



Courier

Queen's University Staff Association

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Q U S A – Working for YOU!

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2008/2009 EXECUTIVE Committee

(Term: July 1/08 – June 30/09)

President: Spring Forsberg
Arts & Science 78560

Vice-President: Mark Publicover
Geography 77218

Secretary: Carolyn Morrison
Psychology 32493

Treasurer: Tracy Elliott
Secretariat 77225

MEMBERS-AT-LARGE

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Peg Hauschildt, Physics 32169
Sandra Jeffers, Int'l Centre 78434
Michelle Knapp-Hermer, GDS 77210
Lori Rand, Residences 32048

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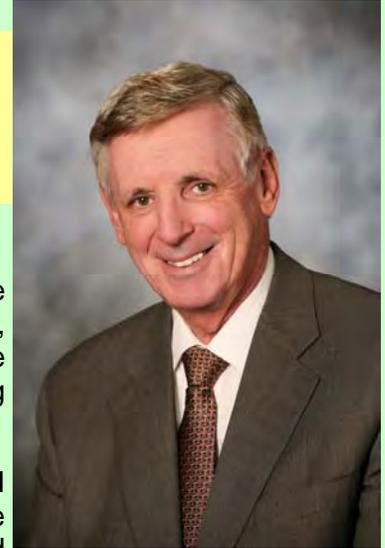
Business Administrator:

Sarah Pugh

Office Hours: Monday to Thursday
9:00 am – 3:00 pm



From the Principal



Dr. Thomas R. Williams
Principal and Vice-Chancellor
Queen's University

I am grateful to the editors of the *Courier* for the opportunity to write to QUSA members. Queen's is a large enough community that, despite my best efforts, it's hard to meet everyone personally. I hope that writing to you in this forum goes some distance toward filling that gap.

What I have to present here is a call to arms. On September 25, I made a special address to the Queen's community to discuss some of the financial challenges we are facing at Queen's. I also outlined some of the steps that have already been initiated to address them. You can find both the written speech and the video recording at <http://www.queensu.ca/principal/speech/reporttothecommunity.html>.

With speculation about the financial state of Queen's swirling around campus, I wanted to speak to everyone directly, in a public forum. I believe that transparency of communication is vital to our collective understanding of the challenges, and to our ability to generate solutions together. As I said in my presentation, I am committed to delivering regular updates to the Queen's community over the coming academic year.

The central financial issue today – and looking ahead to the future – is a growing gap between the revenue we receive from government sources and the expenditures necessary to run the University day-to-day. There are a number of reasons for this, which you will find described in my speech, but the “bottom line” is that, like many of our sister universities in Ontario, we are facing a substantial shortfall of revenue versus expenditures as we plan for 2009-2010. In addition, we have a \$40 million unfunded liability in our Pension Fund, which is expected to increase.

How can we turn this situation around, and put the University back on a healthy economic path? There is no silver bullet or quick fix. Some of the work has already begun: the budget planning process began much earlier this year, and I have been working with Vice-Principals and Deans on possible solutions. I have also put together a number of task forces whose members are drawn from the Queen's community to look at specific aspects of the problems we face. I expect that their reports will be presented and discussed over the next few months.

At the same time, we will need in the days and months ahead a collective, concerted effort on the part of all members of our community to find and implement creative solutions. Nothing less than dramatic changes in the way we do business will do. We need all members of the community to think long and hard about how we can increase our revenues and improve our efficiency. I am calling on all members of QUSA, individually and collectively, to send your ideas and suggestions to me at principal@queensu.ca. No idea is too small. In fact, some of the best solutions come from those who see issues close up on a daily basis.

We won't get ourselves out of this situation overnight, but we will find the solutions we need. I have every confidence in the exceptional “people power” of Queen's and in our ability to work together to resolve these problems, and I look forward to your feedback.



President's Report

by Spring Forsberg



Let me begin by welcoming **Sarah Pugh** to the QUSA Office. Sarah has been with us for a couple of weeks...and seems to be staying! We are lucky to have her, and we encourage you to take the time to get to know her by reading about her in this *Courier* or by popping by to see her.

