



# THE PEOPLE OF BCNU

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**We are the people of BCNU.**

**In 2016, we stood up for our members and ratified a landmark collective agreement. We were the voice of our profession, advancing nursing practice.**

**We were passionate advocates for safe patient care, and our publicly-funded health care system. These are the stories of the year, in our own words.**

## HOW THE PEOPLE OF BCNU ADVANCED NURSING IN 2016

2016 was an incredibly busy, demanding year that saw the ratification of a landmark new collective agreement for the majority of our members. Major gains and important new language changes make it a marquee achievement that we should be tremendously proud of. Is it perfect? Certainly not. Nevertheless, it is an historic victory made possible through the engagement and unity of our membership.

An exciting new provision, the Nursing Policy Secretariat is evidence of nurses' growing role as stakeholders in the health care system. The Secretariat will be a vehicle to widen the scope of practice for nurses of all designations.

I am also pleased that the Pharmacare tie-in benefit was fixed in this contract, with about 90% of the old coverages restored. During negotiations, we were acutely aware of how important this benefit is to BCNU members, and we fought strongly for its restoration.

Another key contract advance: \$2 million to address the increasingly dire shortage of nurses in rural areas. The new fund enables us to provide education and various supports for rural nurses—although much more will be needed to bridge the alarming gaps in capacity in rural BC.

BCNU teams now turn to the hard work of language interpretation and implementation. This work is ongoing, even as we prepare for the next round of bargaining in 2018.

The ongoing staffing crisis continued to dominate BCNU's media outreach, and the

situation remains unacceptable—the result of poor planning and deficiencies in the education of new nurses. We remain committed to working on these challenges with health authorities.

The court case against Dr. Brian Day's private health clinic has run well over the expected six months. However, we will continue to support the case as an expression of BCNU's resolve to stand up for publicly funded health care in BC.

This year, we also stood up strongly against workplace violence. Our BCNU campaign to stop violence inflicted on nurses is my new number one priority. Beyond our efforts in BC, we must also strive to make assaulting a nurse a felony right across Canada.

The creation of our new Professional Practice and Advocacy Department strengthens BCNU's role as the professional voice of nursing. Now up and running, the department includes two professional practice officers educating and assisting nurses on professional practice throughout BC.

Looking ahead, our priorities remain the issues members care most about: Staffing, workload, safe workplaces, and implementing the agreement. At every table, whether we are negotiating or advocating, our members are always the focus. I sincerely thank all members who contributed to our successes this year. I'm already excited to see what the people of BCNU can do in 2017.



**Gayle Duteil**  
President

## PROFESSIONALISM SET BCNU APART IN 2016



**Christine Sorensen**  
Vice-President

Our transformative new collective agreement was the highlight of 2016. All the optimism and energy that we saw early in the year kept us going, through a hugely challenging period, to a worthwhile reward: The unification of our members into a single contract, achieved with an historic ratification vote. To me, this demonstrates the growing professionalism and unity within our organization.

Representing community nurses in bargaining, the highlight was our victory in new funding for communication technology — an area where the employer has really fallen down. The result? \$2 million to equip community nurses across the province with ‘smart’ devices that will help them stay safe and enable better patient care.

With these and other gains, we have more opportunity to implement change at the very highest level, and make significant improvements in care delivery in BC. We have evolved as professionals who know how to use our voice to influence change.

As Vice-President, I am BCNU’s chief lobbyist, working with a team of regional representatives from all across BC. Team members met regularly with MLAs, raising issues such as workload and violence, the opiate crisis, rural health care, education, barriers facing internationally educated nurses and economic challenges for nurses in urban areas. BCNU’s lobbying activities strongly reflected the mandate to protect and foster our sense of professionalism.

Earlier in the year, I co-chaired a stakeholder team with health authorities to update the Resident Assessment Instrument, a tool used by home care nurses to assess clients for placement in long term care facilities or home care services. It’s the first provincial policy ever to be reviewed in collaboration with the union. The next phase? Ensuring the policy is followed.

As chair of the Human Rights and Equity Caucuses, I worked with a diverse group of members in 2016, and continue to enjoy watching the leadership grow and develop within these caucuses.

Personally, I am very grateful for the work our members allow me to do, and proud of the leadership we have seen in 2016. I’m grateful there is a union with such depth and breadth of knowledge to work on behalf of the nurses of BC.

In 2017 I will be working with the new Policy Secretariat, as well as the Nurse Staffing Secretariat, where we are developing a health human resource plan for the province, one that ensures an appropriate number of nurses in the future. It may not help today’s acute shortages, but as our population ages and nurses are retiring, we must stay focused on recruiting and retaining new nurses.

Professionally, it’s our obligation — and our opportunity.



## DEFENCE FUND TOPPED UP \$10 MILLION

As Treasurer, I believe a strong financial footing is essential to our success as a union. When I took on this role in September, I promised Council and the Finance Committee that I would work hard to ensure a well-managed budget and to keep members fully informed about BCNU's finances.

In 2016, the Finance Committee continued to advance accountability and transparency in our finances and budgeting. A key priority for me was to ensure Council had the ability to influence the budget at the outset of the process. As we developed our 2017 budget, we focused on striking the right balance between safeguarding members' dues and funding members' priorities.

A key principle is that we start by ensuring strong performance on core services, such as health and safety, bargaining, and ongoing labour relations. Council created our new Professional Practice and Advocacy Department, and \$1 million was earmarked for our province-wide violence prevention campaign in 2017.

While ensuring core services and more were delivered, we retained a large portion of unused funds in the budget — money that will top up our defence fund. I was very pleased to see the budget increase for steward education and support. It will now be easier for seasoned stewards to support and mentor our new stewards.

Widespread nursing workload remains a serious challenge and a priority for our labour relations teams. There are not enough nurses hired into permanent positions to meet demands, and addressing the ongoing toll must be a priority. With the health and well-being of so many members at stake, Council will utilize any means possible to advocate for fair working conditions and to stand up for the public health care system we believe in.

It has been my privilege to serve on both the Bursary and New Nurses Assistance Committees, where the priority for the New Nurse Assistance Committee is help for members who have failed their national exam. As we have seen, the success rate is lower than the previous national exam. There is a major problem when those who are in practice already, and have done well in school, are not passing this exam. We will persist in advocating for change. We need those nurses, and we will support them to ensure they pass.

As Treasurer, I love explaining the union's annual budget to members. Did you know it's nearly \$47 million? Everywhere I go, I bring a pie-chart that shows where all that money goes — that chart is the proof that BCNU is focused on the real priorities of members.

I am proud to take over the strong financial management of our previous Treasurer, Mabel Tung, and will continue to ensure that we maintain our strong financial position.



**Sharon Sponton**  
Treasurer

## NEW LANGUAGE LEADS TO HEALTH AND SAFETY ADVANCES



**Adriane Gear**  
Executive Councillor

As Executive Councillor, my time was divided between our Health and Safety and Mental Health portfolios, areas where we saw innovation and advancement through important new language in our collective agreement.

