260,000 and that our contribution, the largest from all the organizations in the region, comprised over 11% of the entire United Way 2003 Campaign?

By now, you would have received a letter and a pledge card. Please do not throw these away. Instead, we ask you to consider making any amount of donation with the knowledge that all contributions make a difference. For those of you who have already made a donation, please know that your contribution is most appreciated.

For further information on the Queen's United Way Campaign, to share fundraising ideas or to volunteer, please e-mail or call Jeanette Parsons at parsonsj@post.queensu.ca, ext. 78984 or Zahra Valaniz, valaniz@post.queensu.ca, ext. 78701.





SURVEY RECOMMENDATIONS - UPCOMING CHANGES

Your QUSA Executive has heard what you had to say! What follows are changes and considerations for change brought about by staff input from the QUSA survey administered in the last issue of the QUSA Courier. We hope you enjoy our new approaches on these matters and that you will continue to offer your comments and suggestions.

COURIER

Based on survey results, the QUSA Courier will be moving to a web site format as of February 2005. The December issue will be the last hard-copy version to be printed. However, a printer-friendly version of the Courier will be available on line, and an archive of past issues will be maintained from December onward. A URL to the web site will be included in the next QUSA Courier. The matter of hard copy vs. electronic copy will be revisited by the QUSA Executive in one year's time.

HOLIDAY LUNCHEON

As QUSA continues to monitor its annual events and ensure they are meeting the needs of the staff, we have considered whether QUSA would continue to host a Holiday Luncheon. The committee that reviewed the surveys on this matter has recommended that the Luncheon continue, but that we offer the Luncheon in mid or late November (depending on the availability of the venue). This may allow more staff to attend, since it will be hosted before the busy holiday season, and perhaps not compete with other financial commitments during the month of December. To address the concern that one hour does not allow enough time for staff to enjoy a leisurely lunch and socialize with their Queen's colleagues, we propose that the QUSA Executive send out a brief notice to department heads to advertise the lunch, so staff may be supported in attending the event and be allowed to take a longer lunch hour on that day. We are also proposing that we extend the time of the buffet luncheon and ensure quality food is available between 11:30 to 1:30.

Among the comments received regarding this issue, several individuals were concerned that the cost for the turkey dinner was too high. To that end, we have investigated for various times, the possibility of holding the event either on campus or at another venue. We have found that the on-site caterer both on campus and at the Kingston Yacht Club charges significantly more than our current caterer, who has special privileges at that Yacht Club. We are

mindful that this event is often a 'treat' for many of us, and we do our best to keep costs to a minimum.

GENERAL MEETINGS

After reviewing the survey results and with further discussion among the QUSA Executive, it was agreed that we would stay with the three meetings at this time. Reducing the number of meetings requires a constitutional change; therefore, this issue will be brought forward at the Annual General Meeting for discussion with the membership.

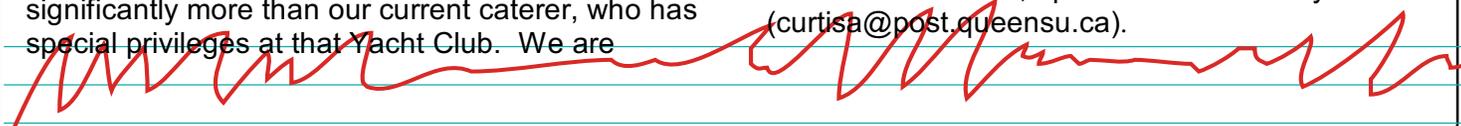
EDUCATION COMMITTEE

QUSA is committed to helping all its members in their personal and professional development. The purpose of QUSA's Education Committee is, therefore: a) to provide opportunities for members to engage in personal and professional development events and activities; and b) to draw on the knowledge, skills, and experience of its members in these activities.

Based on the feedback we received from last year's Lunchtime Seminar series, together with the feedback we received from the recent QUSA Membership Survey and discussions within the QUSA Executive Committee, we have identified six areas our members would like to focus on this year:

- Retirement Planning and Investments
- Managing an Infinite Number of Tasks in a Finite Amount of Time
 - Strategies for Coping with Stress
 - Managing Conflict in the Workplace
 - Maintaining Healthy Lifestyles
- Public Speaking Developing Competence and Confidence

If you have knowledge, skills, or experience in any of these areas, which you would be willing to share with the QUSA community in a one-hour lunchtime session, please email Andy Curtis (curtisa@post.queensu.ca).