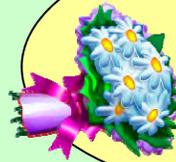
There has been a great deal of activity on campus, with staff energized and engaged in several discussions. Of greatest visibility is the current **campaign for unionization**, with volunteers working diligently with the Steelworkers Union (USW) to spread their message. We in QUSA have struggled with our position, in the light of an almost an even split between our members regarding unionization discussions. We have tried to remain neutral and address all members. Unfortunately, some see that neutral position as being opposed to unionization – I have heard the comment, “if you are not for USW, then you are against”. That may be seen as a possible position on an individual basis, but not for an organization. Our Executive team includes members who are very much in favour of unionization, those who are not, and those who have kept their opinions to themselves. I wish to reiterate in my message today that QUSA has made an attempt to provide information, having initiated the invitation to several unions to make presentations to staff; we have held several lunch-hour sessions to discuss the pros and cons of unionization, and we have linked to the USW website to ensure those who wish to remain up-to-date on this topic will have easy access. Some will find fault with our position, but I can assure you that much discussion and deliberation has taken place around the Executive table to try and meet the needs of our members. **We want YOU to decide**, and we wholeheartedly encourage you to explore this option, take the time to educate yourself, and participate!

I would also like to provide you with an update around a few other important issues that QUSA has been working on:

- ◆ The **Job Evaluation System review discussions** will resume in October with members of “content expert teams” in readiness to begin the review work with AON, the agency that has been selected for this project.
- ◆ QUSA Executive and qualified staff members have been working on a draft of an improved **Internal Workplace Dispute Policy**, which we hope to present to members of the Administration by mid-November. Discussions around an improved grievance procedure, neutral representation for staff members, a more humane exit strategy for those who are displaced from their jobs, and an improved process for internal hiring options for those displaced have all been addressed and are being considered.
- ◆ Ongoing discussions regarding the **Queen's Pension Plan** continue, as all employee groups work together to find a solution to the current and impending shortfall. We are optimistic that we will have some resolve on this issue by year's end.

But finally, and most importantly, let me take this last opportunity to thank **Betty Pollard** for all her years of service. Not only has Betty been an efficient and extremely competent Business Administrator, but she has also been a strong advocate for staff. She has always been professional in attending to the needs of QUSA members and the QUSA Executive. For me personally, Betty is more than a co-worker – she is my friend who will be dearly missed. Thank you Betty, for your years of service to QUSA, Queen's, the various members of the Executive... and me.

**QUSA is sad to see
Betty Pollard retire
after nineteen years of service.**



***Farewell
to
Betty ...***

Betty moved to Kingston in 1981, when she accepted a temporary position with the International Centre for six months until the birth of her first child. A second child was born two years later. Betty returned to Queen's to work for QUSA in 1989.

In her retirement, Betty plans on travelling, with trips already in place to visit Italy, New York City and New Zealand. She hasn't planned beyond this first year, but already we envy her freedom!

Betty feels privileged to have worked for QUSA, but feels it is time for someone else who has a renewed enthusiasm for the times ahead and for the challenges of such a diverse job to take the reins. In reminiscing about her nineteen years, Betty mentioned that she served under six QUSA Presidents and four Principals; when she started with QUSA, Mary Fraser – Past QUSA President, was a great mentor for her, and the following Presidents allowed her to build on that knowledge base and experience various leadership styles; she only had one rain date for the Strawberry Social; and she will never get a new office in the Queen's Centre (but hopefully Sarah will!).

Betty would like to commend the past and present QUSA Executives for the voluntary role they play and the countless hours they give for the benefit of all Queen's staff. She encourages staff to support their efforts, and also to show support for QUSA events to prevent them from being cancelled due to lack of participation. Her parting words are to thank the QUSA Executive and other QUSA committee volunteers for their hard work and dedication.

Susan Anderson, past QUSA Vice-President, states "[Betty] is a living archive whose memory of events, policies (actual and proposed), practices, Executive and member contributions over the years is without fault. Because of this, new Executive members were able to move forward effectively in their new roles. Where will we be without her?"

You've been a valuable member of QUSA, Betty, and you will be dearly missed! Don't forget your lifetime membership to the Strawberry Social. We hope to see you there and hear about your many travels!

Don't Be Late... Nominate!!

**Special Recognition for Staff
Award Nominations**

This Award recognizes staff members who provide outstanding contributions during their workday, directly or indirectly, to the learning and working environment at Queen's at a level significantly beyond what is usually expected.

Information and nominations forms are available from <http://www.hr.queensu.ca/workandcareer/awards-procedure.php> or the Office of the Vice-Principal, Human Resources, Room 133A, Dunning Hall.

Deadline: October 17, 2008.

Strawberry Social Flashback

Laurie Vaughan-Evans and **Bonnie Stewart** from the Office of Research Services helped serve strawberries and ice cream to approximately 540 attendees at last June's Strawberry Social. \$639.44 in event proceeds



were donated to Extend-A-Family, and leftovers were donated to Martha's Table.