Some innovations were complex, so as a Council we invested extra time and energy reaching out to members to ensure that everyone understood the gains that had been negotiated in the new contract.

Funding was negotiated for our Personal Resilience Workshop to continue. Nurses who have experienced it tell me the workshop has helped them address a range of health, safety and mental health challenges on the job. In addition, we negotiated that members must be relieved from work to participate in Critical Incident Stress Debriefings should they wish to and if the debriefing takes place on a day off members must be paid the appropriate rate of pay.

It is also now mandatory for employers to comply with the Canadian Standards Association (CSA) standard for workplace psychological health and safety. This standard has the potential to transform the health care workplace. While compliance is still voluntary elsewhere in Canada, health authorities in BC are now required to assess workplaces according to 13 organizational factors. While it will likely take five to 10 years to fully implement, I believe this provision is a significant gain for BCNU.

Article 32 of the new contract is also a turning point, requiring the employer and BCNU to jointly commit to “establishing a culture of safety and reduction of violence at every workplace.” That may sound like a “motherhood” statement, but what makes it so significant is that the employer did not want to include it. We persuaded them—and now we have an opportunity for some authentic dialogue, the first step to change.

Significant, too, is the Memorandum of Understanding (MOU) we negotiated on workplace violence prevention. In consultation with the Nurses Bargaining Association (NBA) and other stakeholders, the Ministry of Health is drafting a policy framework to provide clear direction to the health authorities on their accountability for violence prevention. I hope we will see a more systematic approach to setting standards, and the provision of security and safety officers. Define the standard, do the necessary training, then hold everybody to it.

Finally, I want to mention the impacts of BC’s devastating opiate overdose crisis. My challenge has been trying to find meaningful ways to support nurses who are struggling on so many levels to cope. It continues to be a deeply distressing reality, particularly for those on the front line. Let’s hope 2017 brings better news—not only in this crisis, but everywhere that nurses continue to face some of public health care’s most daunting challenges.

## YOUR PENSIONS: WELL MANAGED, WELL FUNDED, DEPENDABLE

My priority as Executive Councillor this year was pensions – more specifically, communicating about pensions. I was pleased to take part in a great deal of outreach about BCNU members' pensions and benefits. In 2016, I provided over 40 pension workshops to more than 1500 members across BC.

The main message? Learn about your pension early in your career. Don't worry, members' pensions are well managed and well funded and will be there for you when you retire. On average, members' pensions are funded 75% by investment returns, 12.5% from employee contributions and 12.5% from employer contributions. Make no mistake, members have earned their pensions by paying for them throughout their career.

I am proud that BCNU provides this useful workshop which is available to all members. It's often the first experience members have had with a BCNU sponsored workshop. It is so important for all members to understand their pension entitlements. In 2016 a workshop for members early in their career was introduced with great success. And, as a bonus, it's the perfect first step for some members to engage with their union on other issues.

The Retiree Benefit Program, negotiated through the NBA in 2006 is now in a position to consider improving benefits offered through that program and also

utilize some of the value of the program to enhance benefits for active members. The Retiree Benefit Committee is working with legal, financial and actuarial professionals to ensure benefit improvements will be sustainable for the long term.

Thinking back to what stands out in 2016, it was definitely concluding the NBA collective agreement. As well, I believe we all found the staff job action affecting BCNU operations very difficult. In other ways, it was also a rewarding time, a challenge that brought out the best in our leadership, excluded staff and membership. We worked well together and although things were not business as normal, we managed to provide a pretty high level of service to members. That sense of unity gives us new energy to keep advancing in all our priority activities.

I strongly believe that in 2016, BCNU became stronger, and a better advocate than ever, representing the professional voice for all nurses and supporting our members in the challenges they face in difficult work environments.

On a personal note, I am retiring in September. I look forward to mentoring and supporting the next Executive Councillor moving into this role and hope to stay involved as a retiree. It has been an honour to serve BCNU members, and I thank you sincerely for your support.



**Deb Ducharme**  
Executive Councillor



## HISTORIC TURNOUT FOR RATIFICATION TOPS 2016 ACHIEVEMENTS



**Gary Fane**  
Executive Director

For me, the highlight of 2016 was the historic voter turnout for the ratification of our collective agreement. Eighty-five per cent of our members supported ratification of a contract that, for the first time, unites LPNs, RPNs, and RNs—an outstanding achievement for our organization.

As Executive Director, government relations continues to be a high priority. We work hard to ensure nurses' voices are heard in public and health policy circles. We take pride in making sure our positions are well researched, and professionally presented—and that we communicate clearly, in a transparent, business-like manner.

Equally important in 2016 were our efforts to support nurses as a professionally licensed group. The new Professional Practice and Advocacy Department, an initiative led by President Gayle Duteil to foster the professionalism of nursing, is helping to accelerate those efforts. The department reflects our focus on advancing the profession and enhancing our research capacity.

We are proud of the creative ways our team overcame challenges at the bargaining table and beyond. We achieved a number of labour relations victories this year, including notable arbitration awards. One award resulted in \$10 million that will be put towards specialty training, community nurse technology upgrades, a new program at Vancouver Community College, and damages for member grievances.

Despite the all-encompassing nature of contract negotiations, we launched new initiatives—such as our anti-violence campaign. We invested considerable time and energy in drafting new language for the collective agreement, creating and launching an advertising campaign, and calling on MLAs and candidates to commit to reducing violence in the workplace.

The year was also notable for the job action affecting BCNU's internal operations—the first in our organization in 14 years. While some hard feelings remain, we are working to address them. I am grateful to our exceptional staff and leadership who went the extra mile every day to maintain high levels of member service during a difficult period.

