



Courier

Queen's University Staff Association

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QUSA~Working For YOU!

APRIL 2005

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EXECUTIVE REPRESENTATIVE: *Gail MacAllister* DESK TOP PUBLISHING: *Betty Pollard*

Assistance for Non-Union Staff Members at Queen's

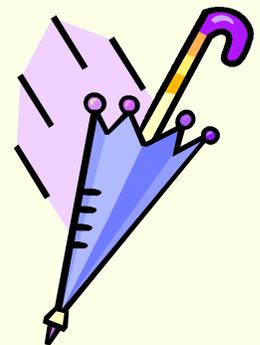


The Co-ordinator of Dispute Resolution Mechanisms is available to provide assistance to non-union staff members at Queen's who have questions about employment-related issues or problems. When you need information about a University policy or procedure, when you are unsure whether certain policies or procedures pertain to your situation, or when you feel a policy or procedure has been unfairly or erroneously applied to you, you should contact the Co-ordinator.

Although the Co-ordinator cannot provide a legal opinion or act as an advocate in a dispute, the office of the Co-ordinator can help a staff member identify and evaluate options for resolving a problem. The Co-ordinator will facilitate communication between the parties as much as possible at the informal stage, advise complainants about how to pursue a complaint through the appropriate route, and where necessary, refer complainants to an appropriate staff advisor.

Staff Advisors are trained in dispute resolution and the progressive model of disciplinary action. They are able to provide advice and support to non-union staff involved in employment disputes, including discipline issues. A complainant is entitled to have a friend or representative attend any meeting with a supervisor or the Human Resources office. When requested by a staff member, an Advisor has the right to be present and represent the complainant at all stages of the grievance procedure.

The Co-ordinator or an Advisor can be very helpful in the pursuit of an informal resolution of a dispute. This is made easier if they are consulted at an early stage in the process. If you need assistance with a problem, or if you are interested in becoming a Staff Advisor, contact the Co-ordinator, Harry Smith, by telephone at (613) 533-6495 (the voice mail is confidential if you need to leave a message), or by e-mail at drm@post.queensu.ca.



S.M.A.R.T. Gardening Tips

These gardening tips have been prepared for you by the Canadian Physiotherapy Association and its members to help you enjoy a healthy and active gardening season.



- Regular moderate gardening gives general health benefits similar to going for brisk walks.
- Gardening is a good way to maintain flexibility and range of motion.
- The frequent lifting and repeated tasks that come with gardening build strength and endurance.
- You can avoid pain and injury when you begin gardening by starting the season with planned shorter sessions and gradually increasing activities.
- Gardening can be an activity the whole family can enjoy while bringing movement into everyone's lives.

Keep your freedom to move by taking the S.M.A.R.T. Approach to preventing injury and maintaining (and gaining) physical mobility. Here's how:

S – STRETCH – BEFORE, DURING AND AFTER ACTIVITY.

Stretching – as a warm-up, as a break during repetitive activities, and as a cool-down after activities – helps you to move easily, keeps your muscles flexible and relaxed, your joints mobile, and relieves tension and strain.

M – MOVE – TODAY FOR TOMORROW.

Get moving. Keep moving. Stay moving. Through the seasons. Through life. Find activities that you enjoy. Walking and golfing are two other examples of ways to get your whole body in motion.

A – ADD IT UP – AN HOUR IS POWER.

To maintain your mobility, make every movement count. Add up all you do in a day and aim for a minimum of 60 minutes of movement every day. To gain mobility, plan activities throughout your day that keep you moving for periods of at least 10 minutes each. Aim for a minimum of 60 minutes of activity every day. What did you do today?

R – REDUCE STRAIN – USE TOOLS THAT WORK FOR YOU.

Tools – such as gardening tools and equipment – are meant to ease work, not cause additional strain. Take measures to fit the tools to you, not you to the tools.

T – TALK TO A PHYSIOTHERAPIST.

