

EMPLOYEE NEWSLETTER



**SPRING
2013**



KENORA LAND AMBULANCE GRAND OPENING

The grand opening of the Kenora Ambulance Base was held January 15, 2013. The base has been occupied since September 2012. The event provided an opportunity for the general public to view the new base and for the Board of Directors to congratulate and thank the many people, organizations and companies that contributed to this wonderful facility.

Included in the opening ceremonies was an awards presentation to KDSB Emergency Medical Service paramedic recipients of the Governor General Emergency Medical Services Exemplary Service Medal. The 2012 KDSB EMS recipients were Dave Williams and Keith Hunt from Sioux Lookout; Ursula DeKeyser from Ear Falls; and Bob Stevenson, Brian Birch and Wade Gagnon from Kenora.

First responders are the public's first line of defense in times of an emergency. Our paramedics undertake this important societal role under difficult, varied and sometimes dangerous circumstances.

The Governor General Emergency Medical Services Exemplary Service Award was created in 1994 by then Governor General, His Honor Romeo LeBlanc. The award is more than a long service award, it is an exemplary service award presented to those eligible members of the pre-hospital emergency medical services community who have served at least 20 years in a meritorious manner, characterized by the highest standards of good conduct, industriousness and efficiency. To qualify, at least ten years of a recipient's service must have been at the street level involving potential risk to the individual. Since the awards inception, there have been approximately 1,100 Ontario recipients of the award.

In 2012, there were 115 individual paramedics who joined the exclusive Governor General EMS Exemplary Service fraternity. The KDSB Board of Directors is extremely proud to have the six 2012 KDSB paramedic recipients among its team.

Medal recipient Dave Williams commented "It was a great honour to be selected as a recipient of the Governor General's Exemplary Service Medal for EMS along with the 30 years of Service Bar at the Grand Opening of the new Kenora Ambulance Station in January. I was very humbled to find out that my name had been put forward by my superiors in the first place, then to become the recipient of this award with my colleagues, family and friends in attendance made it all the more humbling. For my family and me it was a very pleasurable occasion indeed. Thank you."

Another recipient, Keith Hunt stated "I was very honoured to receive this award. Working in the paramedic field I know that all of us try to help people to the best of our ability. To be recognized personally with the Governor General's Medal for this work was a pleasant surprise and a very proud moment for me and my family"

Pictured Governor General Award Recipients

Ursula De Keyser
Keith Hunt
Dave Williams
Bob Stevenson
Wade Gagnon
Brian Birch



BOARD UPDATE Barry Baltessen



For this month's newsletter, I would like to touch on two issues that the organization is currently working on.

Emergency Medical Service Non-Urgent Patient Transfers

The on-going EMS non-urgent patient transfer project continues to unfold. As you know, the board approved a policy to begin charging some hospitals in the District for non-emergency patient transfers. The Director of the Emergency Health-Services Branch of the Ministry of Health and Long-Term Care has advised the KDSB, via letter and a recent follow-up teleconference, that our policy violates the Ambulance Act and regulations.

Our position is that this type of patient transfer service is not regulated by the Ambulance Act and therefore we are entitled to continue to enforce the policy and invoice hospitals directly for this service. The policy was implemented in response to a persistent problem that has affected mainly northern Ontario communities for many years. In many regions in Ontario, these services are provided by private sector companies who invoice hospitals directly. This service is generally unavailable in smaller communities as private entities are unable to make a profit due to low demand.

The KDSB, and indeed many other ambulance services, have traditionally provided this service, straining limited resources and compromising our ability to provide timely emergency transfers.

The KDSB is currently involved in a joint exercise with several partners in an effort to develop a comprehensive, integrated, long-term solution. We also await the Ministry's direction with respect to further sanctions.

Housing and Homelessness Plan

The KDSB, in accordance with the Housing Services Act passed in 2011, must develop a 10-year plan to deal with Housing and Homelessness in the District as a whole and in each of nine municipalities in our jurisdiction. The plan will incorporate four components:

- (a) An assessment of current and future housing needs within the service manager's service area;
- (b) Objectives and targets relating to housing needs;
- (c) A description of the measures proposed to meet the objectives and targets;
- (d) A description of how progress towards meeting the objectives and targets will be measured.