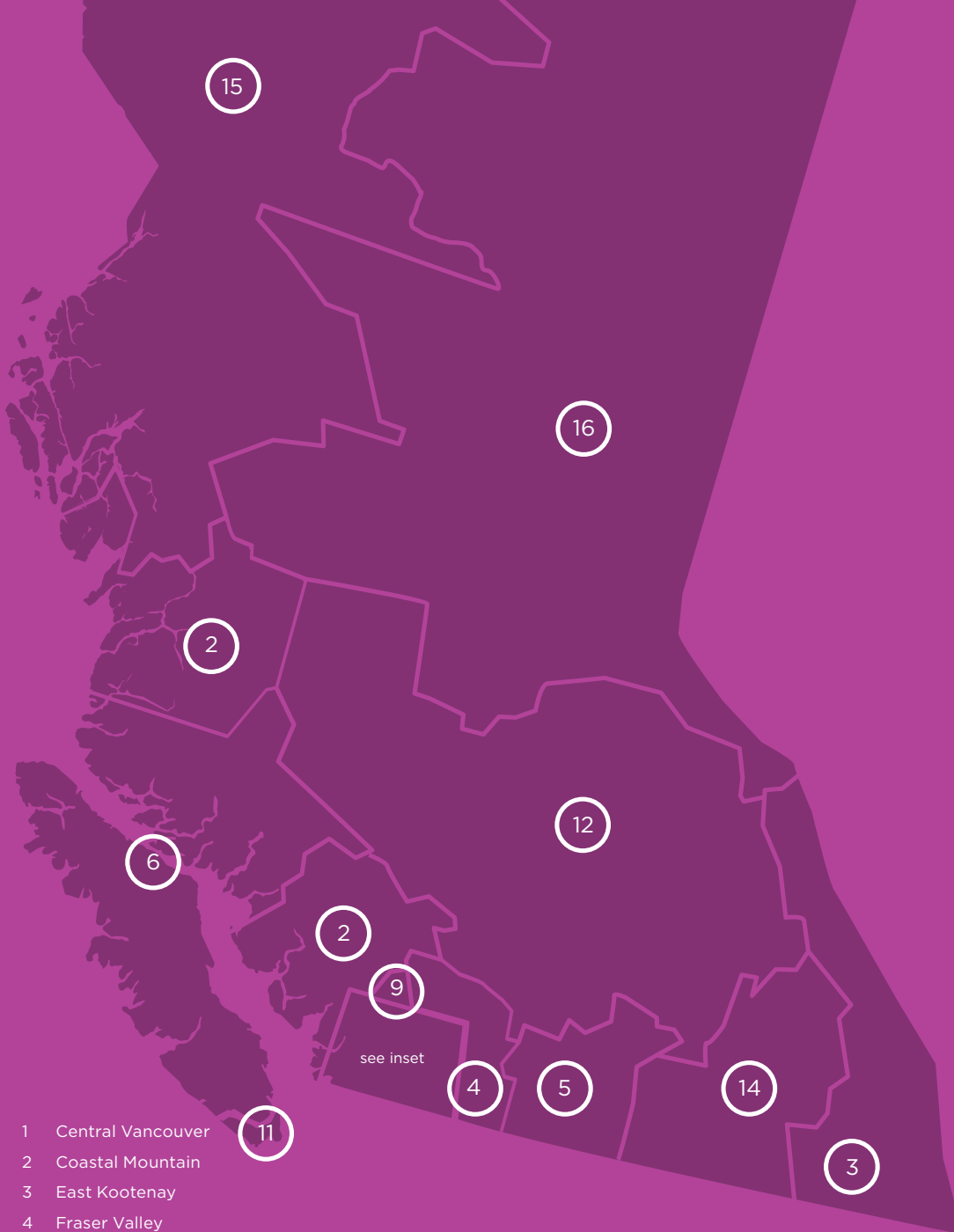
We are now focused on the upcoming election process, where members have the opportunity to vote on leadership positions. We will strive to ensure a fully professional and democratic process, with a healthy level of discussion and debate. We will also be pressing forward with our violence awareness campaign—just one of many steps we are taking to position the union for success at the bargaining table in 2018.

Beyond any one achievement, it is important to emphasize that in 2016 BCNU demonstrated that it is an organization where the leadership is always willing to take on new challenges. We will always do what it takes to fight for the people of BCNU.

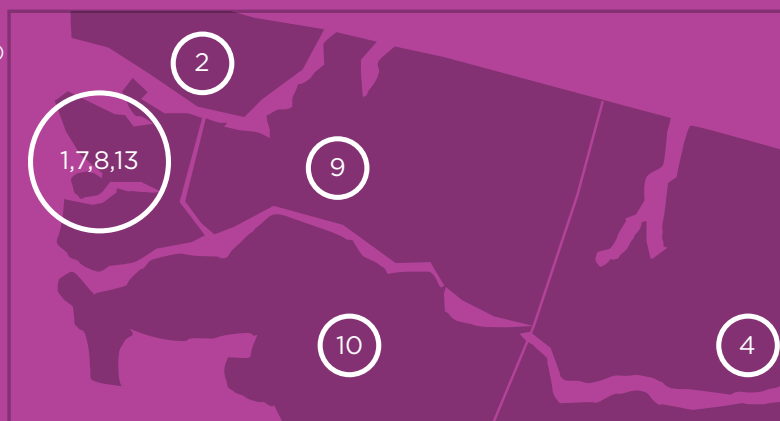
## REGIONAL MESSAGES

BCNU's regional leadership worked long and hard in 2016 to support members on a wide variety of issues. Our Regional Chairs share a few highlights and challenges their region faced throughout the year.

- 1 Marlene Goertzen** Co-Chair, Central Vancouver: "We've been out there talking to nurses more frequently and the stewards have worked really hard to develop good relationships with our members, so now there seems to be more interest. One of our stewards, now our PRF rep, was hugely successful in getting the staffing level reinstated on one unit, and this is something that feels unprecedented."
- 2 Kath-Ann Terrett** Chair, Coastal Mountain: "In one community, BCNU local members mobilized against privatization of a long-term care facility. Nurses were so instrumental. We get our power from our unique interaction with other humans. We were able to get over 10,000 signatures. It was very empowering for the community to come together because they value a human life."
- 3 Lori Pearson** Chair, East Kootenay: "This year, professional responsibility forms and committees became better used by members. They really are getting that connection between policy and their practice as professionals, knowing this is going to be the route for addressing their concerns. I'm really excited that just now, we are really coming together."
- 4 Katherine Hamilton** Chair, Fraser Valley: "One of the most highlighted stories from 2016 was our violence case on behalf of a nurse who was assaulted, very high profile in the media. He had huge injuries to his eye, stitches, not to mention psychological injuries. It really highlighted for members that we don't have law that protects nurses, but also that the union will bring forward criminal charges."
- 5 Rhonda Croft** Chair, Okanagan Similkameen: "After the contract, a problem has been the slowness of interpretation of the language, to actually bring it to life. So, now three parties are at the table, working to interpret the language together, so that there's a common understanding, and we don't have needless grievances."



- 1 Central Vancouver
- 2 Coastal Mountain
- 3 East Kootenay
- 4 Fraser Valley
- 5 Okanagan-Similkameen
- 6 Pacific Rim
- 7 Richmond Vancouver (RIVA)
- 8 Shaughnessy Heights
- 9 Simon Fraser
- 10 South Fraser Valley
- 11 South Islands
- 12 Thompson North Okanagan
- 13 Vancouver Metro
- 14 West Kootenay
- 15 North West
- 16 North East



- 6 Rachel Kimler** Chair, Pacific Rim:  
 “The new electronic health record has created significant challenges. EHRs are a good idea, but how do we make the system safe and usable for all nurses? We’re not there yet. We’re also preparing to transition from one old hospital to two new hospitals, figuring out the details and making transition agreements.”
- 7 Lauren Vandergronden** Chair, RIVA:  
 “Suddenly in December, one of my stewards at Insite contacted me to say they had put in a PRF about how many overdoses they were dealing with, and how they were struggling and needed help. It was very well written and right away we got involved at the provincial level!”
- 8 Claudette Jut** Chair, Shaughnessy Heights:  
 “Nurses have a lot of power in influencing their workplaces, and I really believe their voice is so important. This year, I found a lot of nurses were finally standing up and saying, “I’m willing to file the grievance now, I’m willing to file a PRF and I want to see change happen.”