Physiotherapists are the health care professionals dedicated to enhancing and restoring your mobility. Physiotherapy's unique contribution to health care stems from its advanced understanding of how the body moves, what keeps it from moving well and how to restore mobility. With their applied knowledge and understanding of the human body in action, physiotherapists can work with you to increase your mobility, relieve your pain, build your strength and improve your balance and cardiovascular function. They not only treat injuries, they can also teach you how to prevent pain or injury that can limit your activity.

If you would like further information on a general stretching program, or if you experience persistent pain after gardening or other activities, make an appointment with a physiotherapist.

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President's Report

by Spring Forsberg

At long last, the early signs of spring have arrived with buds in the gardens, robins singing, students buckling down for exams, the busy spring-summer conference season close at hand, and summer vacation sheets being passed around various offices

across campus. All signs that no matter what else happens in life, the cycle does continue.

As we contemplate the arrival of summer, please remember that as of July 1, the final year of our three-year Salary and Benefits agreement, the long awaited vision care benefit will be available. Details are forthcoming as to how you can claim that benefit. Further, we hope for positive results in regards to the implementation of the Rae Report. I encourage you to be active in the possible full implementation of this plan and contact your MPP regarding the importance of funding for post-secondary education.

We are also asking our membership to consider serving as a member of the QUSA Executive. We are heading into an important year, as we will be discussing our next Salary and Benefits Agreement during 2005/2006. If you have expertise or interest along these lines, we encourage you to become involved as a member of our Salary and Benefits Committee or Executive.

As always, we welcome your comments, questions and feedback. Please feel free to contact a member of your Executive if we can be of assistance.

And finally, a thank you to an outgoing member of our Executive and the Chair of our Salary and Benefits Committee, Ellen Hawman, who will be leaving the university as of March 31st. Thank you, Ellen, for all your hard work, and best of luck in the future – we'll miss you!



**PITCH-IN KINGSTON
DAY IS FRIDAY,
APRIL 22, 2005.**

**Submitted by Betti Stiff
Campus Telecom & Networks**

Pitch-In day is our annual community clean-up day.

Online registration is now available from
www.kingstonchamber.on.ca

Your clean-up effort doesn't have to be a day-long event...it doesn't even have to be on April 22nd! Remember that every day can be Pitch-In day. Look after your community. It's up to you!

Tell us how you pitch in for Kingston! All registered groups and individuals will be entered into a draw for prizes.

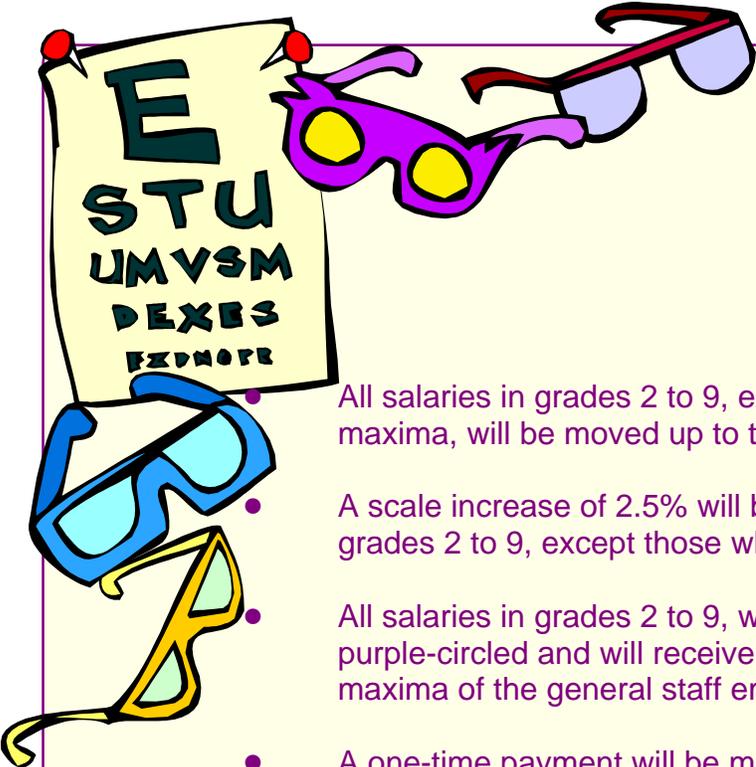


Congratulations



to new Grandma
Debbie Maitre,
School of Business
whose daughter Cheri
gave birth to
Aislinn Michele
on Feb. 19, 2005