**Photo courtesy of Celia Russell
and the Queen's Gazette.**



**... and
welcome
to
Sarah!**



**QUSA is very pleased to introduce
our new Business Administrator,
Sarah Pugh.**

Sarah is returning to Queen's after a time away working and volunteering for other organizations. Most recently she was employed at St. George's Cathedral as

Coordinator of Performing Arts. A committed volunteer on behalf of music in Kingston, she is currently serving as a member of the Board of Directors of the Kingston Symphony.

At Queen's Sarah has worked in the School of Environmental Studies as Financial Assistant, and in the School of Business as Research Program Administrator. Sarah was born in London, UK and moved to Kingston in 1989 with her husband David, who is now Professor and Head of the Department of German here at Queen's.

Sarah brings many valuable skills to her new position: desktop publishing, strong computer skills, website maintenance, event management, and experience in working with volunteers and serving the public.

Sarah feels that following in Betty Pollard's footsteps could be quite a daunting task, but is up for the challenge. She is eager to continue to provide QUSA members with efficient, friendly and knowledgeable service. Sarah intends to assist the Executive in communicating the role of QUSA and the benefits of membership to Queen's staff, and is also looking forward to working on some fun events, such as the Strawberry Social. Welcome, Sarah!

QUSA Education Committee Report **by Sandra Jeffers, Chair**



The Education Committee continually strives to provide a balance of professional and personal development opportunities for QUSA members throughout the academic year. The following are some of the topics we are considering for upcoming issues:

- ◆ Workplace Bullying
- ◆ Early Retirement
- ◆ Alternative Medicine (Native Healing, Meditation, Aromatherapy)
- ◆ Spirituality Panel
- ◆ Positive Space
- ◆ Queen's Building Updates (Tett Centre, former Prison for Women, Queen's Centre)
- ◆ Community Outreach Centre
- ◆ Cultural Festivals (significant festivals from different cultures)

Are these topics of interest to you? Do you have any other suggestions for lunchtime sessions? Please send comments and ideas to me at sandra.jeffers@queensu.ca.

In addition to the lunchtime education sessions, the Education Committee will continue to ensure that learning opportunities occur in written format through articles and reports in the *Courier*.

F.Y.I.

The Office Next Door presents the ...

Office of Continuing Professional Development

by Susie Rance



Queen's Faculty of Health Sciences prepares student health care professionals to graduate armed with knowledge of the most current research, treatments and approaches. But, once their busy careers are underway, how do they stay up to date in the constantly changing world of health care? How do our Health Sciences faculty hone their teaching skills to be effective educators for these students? This is the realm of the Queen's [Office of Continuing Professional Development](#) (CPD) – a vital element in the education of health care professionals in southeastern Ontario.



The CPD Office Team

L-R front: Pam Clark, Cynthia Mangan, Odessa Fraser; back: Patricia Payne, Susie Rance, Stephanie Fischkohl. Missing from photo: Dr. Lewis Tomalty, Dr. Danielle Blouin.

The CPD Office is located at 82/84 Barrie Street. Primarily self-supporting, the CPD Office raises funds to operate through program registration fees, industry sponsorships and fees for accrediting external educational activities. Our group is headed up by Dr. Lewis Tomalty, Associate Dean (also Senior Associate Dean, Medical Education, and Associate Professor, Microbiology & Immunology) and Dr. Danielle Blouin, Director, Faculty Development (also Associate Professor, Emergency Medicine). Education Coordinator Patricia Payne manages the office, builds relationships with health care professionals, coordinates all accreditation activities, works closely with industry partners and negotiates appropriate, unbiased support of our activities; Pam Clark manages the financial complexities of

the office; Stephanie Fischkohl looks after the many logistics of Continuing Health Education (CHE) and Faculty Development (FD) programs with humour and style; Odessa Fraser is the positive, professional “front line” for CHE, providing administrative support and keeping things running like clockwork; Cynthia Mangan handles special projects, technical support, and program planning; and Susie Rance designs, edits and produces printed materials and manages the website. We're a small but wonderfully cohesive and supportive team which enables us to keep things running smoothly no matter what the pace, yet we always try to find time for dessert! (Though there is *still* no budget line for desserts...)

In our CHE activities we work with Queen's Health Sciences departments and community health care professionals to plan and present professional development programs. The educational content is provided by Health Sciences faculty, with guest presenters in areas such as paediatrics, cardiology or palliative care. We offer some programming through other media,

(i.e.: tele- & video-conferencing, Internet). An important and growing activity for the CPD Office is assessment and approval for accreditation of CHE activities developed by other groups. ("Accreditation" is the assignment of educational credits for activities that meet set criteria; physicians often need to take part in accredited activities to maintain their standing in their professional organization.) The CPD Office also collaborates with other universities and with community and professional organizations on educational initiatives, and conducts research and shares its findings at national and international education conferences.