**9 Wendy Gibbs** Co-Chair, Simon Fraser:

“The health authority took a lot of beds out of acute care in Burnaby, Eagle Ridge, Ridge Meadows. It’s been a bad thing but at least members have become more engaged through this struggle. They are upset, and worried about their jobs. Health care is changing, but they closed so many beds that now people are actually staying in emergency on stretchers.”

**Lynn Lagace** Co-Chair, Simon Fraser:

“For my region, the most important outcome of the contract was job security language. We managed to get a letter of agreement just before George Derby displaced all of their nursing staff in the spring. If not, they would still be looking for work. I have two long-term care facilities that closed their doors last year.”

**10 Jonathan Karmazinuk** Co-Chair,

**South Fraser:** “A big accomplishment is the unification of all members into one collective agreement. We’re finally bringing community, the LPNs, and the rest of the nursing family all together under one set of rules. And I think we reached a peak of engagement with our membership during the ratification process.”

**Michelle Sordal** Co-Chair, South Fraser:

“Workload is the recurring theme, that’s the number-one priority and concern nurses feel. They want to be able to practice safely and give patients and residents the care they deserve, and a lot of them are struggling to do that. It’s taking a lot of work from nurses to bring their voices together to make sure employers staff appropriately.”

**11 Lynnda Smith** Co-Chair, South

**Islands:** “Bargaining was the most important thing to our members this year. Especially the flow of information down to members, who made it very clear they were seeking this information. We were so surprised by the numbers coming out, getting engaged, asking those questions, and wanting to know more about the collective agreement. It was great.”

**Margo Wilton** Co-Chair, South Islands:

“Another big event in 2016 was steward elections in all of our work sites. We gained a number of new stewards which was really encouraging. We still haven’t reached our goal of a steward in every worksite but we’re working towards that.”

**12 Tracy Quewezance** Chair, Thompson

**North Okanagan:** “If I was to highlight one big thing that’s improved, it is our Hillside facility, a tertiary mental health facility. This is one of four sites for which we were given funding to do a deep dive into workplace violence. It’s been great seeing the site improve. It’s a big win.”

**13 Meghan Friesen** Chair, Van Metro:

“The union has really promoted anti-violence, and now we’re rolling out a big campaign. But it’s always been on the forefront, and now mental health advocates have been added to our teams, looking at our nurses’ psychological well-being. I think that’s a big statement about the organization and about my team, as well my region.”

**14 Lorne Burkart** Chair, West Kootenay:

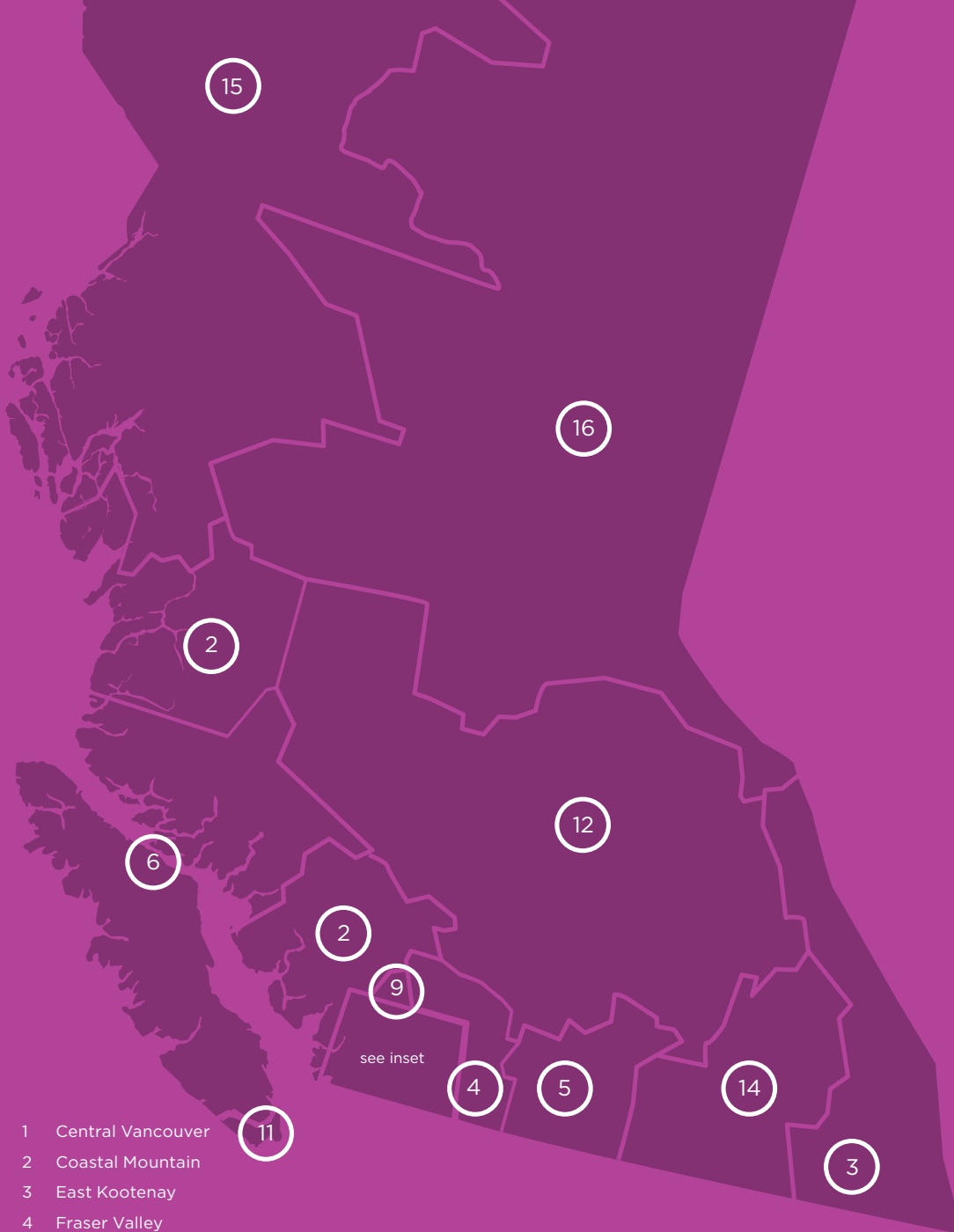
“In 2016, bargaining was significant to the region. We enacted a much more fulsome ratification plan to engage members and offer the ability to seek information and discuss the issues with BCNU leadership. As a result of bargaining, there is a renewed hope that we will be able to support members by resolving issues through stronger grievance and PRF language.”

**15 Teri Forster** Chair, Northwest:

“My stewards and I are working hard to keep people resilient. Everybody’s advocating for Code White training. I walked into one hospital and three nurses had black eyes. Management told me, ‘We haven’t finished writing the policy.’ I said to them, I don’t think a nurse can say to a violent patient, ‘We don’t actually have a policy on how to stop you right now.’”