President's Report

by Spring Forsberg



Summer will not let go – thank goodness! September has been a beautiful month, and hopefully you have been able to enjoy it. For many departments this is a peak period, and getting out during the day to enjoy the weather is difficult while we address the various needs of new and returning students. Staff members at all levels are called upon to ensure that students are made to feel welcome at Queen's. This time of year often presents frustration for staff and students. It is during this busy period that we might feel the impact of a large disjointed organization such as Queen's, where various departments perform specific tasks and responsibilities. Often students are sent from one department to another, coming to you feeling disgruntled and tired. As you address their many inquiries, it would be only human to feel as frustrated as the student. As I speak to staff, however, I am conscious of their desire to perform at a high level during this time of year. Your efforts and kindness do not go unnoticed! Students who I deal with on a regular basis are always grateful for the kind word and the gentle direction and reassurances you provide when they are feeling lost or out of place. I would encourage you to take heart and know that your acts of kindness go a long way.

The year holds promise for the current QUSA executive. Much groundwork was laid last year for improvements, which you will no doubt see this year. Our web site is taking on a new look that you will find exciting. The QUSA Courier will come to you this year both on-line and in its current fashion, as we switch to a web-only version in the following year. Our membership committee hopes to bring incentives to our members, which we trust will lead to growth. Our Salary and Benefits Committee will begin seeking input from you for the year 2005-2006, which is when we begin our next round of salary and benefit discussions. Throughout the year, I was pleased to hear from employees who brought suggestions to the Executive. For instance, last year we were invited to involve ourselves to a greater degree in the Kingston community. To that end, we have made a donation from the Barb Geddes Fund, (a fund established by staff to honour this former QUSA Executive Member) to the CIBC Run for a Cure event, in which her family is participating, in her honour.

Please continue to bring your ideas and suggestions to the QUSA Executive members, and please let us know if you would like to become involved. If you have an idea and would like to chair a subcommittee to prepare and execute your plan, we would love to hear from you.

Happy Thanksgiving! I shall remember to give thanks for all I have, which is plenty!

Welcome New Members!

Zera Bali, SARC
Shelley Cox, Medicine
Su Earle, Arts & Science
Bernd Keller, Chemistry
Lisa McAvoy, Better Beginnings



Allison Redmond, Human Resources
Dionne Theriault, Education
Zahra Valani, Alumni Services
Dan Wainman, Medicine



ELDER CARE

by Laurie Vaughan-Evans

As we enter our 40's and 50's, many of us find ourselves in the new position of providing support and care for our aging parents. This can be a bit of a juggling act at times, especially if we are working full-time and also have children at home. While we may be happy to care for our parents in their old age, situations can arise that add to stress levels, such as a sudden illness, financial concerns or decline in one or both parent's ability to live independently. If you are caring for your parents or other aging relatives, you may wish to visit the Queen's Elder Care website at <http://www.hr.queensu.ca/guides/eldercare/>. This very informative website contains links to a range of contacts related to healthy living and housing options. Under the link for "Other Resources", you will find a description of several support services that are available, including the Queen's Employee Assistance Program (EAP). As mentioned in a previous edition of the QUSA Courier, the EAP Service provider for Queen's is Warren Shepell. The following article entitled "Long-Distance Caregiving" is part of their monthly Work/ Life Balance Tips and it provides some excellent strategies for caring for older family members who live at a distance. Please watch for the next issue of the Courier where we will continue our discussion on Elder Care.



LONG-DISTANCE CAREGIVING

Caring for Older Relatives from Across the Miles

It's not uncommon in today's world that family members live hundreds of miles apart. As they spread out farther away from one another, many adult children are coming face-to-face with the realities of long-distance caregiving for their older parents or relatives.

For these families, the distance between older relatives and adult children can create unique challenges in providing care. Long-distance caregivers face the same emotional and financial concerns as those who live close by, but they can also carry additional feelings of guilt and anxiety at not being able to 'be there' for loved ones.

However, caregiving can work across distances. The key is to plan ahead and be organized. Below are a few tips for long-distance caregivers to help make this challenge more manageable:

Involve relatives in the decision-making. It's usually best for everyone if your relative actively participates in the development of a caregiving plan. Try openly discussing with your relative, what his or her needs are and how you can work together to ensure that these needs are met. Show respect and acknowledge his or her input and wishes as part of the plan. This will ensure that everyone is comfortable with the results.

Plan regular check-in times. Establish a routine for telephone calls, e-mails or other forms of communication. Having regular and consistent communication is important for both you and your relative. This is your opportunity to share, ask questions, and stay 'in the loop' on what's happening in your relative's life.

Expect the unexpected. Plan ahead and take into account emergencies. Reserve vacation days should you need to travel on a moment's notice, set extra funds aside for emergency home care services if needed, and have a directory of reliable providers and resources easily accessible to you. If you wait for a crisis and are forced into quick decisions, you will limit the options available to you.

Connect with local friends and neighbours. Create a list of people in your relative's life who may be able to assist you. Keep their phone numbers and addresses updated on a regular basis and contact them periodically. These individuals can keep you informed, serve as an accessible and familiar resource for your relative and be an excellent point of contact for you in case of an emergency.