Through our FD programs, we help Queen's Health Sciences faculty develop skills related to their roles as educators, researchers and administrators. Some programs serve Queen's faculty teaching in communities outside the Kingston area, from Oshawa to Port Perry to Brockville and points in between.

Mini Med School, an annual series of evening lectures given by Queen's faculty on topics in health care, is a departure from CPD's usual activities but plays an important role in public relations for Queen's Health Sciences. Designed for the general public, Mini Med School helps to break down the "ivory tower" image of Medicine by giving the Kingston community a window on to the people who teach our medical students, the issues they deal with in their clinical work, and the latest treatments and research in their fields. Mini Med School has been hugely popular, celebrating its fifth successful year in the spring of 2008.

Please visit us at 82/84 Barrie Street, or to learn more about us and our activities at <http://meds.queensu.ca/cpd>.

October is Canada's Healthy Workplace Month.



The theme for 2008 is **Take the Healthy Workplace Challenge** which features weekly Challenges from September 29 to October

26. For more information and for helpful resources on this year's Challenges, visit www.HealthyWorkPlaceMonth.ca.

As part of Healthy Workplace Month Queen's will be holding its annual **Healthy U at Queen's Fair** on **Wednesday, October 22**, from **10 am to 2 pm** in the **Bews Gym, Physical Education Centre**. More than 35 vendors will be present, so come on out as it will be the biggest fair yet. Visit the Healthy U at Queen's website at <http://healthyu.hr.queensu.ca>.

QUSA GENERAL MEETING

Wednesday, October 29, 12 noon
Dupuis Auditorium

More on the Financial Challenges....

An opportunity for QUSA members to bring questions and ideas to our

Guest Speaker
Principal Tom Williams

Fall Term Tuition Support

Confirmation of Registration forms are due in the Awards Office by **Friday October 31**.

Information:

www.queensu.ca/benefits/fbp-tuition.php

Kingston General Hospital Auxiliary Christmas Harvest Bazaar

Wed. Oct. 29, 9 am – 2:30 pm, Connell 3 (old cafeteria). Silent Auction—Art, Antiques, Carvings, Jewellery, Collectibles, Seasonal Gifts, Candy and Home Baking. Lunch served 11 – 1:30.

Get a start on your Christmas shopping!

**Welcome
New Members!**



- ◆ Alicia Boutilier, Agnes Etherington Art Centre
- ◆ Pamela Clark, Continuing Professional Development
- ◆ Jayme Craig, Undergraduate Medical Education
- ◆ Stephanie Fischkohl, Continuing Professional Development
- ◆ Svatoslav Florian, Mechanical Engineering
- ◆ Deborah Gilliland, Physical Plant Services
- ◆ Nicole Godfrey, Clinical Trials Group
- ◆ Benjamin Hall, School of Computing
- ◆ Sandra Jimmo, Pharmacology & Toxicology
- ◆ Catherine Isaacs, Emergency Medicine
- ◆ Ginny Langille, Undergraduate Medical Education
- ◆ Gang Liu, High Performance Computing Virtual Lab.
- ◆ Renee Lupien, School of Business
- ◆ Sandra McCance, Education
- ◆ Andrew Naples, Alumni Relations & Annual Giving
- ◆ Erin Nieradka, Alumni Relations & Annual Giving
- ◆ Michael Palmer, Clinical Trials Group
- ◆ Ted Pritchard, IT Services
- ◆ Judy Sakell, Office of the AVP and Dean (Student Affairs)
- ◆ Debbie Samms, Law
- ◆ Bob Snell, Education
- ◆ Hayley Zomer, Undergraduate Medical Education

*Best wishes
and
congratulations
to*



*Want to
share your
love of
reading
with others?*

Terry Gratto (Registrar's Office) and **Derrick Gardener**, who were married on August 30 – a wonderful, blissful day for them both.

QUSA Executive Member **Lori Rand** (Residences) and **Jeff Hogan**, who were married on July 12 in Prince Edward Island. Lori and Jeff enjoyed a beautiful ceremony with family and friends.

We are looking for interested members to join the **QUSA Book Club**.

We meet monthly during the academic year on the third or fourth Thursday of the month.

Contact **Sandra Jeffers** for information:
sandra.jeffers@queensu.ca



HAVE A SAFE AND HAPPY HALLOWEEN!



**Let's Hear
From You**

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.

**Contributors
Wanted for:**



- ◆ Announcements
- ◆ Bouquets
- ◆ Compassion in Action
- ◆ Sound-Offs
- ◆ Office Next Door
- ◆ Any other topic



NOTE:



Announcements for staff members other than yourself require permission from the staff member concerned.

Submissions must be signed so information can be clarified with the writer, if necessary.