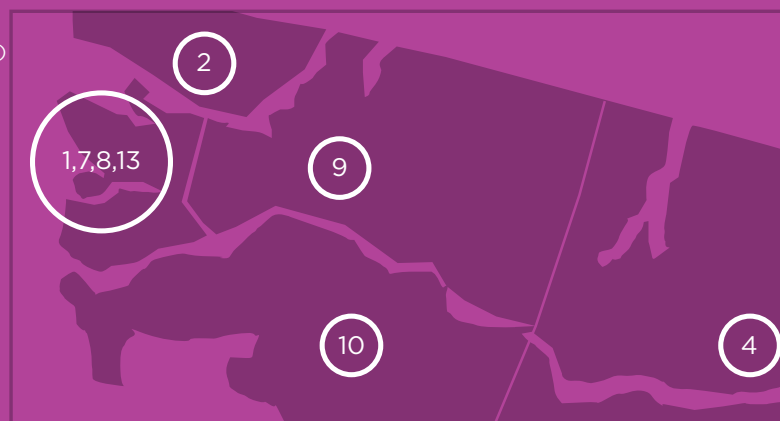
**16 Roni Lokken** Chair, Northeast:

“The Patient Transfer Network is a big issue. Often times the safety of our patients is at risk. We have only one regional hospital, and with inclement weather, roads, distance, patients just aren’t getting to where they can receive care. Otherwise, I’m proud that we’re getting more members wanting to know how they can protect themselves and make work better for their peers.”



We are dedicated to supporting and protecting the health, social and economic well-being of our members, and to addressing the issues that matter most to nurses and other health care providers in every region of the province.

- 1 Central Vancouver
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ADVOCACY

“They couldn’t just contract out our jobs, and we weren’t just going to walk away without putting up a fight.”

Marva Vidal

“It makes me wonder what is happening to seniors’ care. It makes me also wonder who is speaking up for them. Where’s the voice for the seniors?”

Mabel Walcott



## GEORGE DERBY LAYOFFS: STANDING UP FOR SENIORS' CARE

Marva Vidal and Mabel Walcott have a lot in common. Colleagues, good friends and leaders within the union, the pair radiate wisdom and quiet strength as long-term care nurses at Delta Hospital.

Mabel and Marva met nearly 30 years ago, working at George Derby Centre, both loving their jobs at the venerable long-term care hospital where they were part of a close-knit nursing team known for high standards of care and compassion.

In 2016, Mabel and Marva also shared the heartbreaking experience of being forced out of those jobs when the hospital, now in private hands, contracted-out nursing staff. Nearly 100 BCNU nurses were laid off in 2016, in a move the owners say was financially necessary to keep operating the 300-bed facility.

"It was very, very difficult," says Marva. "Everybody knew each other. The patients even knew our kids and grandkids. It was a very close, tight-knit place to work. We thought the new management would make some changes, but we did not expect contracting-out."

For Mabel, Marva and their colleagues, it was painful, professionally and personally. The worst part for them? Seeing the impact on George Derby's patients and their families.

"They had to start over, in a brand new environment," says Mabel, "They were very, very distraught."

And with good reason. The RNs left first, with LPNs like Mabel staying on for some months.

In May, BC Nurses' Union stood up in support of the affected residents, with a candlelight vigil at George Derby. More than 350 nurses and family members, all dressed in black, showed up in solidarity.

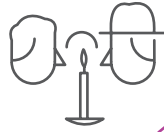
**"It was a very solemn occasion. Tears were rolling down the cheeks of family members, staff, and the residents who could come out to participate," recounts Mabel. "This was just proof, from my point of view, that BCNU was standing up for seniors. And also for our members."**

Speaking at the vigil, BCNU president Gayle Duteil labelled the contracting-out, "An unacceptable strategy for seniors' care." The vigil was an expression of the union's role as a respected voice for quality public health care.

BCNU, however, did much more than mourn the layoffs — the union had just negotiated a new contract provision requiring the health authority to find new jobs in the system for members laid off

# 100%

of nurses  
placed in new  
jobs following  
the layoffs at  
George Derby



350+

people attended the candlelight vigil at George Derby

due to contracting-out, which applied directly to George Derby members.

President Duteil explains the union's "two-pronged" response to contracting-out: Arguing strongly against it, while at the same time negotiating to protect members if it happens. For the 67 LPNs and 31 RNs at George Derby, the breakthrough gain came just in time.

"BCNU went to bat for us. To be honest, I didn't think I could work in another place, but I'm enjoying my new job," says Mabel.

It was good news in an otherwise sad story of eroding standards.

"We all worked very long hours, had many meetings, and even then some members didn't think they would have a job. But at the end, everybody did. We had no loss of benefits, or pay, or anything, says Marva. "But we all miss the residents."

Marva and Mabel want BCNU and its members to keep up the fight for quality seniors' care: "As members, we have to really stick together and work together, and lobby the MLAs, seniors advocate groups, and with patients' family members," says Mabel.

Marva adds, "It all makes me wonder, though. What is happening to seniors' care? You know, they are so frail. Who is speaking up for them? Where's the voice for the seniors?"

Good questions. One persistent voice is BC Nurses' Union. BCNU continues to engage members and bring public attention to improve our publicly funded health care system — and protect it from the kind of deterioration Mabel and Marva witnessed at George Derby last year.

One can only imagine what the facility's founders, who opened in 1947 with high ideals and a commitment to excellence, would think of this downgrading in the care of our most vulnerable people.



"It all makes me wonder, though. What is happening to seniors' care?"

### HEALTH & SAFETY

“BCNU covers the majority of nurses in BC, and they see the real effects of violence on the nurses. I think it’s really important that they reach out to support members in the area of violence when it’s everywhere.”

Teresa McFadyen





## PERSONAL RESILIENCE WORKSHOPS HELP NURSES COPE WITH THE STRESSORS OF THE JOB

When she was struck by a patient with dementia, it took palliative care LPN Teresa McFadyen completely by surprise. Luckily, it wasn't serious and she hardly broke her stride long enough to report it.

But the incident sharpened her awareness of workplace violence issues, and Teresa decided to learn more by participating in BCNU's Personal Resilience Workshop.

Launched in 2014 as a pilot program, then fully implemented starting in 2015, this innovative workshop helps nurses spot signs of compassion fatigue, burnout and post-traumatic stress, and learn the resiliency skills to prevent and deal with those issues.

"I read about the workshop in the BCNU mail-outs. I really value all the educational opportunities BCNU has to offer, because you always take away something that makes a difference," explains Teresa.

Members like Teresa are finding the workshop helps them cope much better with the risk of workplace violence and other stressors that can take a toll on their physical and mental health.

A central message? Prioritize your own health, happiness and resilience.

"It seemed to be very relevant with what I was seeing in my job," explains Teresa.

"I'd leave work feeling, Wow, what's going on? And I thought, the resiliency workshop may or may not help me deal with feeling overwhelmed, overworked, exhausted."

It definitely did help. Teresa is deeply empathetic with her patients. Most are elderly, suffering from dementia, and come with complicated and "heart-breaking" family and medical issues. She says the workshop helped her hone violence prevention skills, so she can minimize risk, not only to herself, but all parties, of the unwelcome extra burden of a violent episode in an already difficult situation.