Keep track of important information. Make a list of where your relative keeps important papers such as his or her insurance policies, bank account numbers, investments, living will and power of attorney (for legal, financial, and health care purposes). It's also beneficial to have a list of physicians that your relative is seeing, and any hospitals or clinics that are involved in his or her medical care. If you can, note any medications that your relative is taking (including frequency and dosage) and any allergies or other medical conditions he or she may suffer from.

Seek personal support. Care giving can be difficult, especially from a distance, and some days things may not go as well as you had hoped. If you're feeling overwhelmed, talk to someone — whether it's a close friend, a spouse, a support group, or a dependant care specialist — you can receive the help that you need to handle challenging situations. You can also find great comfort and strength in knowing that you are not alone.

Need help balancing your dependant care needs? WS Family Matters™ can help.

It's a resource and referral service that assesses, identifies and locates caregiving services that suit your situation. This service is available at no cost as part of your Employee Assistance Program (EAP). Call the EAP hotline at 1 800.387.4765.

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Special Recognition for Staff Award nominations



This Award recognizes staff members who consistently provide outstanding contributions during their workday, directly or indirectly, to the learning and working environment at Queen's University at a level significantly beyond what is usually expected (e.g. improving the workplace efficiency, quality of worklife, customer service, problem-solving, etc.) Information and nomination forms are available from www.queensu.ca/secretariat/ or the University Secretariat, B 400 Mackintosh-Corry Hall.

Deadline: Oct. 15, 2004

QUSA EXECUTIVE RETREAT



The QUSA Executive was pleased to meet at the University Centre for a morning of discussions on June 21. As always, the Retreat was a great opportunity for new and experienced Executive to get to know one another and review issues of importance, which are often difficult to discuss thoroughly during our biweekly lunch-hour meetings.

This year, we attempted to cover two important topics. The first was to invite the Chairs of our various Standing Committees to prepare reports as to how their committees are progressing, and the plans for the upcoming year. This exercise ensures that we set our goals and move forward with a plan to meet the objectives of the various Standing Committees. Most of the time at the meeting was focused on the surveys, which were completed by our membership in the spring. After a review of the results, the sub-committees (struck earlier in the spring) discussed the results from the various questions presented to staff, reviewing the feedback provided, after which recommendations were brought to the Executive and ultimately to you, the membership. To that end, you will find recommendations in this Courier for your consideration.

After the meeting portion of our morning, we enjoyed a wonderful lunch at the University club. A special thanks to the staff who took such good care of us!

Spring Forsberg

The "Office Next Door" Series presents the...

Human Resources Department

Did you know that over 11,000 people come through the doors of Human Resources each year? Located on the ground floor of Richardson Hall, the Human Resources department touches the work lives, in one way or another, of all employees of the University.

The Human Resources Department (known around campus as "HR") provides a wide range of services to all employees, faculties, and departments at Queen's University. These services are integrated into fulfilling the mission of the University by ensuring that there is a fundamentally sound and positive human management system in place.

WHAT WE DO

There are many services that we provide on a daily basis to employees and administrators. Our department is organized into four main operational units: Compensation, Employee Relations, Employment, Planning and Development, and Human Resource Information Systems. Listed below are some of the things we do for you!

Compensation

- Process pay cheques and issue T4 slips
- Administer group health benefit plans
- Evaluate job descriptions and set salaries
- Manage the salary increase programs for support staff, faculty, and senior administrators
- Develop and manage all compensation policies including overtime, merit pay, acting pay, etc.
- Administer all work-related injury and accident claims with the Workplace Safety and Insurance Board (WSIB)
- Help employees and their departments with return to work and accommodation needs from sick leave, long-term disability (LTD), and WSIB leave
- Oversee the Employee Assistance Program for the University
- Manage the Tuition Support Benefit Plans and Child Care Support Benefit Plans

Employee Relations

- Conduct salary and benefits discussions with Queen's University Staff Association
- Employee Relations policy management and development
- Interpret and provide guidance on policies

such as sick leave, vacation, redeployment, and compassionate, bereavement and family leaves

- Provide advice and counsel on performance management problems, disciplinary issues, terminations, redundancies, abuse and harassment situations, and any other personnel issues
- Negotiate and administer collective agreements, including grievance handling, arbitration, contract interpretation, and advice on any issues arising with unionized employees
- Provide advice to managers on employment-related legislative compliance issues including Employment Standards, Human Rights, Labour Relations, and "common law" rulings

Employment, Planning and Development

- Assist departments in the recruitment and hiring of new employees
- Provide University orientation sessions to all new staff members
- Advise on immigration issues for recruitment of staff
- Manage and develop employment policies including staff equity initiatives
- Provide training and staff development opportunities for staff and management
- Provide training for new department heads (faculty and staff)
- Manage the Employee Tuition Assistance



- Program and Self-Funded Leave Program
- Coordinate the performance review process
- Policy and project development such as Child Care and Elder Care resource guides

Human Resource Information Systems (HRIS)

- Specialized programming of reports and programs based on HRIS data
- HRIS Database auditing for accuracy of information and system efficiency
- Payroll/HRIS system support

We are here to help!