The plan mandate will be expanded to open up discussions with other regional service partners to explore service integration opportunities. The board will be reviewing an RFP looking for external resources to assist with this project.

Did you know...?

All KDSB policies can be found on the KDSB website kdsb.on.ca under Administration and Governance.

The **Electronic Communications Policy** was recently reviewed and some revisions were made to make the policy more current and reflective of current practice.



Watch out – Blair Paterson from Finance may have a second career choice!



A BIG Thanks to Brian Silvester, Nicole Marceniuk, the Confederation College Paramedic Students & Staff for the Grand Opening Celebration.

Maintenance



ASSET MANAGEMENT UPDATE Corrine Owen Director of Finance & Asset Management

Within the last month, we are pleased to have introduced technology to our Maintenance, Repair and Building Custodians. The IT department has been busy refurbishing hardware, installing systems and increasing our email licensing to allow our Asset Management team to be connected. With this upgrade we are able to better communicate with our front-line team no matter where they are located. Thanks to Joseph and Todd for getting us all set up AND an extra big thanks to our maintenance team (Jason Bradbrooke, Peter Chevrefils, Wayne Hicks, Rod Johnup, Rosanne Kozmenski, Allan McInnes, Wally Ostman, and Glen Tibbs) for being so willing to jump in with both feet!

ENERGY CONSERVATION INITIATIVES

Ray Pearson

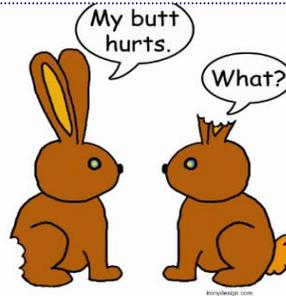
Manager of Maintenance and Capital

The Asset Management Team is a small group tasked with building and property operations, capital planning and tendering projects for all KDSB facilities. We have many different responsibilities behind the scenes. One part of our obligations and services include developing, monitoring, maintaining and installing energy saving equipment and materials throughout the District.

Energy conservation has, and continues to be an important mandate for KDSB. Over the past number of years, extensive efforts have been made to improve infrastructure and save energy at the same time. These efforts remain for the most part unseen and unnoticed; however are an integral part of the buildings infrastructure you work in, where the tenants live, and how utility bills are managed. Attic ventilation, vapour barrier and installation upgrades to walls, attics and basements are just one of the many projects we completed. We look forward to providing more information on past energy conservation measures and planned projects in future newsletters



Attic Insulation Updgrade
10 Victoria



The Easter Bunny stopped by the HR office a little early. Stop by if you're in need of some chocolate or jelly beans to brighten your day!

CUSTOMER SERVICE INITIATIVE

Helen Clark

Ontario Works Manager

To enhance our mission statement "The Kenora District Services Board is committed to the provision of effective and efficient district-wide services that support its individuals, families and communities in reaching their full potential" we are ready to roll out "Tell Us How We Did Today" customer service cards in French and English. They will be located at the reception area of the KDSB main offices in Kenora, Dryden and Sioux Lookout as well as the Ontario Works offices in Ignace and Red Lake. They will also be available for customers to complete when workers are travelling to Pickle Lake and Ear Falls.



First (to be annual)
KDSB Staff Meeting
May 28, 2013

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Everyone welcome & encouraged to attend

- Meeting will be held between 10 am – 2 pm with lunch provided.
- A per diem for mileage will be available for those not working and having to travel.
- Location TBD but will be central (either Dryden or Vermilion Bay)
- More information to follow....

STAY TUNED FOR MORE DETAILS!!!!!!

EMPLOYMENT OUTREACH 2013

Helen Clark
Ontario Works Manager

The Sioux Lookout Employment Outreach Event was held on February 21st in Partnership with Nishnawbe-Gamik Friendship Centre was a huge success. The following service providers and employer presentations were made by Nishnawbe-Gamik Friendship Centre – Jennifer Thomas, Anokeewin Wiichiiwaawin Employment Program Manager; Sioux Hudson Employment Services – Liz Ward, Employer Advisor; SLAAMB – Bob Bruyere, Coordinator; MNR Sioux Lookout Fire Management Centre – Ryan Fawcett, Fire Operations Supervisor; Wasaya Airways LP – Kerry Wabanga, Recruitment and Retention Coordinator and Nishnawbe-Aski Police Service – Sargent Jackie George. Did you know that NAPS is the largest First Nations Police Service in Canada and works with 35 communities across the Nishnawbe Aski Nation? Fifty-two individuals looking for a job attended and visited the fifteen career fair booths/tables.