She also gained a sense of perspective at the workshop: "I found that even with people who are in different areas of nursing, we're all affected by the same core issues. So, there was real connectivity," she says, adding that she felt at ease in the small group session.

Teresa's top take-away? The need to spend time doing purely enjoyable things that make no demands on her, like having a stress-melting massage, or heading outdoors for a spot of gardening.

The Personal Resilience Workshop is just one of BCNU's major strides this year in health and safety – and particularly in workplace violence prevention. Strong gains in the new agreement are expected to make health care delivery safer for nurses

# 32

personal  
resilience  
workshops  
offered in  
2016



493

members took Personal Resilience Workshops in 2016

and patients. New language commits health authorities to create “a culture of safety and violence reduction in every worksite.” And the groundwork was prepared for the 2017 anti-violence campaign.

With the workshop, violence hotline, purple-dot system identifying violence-prone patients and other programs, Teresa believes BCNU is providing “very good support” to members’ health and safety.

“BCNU sees the effects of violence on the nurses,” says Teresa. “It’s really good that the union reaches us with this kind of program.”

In 2016, the union offered 32 workshops with nearly 500 members participating, solid progress in BCNU’s commitment to

advancing and protecting the health and workplace safety of our members.

How successful is BCNU’s Personal Resilience Workshop? The employer has acknowledged its effectiveness and agreed to work with the union to develop a single provincial program for employees working in high trauma units.

It’s a sensible, practical decision. Nursing has many physical and psychological hazards, and risk is always present. Equipping nurses, individually, to promote better outcomes, is a critical part of an overall prevention approach.

Teresa McFadyen agrees. “It helped me recognize how important my own health is. You have to give back to yourself.”

“It helped me recognize how important my own health is. You have to give back to yourself.”



### EDUCATION

“Being a student member with BCNU has allowed me to become more confident and boost my communication skills. My role as student liaison has also helped me develop my leadership skills, which are essential to being a nurse.”

Lyanne Lamanilao







## ENGAGING STUDENT NURSES FOR A STRONGER UNION AND BETTER HEALTH CARE

All her life, Lyanne Lamanilao knew she wanted to be a nurse.

“I’m very passionate about empowering people. I like helping them make the best possible decisions about their health,” says Lyanne, who joined Kwantlen University’s nursing program in 2013.

As eager as she was to become a nurse, she knew her four-year educational journey would be a serious challenge, she says. “You have to be really dedicated and passionate to be a nursing student. It takes a lot of time and effort to actually learn the theory and be able to apply it.”

From the start, Lyanne believed student nurses should understand their rights and stand up for them. So, when BCNU leaders spoke to her class, their message about the union’s student nurse program resonated strongly. Clearly, the union was there to help.

“The union shared my interest in helping people,” she says. “That is the business of the union, and showing that to other students was really great. I want them to fight for the profession, and for nurses’ rights.”

Lyanne was a natural choice for BCNU’s Student Liaison Program.

**Designed to strengthen links between nursing schools and BCNU, the program pairs a student representative from each nursing school with a BCNU regional chair. Lyanne served as Kwantlen’s rep, meeting with her designated union chair about student issues, reporting back to her class — and immersing herself in a firsthand leadership experience.**

“My role as student liaison has helped me develop my leadership skills, which are essential to being a nurse,” she notes.

As the voice of the nursing profession, BCNU encourages early involvement in the organization, welcoming all student nurses with free memberships. In 2016, BCNU’s student membership grew by 660, and the union supported 76 future nurses through bursaries, conference attendance and more.

Joining BCNU unlocked this eye-opening world of special resources for Lyanne. Membership also gave her access to the Building Union Strength course, attendance at regional meetings and conferences, and access to the *Update* magazine.

She was especially intrigued by BCNU’s volunteer outreach program, offering choice opportunities to practice her future profession.

# 660

student  
members joined  
since 2016



76

students who were awarded bursaries by BCNU in 2016

“I want to work in the community as a home health nurse,” she reveals—an ideal match for her passion to communicate about healthy living.

The Student Liaison Program turned out to be the perfect launchpad for Lyanne’s career. Excelling in leadership and volunteer assignments, Lyanne also expanded her learning, developed her talent for leadership, and advanced the strong communication skills she would need in her field.

“Being a student member with BCNU has allowed me to become more confident and really boosted my communication skills,” says Lyanne, who is now graduated and planning to be actively engaged in the union.

Student nurses are VIPs at BCNU, and Lyanne Lamanilao’s story shows why they always will be. In 2016, we invested deeply in these relationships and will continue to do so. Our student members are fostering our union while preparing to be the future of health care.

“The union shares my interest in helping people.”



UNITY

“I think that because we’re all part of the health care system, we’re not separate. And as a team working together we can provide the care to our patients and clients professionally, while being represented by a strong union.”

Vincent Spoor





## SHARING THE BENEFITS OF A STRONGER MEMBERSHIP

Vincent Spoor, a Kelowna RPN, always liked helping people. During his early career as a care aide, he discovered he especially liked helping people with mental health problems.

New to BCNU, Vincent became a member when his workplace voted in 2016 to switch to our union, a decision he strongly supports. To learn more about his new representation, he conducted his own research and spoke with other BCNU members. Vincent's wife, an LPN and BCNU member at another workplace, also spoke positively about the benefits of making the change.

"Members said that they felt quite supported, and spoke highly of BCNU. They said the union had been fighting strongly for their needs, like patient safety and worker safety, as well as trying to ensure we are appropriately compensated," he adds. "I felt BCNU would provide better representation. And I do feel more supported. It has been a welcoming atmosphere."

"I think it's important for RPNs to be in the same union as other designations so we can help support each other. And I think BCNU does a really good job of helping nurses in their profession and offering them the support that they need as well as providing educational opportunities. Working as a team together, we go further."

He also points to proper staffing levels as a welcome tangible outcome for Vincent and his colleagues.

Equally important to Vincent? He says BCNU's initiatives for health and safety, and violence prevention in the workplace, are especially meaningful to him and his colleagues who all work in mental health.

Victor is a fan of BCNU's new combined contract, uniting LPNs with RNs and RPNs in one union, in one contract for the first time.

**"Together, we can advocate for the right skill mix to deliver the best care for patients. We're all part of the health care system, we're not separate. As a team working together, we can care for our patients professionally, while being represented by a strong union. I think that RPNs working together within BCNU can work more effectively. We're stronger together as a team," he says.**

For BCNU, the successful Kelowna vote strengthens the union by building up membership across all disciplines—the better to advocate for the entire nursing family in BC.





### LEADERSHIP

“In one room you have both your steward and unionized staff as well as the employer’s staff getting the same training. It’s a very unique approach because you’re learning to work towards goals together.”

Navdeep Dhaliwal



## UNIVERSITY PROGRAM PREPARES BCNU'S FUTURE LEADERS

BCNU is planning for success by educating emerging leaders such as Navdeep Dhaliwal.