Whether you are seeking job opportunities within Queen's, or you are an employee or manager with questions about policies, HR services, benefits, or career development, the trained professionals in the HR department are here to help. We are open from 8:30 a.m. to 4:30 p.m. every day including the lunch hour.

While it is not possible to list the names of all our staff here, if you are interested in contacting us, an up-to-date list with our areas of expertise can be found on our new web site at www.hr.queensu.ca. Come and check out the new look. We have designed it to be more user-friendly, and it provides all sorts of helpful information. If you need more detailed assistance, our staff would be happy to meet or speak with you. Our main number is 533-2070. We welcome your calls and are here to help.

Julie Mekarski



Wedding Congratulations!

*to QUSA Editor,
Bonita Lapenna,
who became*

*Mrs. Bonita Summers
on September 17, 2004*

*to Megan Baxter, School of
Medicine, who married Bill
Templeton on September 17, 2004*

Report on Employment Statistics at Queen's University

On June 8th, 2004, Julie Mekarski, Patricia Eaton, and Susan Goodfellow from Human Resources met with the Executive of QUSA to discuss employment statistics for the year ending May 30, 2004. They reported that it had been a very busy year for staffing, with approximately 170 positions being advertised through their office. It should be noted that internal promotions are not reflected in the 170 advertised positions. There are approximately 50-60 internal promotions annually at Queen's. Ms Mekarski was pleased to report there are a number of positions that have been converted from term to continuing over the past year, and she continues to work with Departments across campus to encourage this activity.

Statistics

- Of the 111 General Staff positions posted, 57 positions were continuing and 54 were term positions.
- Ten positions were withdrawn and of the remaining 101 General Staff job postings filled, 48 were internal hires and 53 were external hires.
- Of the 48 postings filled by Internal candidates, 31 were in salary grades three through six, 12 were in salary grades seven through nine, and 5 were in salary grades ten through twelve.
- Of the 53 staff positions filled by external candidates, 21 did not have any internal applicants. Of these 21 positions, 10 were salary grade six or higher.
- Of the 54 General Staff term positions, 18 were filled internally, 31 resulted in external hires, and 5 postings were withdrawn.

Gail MacAllister

REMINDER!

The deadline for applications for the Tuition Support Benefit for dependents is October 31, 2004.

Details at:

<http://www.hr.queensu.ca/benefits/fbp-tuition.php>



Baby Congratulations!

To:

new grandparent
Susan Anderson, QUIC, whose daughter
Alexa gave birth to
Clare Anne on August 24, 2004

Kelly Crain, School of English, and
her husband Doug on the
birth of their baby boy
Lucan Benjamin on May 25, 2004

Lily Harriss, Arts & Science,
and her husband Julian on the
birth of their son Jonathan Khalil
born August 28, 2004

Anne Mitchell-Ste.Marie
Admissions & Liaison, on the
birth of her son Bradley
born on September 24, 2003



HAPPY THANKSGIVING!

Let's Hear From You

Take a few minutes to write us
2 or 3 lines on E-Mail to:
QUSA@post.queensu.ca



SEND A BOUQUET:

Give someone a pat on the
back: let us know if
something is going right.



SOUND-OFF:

Have a comment,
complaint,
question?

Bouquets/Sound-offs should be sent to
the QUSA Office, Room 235, JDUC

POLICY REGARDING LETTERS TO THE EDITOR, SOUND-OFFS, OR BOUQUETS

We would ask that submissions be signed so that,
if need be, we can clarify any information with the
writer. If you wish to have your name withheld,
should your letter be published in the Courier,
simply indicate so and we will honour your request.

The month of October has two key events including Mental Illness Awareness Week
(October 4-10) and World Mental Health Day (October 10). Check out the Newsletter
provided by Queen's EAP provider, WarrenShepell:
<http://www.warrenshepell.com/pdf/ws-Mind-Body-Connection.pdf>



2004/2005 QUSA EXECUTIVE

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Treasurer - Lisa Neumann, Arts & Science
RG&C - Pamela Bandy-Dafoe, Chemistry
RG&C - Ellen Hawman, Disraeli Project

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74722
32630
32764

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Sheri Foster, Pharm.& Toxicology 36112
Kim Jesse, Neuroscience Studies 36360
Jessica Maskell, Fac.of Education 77249
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