The Dryden Employment Outreach Event was held on February 27th, at the Centre with 193 individuals looking for employment opportunities from the twelve career fair booths/tables that were available. Presenters were Jessica Loughery & Carol Diehl Employment Advisors, Northwest Employment Works; Kaylan Reid, Apatisiwin Employment Counsellor, Dryden Native Friendship Centre; Jesse Traer, Resolute Forest Products; Blair McKenzie, Fire Operations Supervisor, MNR Dryden Fire Management Centre; and Margot Woodworth, Owner of Evergreen Memories. Did you know that Margot appeared on CBC's "Dragon Den" and walked away with a deal from Dragon Jim Treliving – check out her website www.evergreenmemories.ca.

We would like to identify Josee Mantle, Life Skills Trainer the organizer of each of these events. She did an excellent job and the evaluations we received from all the individuals that attended whether they were service providers, employers and/or individuals looking for work are looking forward to attending this event again next year. Some of the comments were "Awesome", "Another good turnout – good to see different businesses here this year", "Incorporating speakers offers participants with valuable information", and "Excellent opportunity to get Company name, our types of positions, training out to public". THANK YOU JOSEE and also thanks to the staff that helped in each of these locations.



ONTARIO WORKS FAMILY SUPPORT STATISTICS

Jennifer Kitowski
Case Manager – Ontario Works

In January 2013, there was \$63,511.00 in support deductions to KDSB Ontario Works clients as compared to January 2012 when there was \$48,472.00 in support deductions. This means that the DSSAB, Province and Tax Payer saved \$15,039.00 dollars that month as there were less social assistance benefits in pay.

This increase can be attributed to the KDSB staff working as a team and includes making the appropriate referrals to the FSW (Family Support Worker). There was a need for this type of specialization and training of an Ontario Works Case Manager who now has an FSW Lead. She has recently started travelling throughout the District assisting clients with support agreements and registering court documents with the backing of Management.

Sunday July 7, 2013
10th Annual Teddy Bear Picnic
KDSB will once again run the
Teddy Bear Hospital
Volunteers are needed – please
contact Dr. BlaireBear if
interested @
bpaterson@kdsb.on.ca





Did you know...?

Job postings can now be found on the KDSB website. They can be found under Administration and Governance by clicking on Careers.

SOCIAL ASSISTANCE MANAGEMENT SYSTEM S.A.M.S. EXPO 2013 – THUNDER BAY Helen Clark – Ontario Works Manager

On March 6th, eight KDSB staff members ventured to Thunder Bay to catch the last presentation of the SAMS Expo. This event was an in-person interactive social learning experience for the new users of SAMS. Staff had a chance to check out the various components and talk to the people who helped build it. There will be many technological and daily business processes changing from the way we do business now. If you are interested in catching a glimpse of what will be coming this fall check out the videos at www.sssmpinfo.mcass.gov.on.ca.

Comments from staff:

“We were exposed to a snapshot of the program in 4 different areas of the new system. It was a very high energy day with an opportunity to ask questions and manipulate the system in a structured setting. There definitely seems to be an advantage in creating benefits and pay directs in the same day minimizing and hopefully eliminating the need for manual cheques! It was a great opportunity to go and be the last participants to experience the delivery of the SAMS project....and soon the training begins”

“SAMS Expo took the fear out of the unknown. Looks like it will be a much more USER friendly. Good-bye SDMT, hello SAMS”

“Coming from a strictly Housing background, I found it interesting as I have not had the opportunity to see or use the OW software program prior to this Expo. The program seemed to be very user friendly as well as complex with many specific's related to the delivery of the program”

“I thoroughly enjoyed the SAMS expo. I am looking forward to working in the new system as I believe it will better serve our clients and staff's needs. The Information was presented in a very exciting and entertaining way and gave us a very good insight into how the new system would operate”

We would like to thank everyone that expressed an interest in the Learner Facilitator role. The applicants were matched to the skills required and how they would fill the roles and responsibilities of the learning facilitator and the successful applicant is Sandy Zabloski. Congratulations Sandy!