Leadership education is an ongoing priority at BCNU, ensuring the union's capacity to carry out its number-one role: serving members. BCNU has embarked upon an exceptional new way to pursue that goal and support members as they progress into leadership roles — the prestigious Industrial Relations Certificate (IRC) in Labour Relations from Queen's University.

What makes the IRC so special? It's a custom program created specifically for BCNU, and tailored to the unique aspects of BC's health care system. And, as Navdeep shares here, the program fosters exciting new models of collaboration that will benefit all members in future.

Navdeep is an LPN in private care, a steward coordinator and a first-cohort graduate of the IRC program.

"It was an amazing experience," she reports. "I was struck by the variety of students and instructors from all across different health care settings in BC, public and private. And we were learning from lawyers, judges and arbitrators who actually work in labour relations. It's a very unique approach."

Navdeep says the IRC was definitely a huge step for her. But maybe not so surprising — only a few years ago, she

had left a banking career to become a nurse. Her nursing journey started when she witnessed the remarkable care for her father in hospital, and the inspiring teamwork among nurses.

"That sparked my interest. Something just moved in me," Navdeep recalls, and decided to follow her long cherished goal.

Fast-forward to 2011, when she began working at a private, unionized diet and health clinic chain. The employer's attitude around job issues soon compelled her to become a steward, and Navdeep's talent for labour relations became obvious. After several people drew her attention to the IRC, she decided they must be onto something, and went for it.

The IRC program was designed specifically for experienced BCNU stewards and labour relations professionals in BC's health landscape. The program empowers future leaders' with new capabilities and skills to strategically manage labour relations issues and develop more streamlined and efficient practices for handling workplace conflict.

In the classroom, IRC students learn hands-on, practitioner-focused approaches managing grievances and labour issues. Future leaders increase their knowledge of employment law, grievance management, workplace investigations, and the arbitration process.

# 150

new stewards  
in 2016





17

graduates of the Queen's IRC Program in 2016

"I think it's a phenomenal program," says Navdeep. "I mean, how many opportunities are you going to have, with multiple people so trained in their field, such experts? Have them all in the same room, with unlimited, uninterrupted time with them?"

The question answers itself—it's the opportunity of a lifetime. But Navdeep cautions it is far from easy, that labour relations is a complex field, and students are exposed to its full scope, in long intense days. Taught by Queen's renowned faculty, the program combines lectures, discussions, simulations, case studies, and assessment tools. She was initially a bit apprehensive.

"But with support and guidance from BCNU, I did it, and actually went quite far with it."

"It was eye-opening. We were seeing some of management's perspectives as to why they would approach a certain situation, and then also hearing other union members

as to how they would approach a similar situation. We looked at things from all perspectives, brainstorming and learning."

Now graduated, Navdeep says she gained knowledge, tools and confidence to be more effective in her current role.

"I've been able to bring back some best practices we are trying to apply," she says.

It also spurred her to think seriously about larger roles in future, and to continue learning more about managing labour relations.

**"As a steward you want to always do the best you can, to do the best for the people you represent. And you want to give them the best-case scenario. So, this program gives you the tools, and also lets you see things from such a different perspective."**

**"I was struck by the variety of students and instructors from all across different health care settings in BC, public and private."**





## SPECIAL THANKS TO OUR STAFF

2016 was a unique year for BCNU where we experienced both tremendous success as well as a very difficult challenge as a union.

Following a great deal of hard work by staff to successfully negotiate a new collective agreement and to secure a spectacular ratification of the new NBA collective agreement, we entered very uncertain times as we began negotiations with our two staff unions (MoveUp and Unifor Local 888). In July, BCNU employees belonging to MoveUp took a strike vote, after a lockout of MoveUp was initiated. Local 888 took their own strike vote a few days after MoveUp's result. All staff had returned by mid-December.

Special thanks must be extended to the management staff, as well as BCNU leadership and stewards who were able to maintain critical operations and essential member service during this period.

**BCNU employs approximately 150 regular staff. Despite the turmoil of the year, staff's achievements over the year must be celebrated and acknowledged.**

### Our thanks to our current staff who will be moving us forward in 2017

Alan Towers	Donna Forscutt	Laura Comuzzi	Rachel Ram
Amber Wuensche	Doreen Fleming	Laura Reinke	Rannoch Campbell
Anastasia Brown	Dorothy Johnas	Laurie Presber	Robert Macquarrie
Andrea Peragine	Elaine Johnston	Leisa Smith	Ross Early
Andrea Wardrop	Eleanor Lonneberg	Len Rose	Russell Hnatiuk
Anna Felty	Gary Fane	Lew MacDonald	Ryan Harmer
Annie Wong	Georgina Hackett	Lily Chong	Sandy Rose
Armina Birdi	Gina Ramsay	Lindsay Clement	Sarah Monaco
Bella Brown	Glynis Wilson	Linnea Kubik	Sharon Costello
Bettina Piccini	Hadeel Haghshenas	Liz Ilczaszyn	Sharon Phillips
Bianca Gunther	Hana Lee	Loretta Dall'Antonia	Shawn Leclair
Blake Allenby	Hanif Karim	Loretta Woodcock	Shelby Slater
Bryan Cook	Irma de la Verde	Louise Laroche	Shelley Lowe
Caitlin Davidson-King	Jacque Barretto	Lynda MacLennan	Sherry Parkin
Caitlin O'Leary	Jacque Ferrier	Madeline Harden	Shu Yi Chua
Carmen Jervis	Janet Chen	Marick Wong	Sonia Lachar
Carolyn Bleich	Janice Scardillo	Maura MacPhee	Stacey Blackwood
Caroline Flink	Jason Kliman	Melanie Steer	Stephanie Kellar
Cindy Paton	Jennifer Bailey	Melissa Muir	Sue Bateman
Colleen McFadden	Jennifer Bishop	Melody McGowan	Suzie Ford
Courtney McGillion	Jennifer Jung	Michael Fong	Susanne Watts
Cyrus Isidro	Jennifer Mark	Michele Chase	Tanya Bratton
Damaris Mwangi	Jim Parker	Michelle Wijiesinghe	Tarya Lavolette
Darla Penner	Jo Chen	Ming Cheng	Tony Edgecombe
David Cubberley	Juliet Chang	Monica Ghosh	Tracy Davis
David Ling	Kate Pratsides	Mycal Barrowclough	Umar Sheikh
David Tsai	Kath Kitts	Nicole Ortmann	Wendy Harris
Deb Charrois	Kerry Birch	Nina Soo	William Hwang
Debbie Gee	Kim Lagler	Pam Burns	
Debbie Neumeyer	Kris Van Lambalgen	Pamela Robinson	And to our invaluable
Debi Burke	Lani de Hek	Patricia Lynch	bus-drivers,
Dhanu Mohankumar	Lara Acheson	Patricia Wejr	Doug Payette &
Donna Bouzan	Laura Anderson	Peter Knapp	John MacLeod