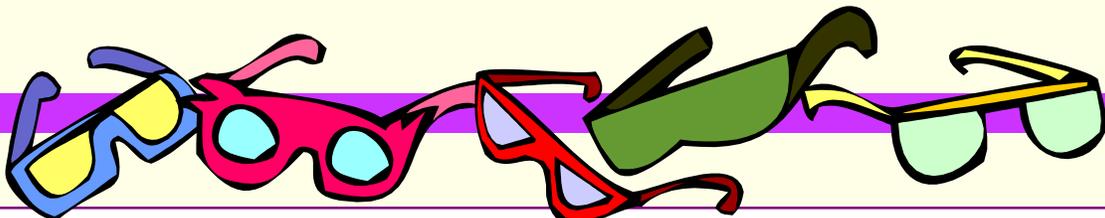
Compensation Agreement

Year 3 - Effective July 1, 2005:

- All salaries in grades 2 to 9, except those which are at or above the range maxima, will be moved up to the next step within the grade;
- A scale increase of 2.5% will be applied to the salary grid, and to all salaries in grades 2 to 9, except those which are above the range maxima;
- All salaries in grades 2 to 9, which are above the new range maxima, are purple-circled and will receive a scale increase equivalent to 2.5% of the range maxima of the general staff employee's corresponding grade;
- A one-time payment will be made to each general staff employee who holds an appointment within grades 2 to 5 inclusive, who is at the range maxima or above the range maxima (purple-circled) on June 30, 2005 and who is not eligible for a step increase. To be eligible for this one-time payment each employee must be actively employed on July 1, 2005. The payment will be in the amount of \$300.00 less statutory deductions and will be included in the July 30, 2005 pay.
- If C.U.P.E. Locals 254, 229 or 1302, receive a scale increase of .5% greater than the increase outlined in this agreement, salary discussions with QUSA will be re-opened regarding the third year only.
- Addition of a Vision Care Benefit (forms part of current Supplementary Medical Plan). The Supplementary Medical Plan will be improved to include a Vision Care Benefit with a maximum limit of \$200.00 per person every 2 years. Coverage of this benefit will be extended to all general staff employees who are actively employed on July 1, 2005 and currently subscribe to the Supplementary Medical Plan.

SALARY GRIDS - GRADES 10 to 14 - Effective July 1, 2005

GRADE	MINIMUM	MID-POINT	MAXIMUM
10	59045	67905	78729
11	67904	78091	90537
12	78090	89803	104120
13	89804	103273	119738
14	103273	118765	137700



SALARY GRIDS - GRADES 1 to 9 - Effective July 1, 2005

GR.	MIN.	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8	STEP 9	STEP 10	STEP 11	STEP 12
1	24197	24843	25507	26188	26886								
2	26951	27670	28412	29170	29952								
3	30029	30828	31649	32495	33366								
4	31595	32463	33357	34272	35212	36178	37170						
5	33119	33949	34802	35676	36571	37489	38429	39394	40383	41400			
6	37558	38499	39466	40457	41473	42514	43580	44675	45797	46946			
7	42589	43658	44755	45879	47030	48209	49421	50659	51934	53236			
8	48296	49509	50753	52024	53330	54669	56042	57449	58889	60371			
9	51345	52590	53867	55173	56512	57883	59288	60725	62198	63708	65255	66837	68460

Bidding a Fond Farewell to Ellen Hawman

After 15 years at Queen's University, Ellen Hawman will be leaving her job with the Disraeli Project on March 31. Ellen edited with careful deliberation several volumes of Disraeli letters for publication, working tirelessly deciphering handwritten letters, often from microfiche. Her research and attention to detail ensured every word matched the Victorian phrasing and spelling of Disraeli's letters, transcribing exactly to the printed page. Ellen took pride in a job well-done when the finished volumes emerged in print over the years. In 2000, Ellen's dedication was acknowledged when she received the Staff Recognition Award.