As the Site Readiness Lead, one of my roles will be to set up the date and location of the case management training program that the Learner Facilitator will deliver to KDSB Managers, Director and local champions. This training will be scheduled in June.

DAY OF MOURNING

APRIL
28

A day to

Remember

those killed or injured in the workplace,
and

RENEW

commitment to
WORKER HEALTH, SAFETY and WELL-BEING

CCOHS  1-800-668-4284 www.ccohs.ca
Canadian Centre for Occupational Health and Safety

NATIONAL DAY OF MOURNING Brianna Pollock – HR Advisor

The **National Day of Mourning**, held annually on **April 28th**, serves as a powerful reminder of the need to reflect on the importance of health and safety in the workplace (*CCOHS, 2013*). It is as much a day to remember those workers and their families who have suffered a workplace illness, injury, or fatality as it is a call to protect the living (*CCOHS, 2013*).

Did you know...?

- 17,062 people lost their lives due to work-related causes from 1993-2011.
- In 2011, 919 workplace deaths were recorded in Canada; this is more than 2.6 deaths every single day.
- The number of workplace deaths in 2011 were 1,014 less than in 2010; together we can continue to decrease this number.

Statistics provided by CCOHS, 2013.

OUR GENEROUS COMMUNITY

Linda Percival

Every December for the past 10 years I've had the pleasure of delivering Christmas hampers to a number of KDSB/OW families in the Kenora area. Each year our sponsor's numbers grow, so every year the number of sponsored families grows. Kenora has a wealth of generous people, which include businesses, families & individuals, all asking to sponsor our families. They do a wonderful job of reinforcing the magic of Christmas to so many children & families in our community.

My helper & I have the pleasure of meeting these generous benefactors, & after loading their hampers into the KDSB van, we deliver all of the gifts & food to the chosen families.

Each contributor has different finances available, and the hampers are filled accordingly. A Christmas hamper can include anything from gifts chosen from a wish list for the children; to gifts for everyone in the family, along with an abundance of groceries: everything you need for your Christmas breakfast, lunch & dinner. Some also include a gift card for groceries, to stock up the pantry & freezer so the family has enough food to get through until the New Year!

Over the past year another organization has come forward. Their mission, as a congregation, is to provide food to families during the 'off' times; understanding that people are in need of some help, no matter the time of year. About every 3-4 months they provide hampers to O.W. families picked by their Case Managers. They provide groceries, baby products, personal care products, and an assortment of other items needed on a day-to-day basis.

Of course, everyone's reaction upon receiving their hamper is different. I have witnessed everything from a humble & sincere thank you; to shock & disbelief at the generosity of strangers; to tears of gratitude for themselves & their children. Most of all I see the realization in these parents eyes that this year their children will enjoy a magical Christmas. Some of our recipients have never had the kind of Christmas that we take for granted, with homemade baking, an abundance of gifts & a peaceful sleep leading up to Christmas morning.

The reactions from the parents I see during this time reinforce in me the magic of Christmas. When such an act of kindness can impact a family's life in such a big way I have more appreciation for the things we sometimes take for granted.



TELESTAFF UPDATE

Ruth McMillan

The new Telestaff scheduling software was officially launched this month. Please remember that we are mirroring our current payroll system for the next few pay periods so make sure to submit your paper time sheet as well. Thanks go out to Michelle Milanese for the great job in putting together the user guides. These guides can be found on the staff portal of the KDSB website and Michelle has labeled them by version number so you can tell if there have been any updates. Todd has also posted a link to the Telestaff web version on the staff portal. To access Telestaff use this link, add the Telestaff URL to your favorites or make a shortcut on your desktop. It's been a learning curve for all of us and your patience is very much appreciated. Keep on entering those work codes!

SINGING FOR A GOOD CAUSE

Nicki Zilkalns

Recently our very own superstar, Karen McDonald, took to the stage at the annual Karaoke Contest in support of the Dryden Regional Health Centre. As a result of her performance as the one and only "Elton John" Karen raised over \$300.00 in support of the DRHC. Karen wowed the packed house at the PI Bar & Restaurant with two stirring renditions of Elton John songs. We are very proud of you Karen!!!