**We look forward to re-building  
our relationships with staff and  
to several years of labour peace  
within our organization.**

# BY THE NUMBERS



# 50%

of members cast ballots in the ratification vote



# 19K

members participated in telephone town halls to learn about the proposed new agreement



# 85%

of members voted in favour of ratification



# 43K

members in the union, most of whom are covered by a single provincial contract

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## INDIVIDUAL GRIEVANCES:

1,093 → 1,213  
files opened files closed

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## NOTICE OF COMPLAINTS:

1,716 → 148  
files opened files closed

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## LONG TERM DISABILITY:

131 → 1,213  
files opened files closed

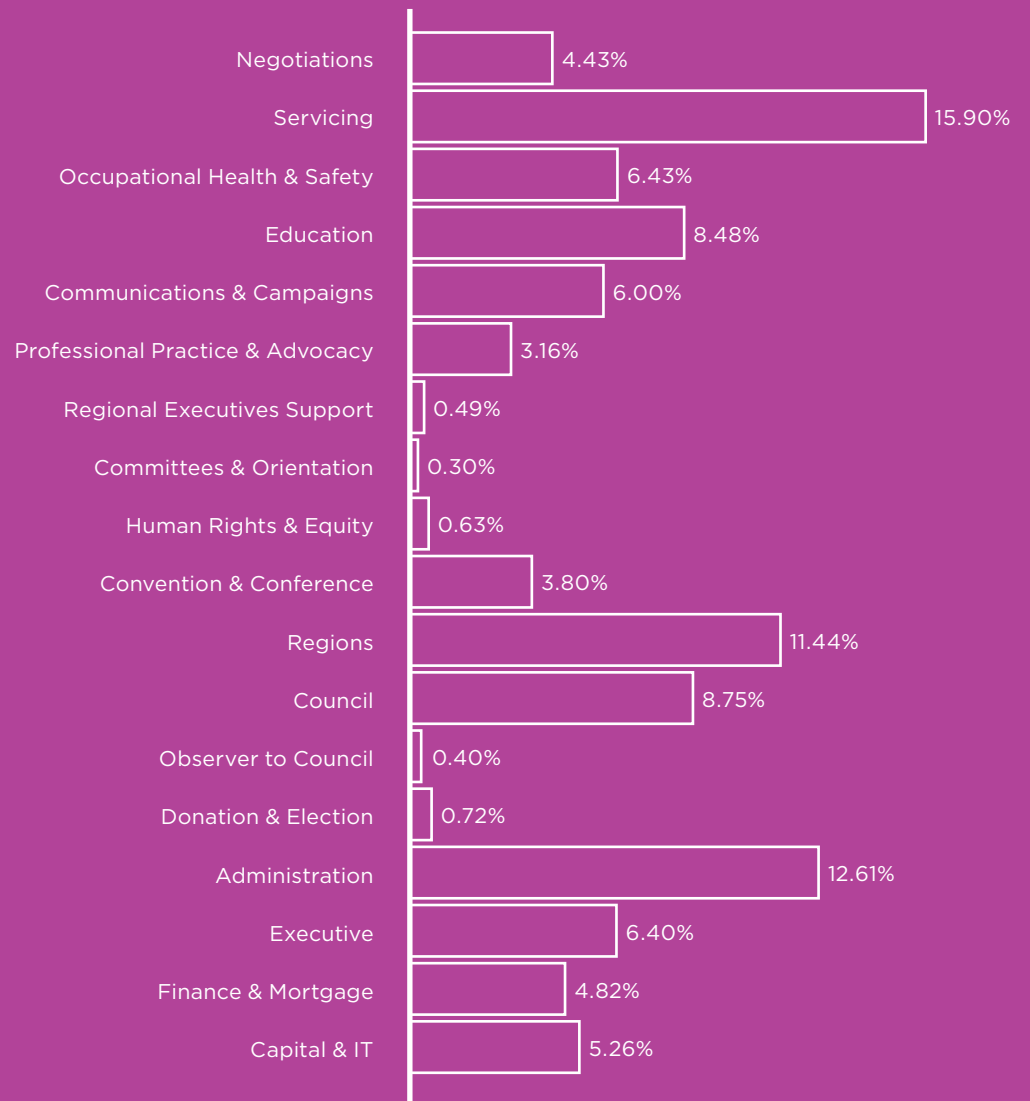
**“The Treasurer role is so important for BCNU and is critical to continue ensuring the financial well-being of BCNU. Don’t be afraid to say no to things requested. Whenever you make any financial decisions, make sure you look at the whole of BCNU – it may affect many things. Even small decisions may affect policies and impact other areas.”**

Mabel Tung, former Provincial Treasurer

**“I am honoured to take over as Provincial Treasurer from Mabel Tung who retired in September, 2016. These are big shoes to fill. Mabel worked diligently and hard to ensure the BCNU’s finances were in great shape. I will do my best to continue her legacy of financial responsibility and accountability to members.”**

Sharon Sponton, Provincial Treasurer

## WHERE YOUR DUES GO:



## STRATEGIC PLAN UPDATES

In June of 2016, the Provincial Council met for its annual review of BCNU's Strategic Plan. This ensures that provincial leadership is able to keep the strategic priorities of the organization aligned with the priorities of members across the province.

The thematic priority of our strategic plan represents the single most important priority that must be achieved over the next 12 months. Following the ratification of our new Provincial Collective Agreement (PCA), the thematic priority of the 2016-2017 Strategic Plan was determined to be "Enforcing the PCA." Council also updated and improved the language of three strategic directions as follows:

- Strategic Direction #1 has changed from "Enhance BCNU's capacity to respond to and protect our number one priority, our members" to "Build capacity to support our number one priority, our members."
- Strategic Direction #3 has changed from "Engage the public and members to champion and improve our publicly funded and delivered health care system and protect it from further erosion" to "Champion our publicly funded and delivered health care system."
- Strategic Direction #4 has changed from "Increase and strengthen our membership and affiliations" to "Strengthen our membership and affiliations."
- Council has also determined that the Strategic Directions have a three-year timeframe.

## COMMITTEES

**Your BCNU Council leads, or participates on, many Committees and working groups as part of their role. 2016 Committees include:**

Bargaining (Provincial - PCA) of the NBA	In-Camera
Bargaining (Public Service)	Internationally Educated Nurses
BCNU Day	Media Strategy Task Force
Bursary	Member Engagement & Steward Recruitment & Retention (MESRR)
By-Laws	Nominations
Charitable Giving Working Group	OH&S
Complaints Investigation	Pensions
Convention Planning	Personnel
Democracy in the Union	Policy Review
Discipline Hearing Board	PRF Advisory
EDMP Provincial Steering	Provincial Job Action
Essential Services	Resolutions
Finance	Retiree Benefit Program
Green	Seniors' Strategy Working Group
	Training & Prevention & Assistance Fund



**“Looking ahead, our priorities remain the issues members care most about: Staffing, workload, safe workplaces, and implementing our collective agreement. At every table, whether we are negotiating or advocating, our members are always the focus.”**

Gayle Duteil



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