Ellen's caring, responsible attitude carries over into her volunteer work. Over the last few years, Ellen has represented staff on various committees, including Research Grant & Contract Committee and the Campus Planning Advisory Committee. During the last round of negotiations, she chaired the Salary and Benefits Committee. This was a demanding position, taking lots of time and effort, and cool composure to negotiate on behalf of staff at Queen's University. Since 2001, Ellen has also been a member of the QUSA Executive. In 2002, she was picked to serve as a staff member on the Staff Recognition Awards Committee.

Queen's University has lost a diligent, devoted, responsible staff person with a kind, compassionate heart, who listened to other's troubles, but kept their confidence. I am sure as one door shuts, another door will open. All the best Ellen, you will be missed.



Strawberry Social Time Is Near!

It's time to start planning our Annual Strawberry Social. If you can help on the planning committee, please contact the QUSA Office at 32215 or via e-mail QUSA@post.queensu.ca

Welcome New Members!



**Samantha Millard,
Human Resources**

Emily Smith, Sociology

Wendy Smith, Admissions

William Syroid, P.P.S.

The Office Next Door series presents...

ITServices

Information Technology Services at Queen's University

by Nancy Owen

Information Technology Services (ITServices, ITS) is proud to contribute to the mission of Queen's University by fulfilling technology requirements to faculty, staff and students. Our services include: Internet connectivity, e-mail accounts, web space, antivirus software, IT support (help questions, repair, sales), public computing sites, video and multimedia design services and on-line teaching and learning tools.

ITServices is composed of 100 continuing and term staff, with an additional 50 casual staff, who are primarily students and who work mostly in the IT Support Centre. There are over 1200 years of collective experience in the department, with several staff who have been with Queen's for more than 38 years!

We're in four main locations. You'll find the Learning Technology Unit (LTU) in Mackintosh-Corry Hall, B-176. The LTU is a partnership of the Instructional Development Centre, the Libraries and ITServices. The LTU provides consulting as well as access to equipment to assist faculty at Queen's in using technology as a teaching tool where appropriate, through a broad range of services, programs, and activities.

Video & Multimedia Services is also in Mackintosh-Corry. They produce video for tape, CD, DVD or web-based applications. Video conferencing facilities are also available as are interviewing facilities for national news services (Video Route). CBC, CTV and others regularly make use of these facilities.

The Support Services group is in two locations in Stauffer Library. The IT Support Centre is located on the ground floor in Room 119, just inside the main doors to the library. It's a hopping place with walk-in, phone and web questions arriving fast and furious! The Support Centre responds to technical and service questions, provides advice on technology or the services we offer. From Queen's computer users trying to manage their personal computers to departments needing planning and troubleshooting assistance – they do it all. The first-level support is comprised entirely of students who are supported by staff and ultimately by the entire department. In an effort to measure the effectiveness of our processes, all inquiries are tracked and reviewed to insure everyone gets answers to their questions.

The Packman group and other Support Services staff are located in the lower level of Stauffer. Packman (package manager) was created, because most users don't want to know all the details for installing and configuring software. Packman configures each package for use at Queen's and sends update notifications. This means users don't need to know a lot of technical details like server addresses or the mechanics of configuring each application.





Campus Telecommunications & Networks (CTN) is located in Fleming Hall. CTN is responsible for the phone system on campus, as well as the ongoing maintenance of the network systems (voice and data).

Then, there are the rest of us! Dupuis Hall is the official home of ITServices. The General Office, Campus Sales & Service, Network Planning, University Information Systems, Communications and more can be found in Dupuis.

Network utility services include: e-mail, worldwide web and Oracle Calendar servers, disk backup, and central computing facilities. Network planning includes Internet access and traffic control, network wiring and design. Security policy and abuse investigation is one of the many services available on campus.

University Information Systems (UIS) maintains the central enterprise systems of the University, including student information systems, finance, human resources, payroll, web-based eBusiness systems and the data warehouses that assist end-user interaction with the data. Projects of UIS are reviewed by the Administrative Computing Steering Committee (composed of senior representation from a variety of departments).

For assistance in finding appropriate technology solutions, you may want to consult with Campus Computer Sales and Service. They offer a wide range of hardware and software products as well as consulting services and after-sale support. They are also an authorized repair centre for several major computer brands.

ITServices realizes that all the tools in the world won't make people more efficient if they are struggling to use a software application. For this reason, we offer short courses in many of the productivity software used at Queen's. Oracle Calendar, Eudora, and the Microsoft Office Suite are some examples. The webcertificate@queens certificate program is designed to meet the ever-increasing interest and need in the web design and development area. On-line training is also available through elementk at very reasonable prices.

ITServices strives to improve the technology experience at Queen's, whether that's by reducing spam, increasing the security of our networks, assisting in the use of technology, or in the variety of consulting services we offer.

Thank You from Principal Hitchcock

It was a great pleasure to address members of QUSA during your General Meeting earlier this year. Let me take this opportunity to thank you for allowing me to provide you with an update on current issues and events at Queen's. More importantly, I enjoyed meeting with you as a group and speaking with you individually after the event. This is an exciting time at the University, and I welcome the opportunity to continue our dialogue.

I look forward to the next time that I meet with you.

*Yours sincerely,
Karen R. Hitchcock, Ph.D.
Principal & Vice-Chancellor*

Second Call for Nominations – 1 Staff member for Senate (3-year term until 2008)

Nominations close April 15, 4 pm.
If more than one nomination is received, voting will take place on line at:

www.queensu.ca/secretariat/election
from April 25 - May 5. Voting closes May 5 at 4 pm. Results will be announced on the University Secretariat website by May 13. Nomination forms are available from the University Secretariat at B-400 Mackintosh-Corry Hall or via the Secretariat website as noted above.



**37TH ANNUAL QUEEN'S UNIVERSITY
FACULTY & STAFF GOLF
TOURNAMENT**

Date: Wednesday, June 15, 2005

Time: 1:00 pm shotgun start

Where: Colonnade Golf and Country Club

Cost: \$60.00/golfer
(dinner, greens fees, pull cart)

Contact: Kelly Smith at x 77834
or homeevent@post.queensu.ca

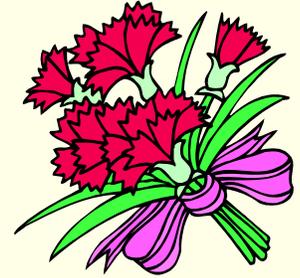
Registration: Begins Monday,
May 2nd at PEC Wicket

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.

2004/2005 QUSA EXECUTIVE

President - Spring Forsberg, Cont.Distant St.	78560	Members-at-Large	
Vice-President - Gail MacAllister, Psychology	36406	Annette Brick, Cont.Distant Studies	77190
Secretary - Sandra Jeffers, Intl Centre	32604	Andy Curtis, School of English	77192
Treasurer - Lisa Neumann, Arts & Science	74722	Sheri Foster, Pharm. & Toxicology	36112
RG&C - Pamela Bandy-Dafoe, Chemistry	32630	Kim Jesse, Neuroscience Studies	36360
RG&C - Ellen Hawman, Disraeli Project	32764	Jessica Maskell, Fac. of Education	74286
		Carolyn Morrison, Psychology	32493

QUSA OFFICE - Betty Pollard, Business Administrator, Tel: 32215, JDUC Fax 533-6190
OFFICE HOURS: Monday to Thursday 8:30 a.m. to 2:30 p.m. Closed July & August