

THE COMMUNICATOR

VOL. 18, NOS. 1-2

MEMORIAL UNIVERSITY'S EMPLOYEE NEWSLETTER

April/May 2004



Getting healthy! Phil Smith, campus investigation officer, is one of some 400 employees and pensioners who have taken advantage of a wellness pilot program launched by the Department of Human Resources early this year. Here Phil works out at the fitness centre located in the Aquarena. Under the new program, eligible employees and retirees get a discount on the cost of a membership at the Memorial University Recreation Complex (MURC), or at either of three external facilities in Corner Brook, up to a maximum of \$10 per pay period. This program is being implemented on a 12-month pilot basis and will run from early March 2004 to the end of February 2005. The PRP (Preferred Rate Program) is designed to promote and encourage higher levels of physical activity on the part of employees and retirees. For more on wellness, please see page 13.

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Research focuses on reducing pain at work

Memorial employees part of study

A study on joint pain in sedentary office workers points to the effectiveness of workplace wellness programs. The 15-month study, called Working Well, will help determine whether a pain self-management program affects employee productivity and absenteeism.

"Preliminary results of the study have found a high burden of musculoskeletal pain in the workplace," says Dr. Proton Rahman, head of the St. Clare's Rheumatology Research Team and an associate professor of medicine at Memorial University. "We hope to empower employees to take control of their health and teach them skills to manage their pain, making them happier and more productive

members of the workforce."

Partners on the research project are the Arthritis Society, Newfoundland and Labrador Division, Atlantic Blue Cross Care, Pfizer Canada Inc. and St. Clare's Rheumatology Research Team of the Health Care Corporation of St. John's.

Working Well researchers found nearly 60 per cent of participants suffered musculoskeletal discomfort at work. Reported conditions include osteoarthritis (17.6 per cent), repetitive strain injury (15.8 per cent), carpal tunnel syndrome (7.3 per cent), chronic pain (6.7 per cent), fibromyalgia (5.5 per cent) and rheumatoid

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Memorial
University of Newfoundland

We are building a great university



Since its foundation, Memorial University has aimed to become a great university. Thanks to the dedication and ingenuity of our faculty, staff and students, we have made good progress. Today, Memorial University ranks amongst the best universities in the world in a small number of areas. Our challenge is to increase the number and to become much more widely recognized for our achievements.

To meet this challenge, we need resources, especially financial resources and infrastructure. Recently, we have been very successful in research and an announcement will be made shortly indicating that 2003-4 has been an outstanding year for securing research funds. As you know, we also obtained major support for infrastructure, including \$17.1 for constructing the Inco Innovation Centre, \$1.2 for building the Petro-Canada Hall (an extension of the School of Music) and \$18 million from Landmark Graphics for developing a visualization centre. This type of private-sector support gives our students, faculty and staff facilities that are unique in Canada.



Inco Innovation Centre

Budget recognizes our role

The recent provincial budget was, given the Government's difficult financial situation, favourable for Memorial University and recognized our important role in creating a prosperous and healthy province. In addition to funds for increases in salaries and benefits, we are receiving \$3 million for deferred maintenance and \$1 million for teaching equipment. However, our total allocation was also reduced by \$2 million, thereby partially offsetting the gains. The reduction means that

we must achieve further efficiencies and increase outside income, including revenues from higher enrolments, if we are to maintain the quality and diversity of our offerings.

We embarked on a deferred maintenance program worth \$5 million in 2003-4, and I am delighted that the provincial government is giving us \$3 million in 2004/5 to continue this work. There will be many projects to address chronic problems, including major deficiencies in the roof of the Queen Elizabeth II Library, Gushue Hall and Hatcher House. Our e-mail system reached its limits and suffered from extraordinary growth in spam messages. The result was that the daily volume of messages increased tenfold, from about 80,000 to 800,000 messages per day. We are in the process of installing more powerful equipment and software to overcome the problems. Your understanding of inconveniences associated with these improvements is appreciated.

Ideas and people

Of course, the heart of a great university are ideas and people. We are rethinking existing programs and are conceptualizing new programs, including programs in tourism, communications and business. The Marine Institute has embarked on a comprehensive study of its future directions. We are in the process of searching for a new principal of Sir Wilfred Grenfell College and a director of the Office of Alumni Affairs and Development, who will lead us into a major fundraising campaign. Dr. Eddy Campbell has started as vice-president (academic) in May and he will play a key role in the academic development of the university. I am confident that, with your help, we will create the first-rate university that its founders envisaged and that all Newfoundlanders and Labradorians have a right to expect.

President and vice-chancellor

THE COMMUNICATOR

Memorial University's employee newsletter is published by the Division of University Relations and the Department of Human Resources, Memorial University of Newfoundland.

ISSN 1183-2789

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Memorial's home page, www.mun.ca, has a fresh new look!

The university's web team has resigned the main page and the pages that link directly from it, using a new colour scheme and improved site navigation. But it's not just the appearance that has changed – the site features 120 new pages of content written specifically for the Web.

If you can't find one of your favourite pages, look for it in one of the sections listed in the left-hand menu. You can also check the lists of People/Departments and Programs. Or you can search the Memorial site by typing the key words into the search engine and clicking on "Find Pages."

We'd like to hear what you think about the new design, the content and the navigation. Please give us your impressions of the new site and suggestions for improving it by filling out our survey. www.mun.ca/about_muncafedback.php

Pension plan indexing and other changes to benefits

In October 2002, the Report of the Board of Regents Ad Hoc Pensions Committee was accepted by the board. This report contained recommendations relative to the Memorial University Pension Plan that would provide for the indexation of pension benefits and for contribution rate increases necessary to fund indexing and address a shortfall in current service contributions.

The level of indexing that is proposed is based upon the Public Service Pension Plan model and will be calculated as 60 per cent of the annual change in the Consumer Price Index, as measured by Statistics Canada, to a maximum increase of 1.2 per cent annually. Indexing will apply to all current and future retirees and survivor beneficiaries and will be payable from the age of 65.

With respect to current service contributions, past actuarial valuations of the pension plan have shown that the level of contributions currently being paid by employees and the university is not sufficient to adequately fund the cost of benefits being earned on an annual basis.

It is proposed that the Memorial University Pensions Act be amended to prescribe that the university and employees contribute equal amounts to the plan and that joint annual contributions be sufficient to cover current service cost as determined by the plan's actuary.

The necessary amendments to the Memorial University Pensions Act to provide for these changes have been submitted to government and it is anticipated that they will be dealt with in the spring 2004 session of the House of Assembly. If this occurs and government approves the amendments as proposed, employees are advised that contributions required under the Memorial University Pension Plan will increase by 2.635 per cent effective the first of the month following passage in the house.

The proposed contribution rate schedule under the pension plan is shown below [current rate in square brackets]:

9.2% [6.565%]	of earnings up to the Year's Basic Exemption (YBE) as defined under the Canada Pension Plan (\$3,500 for 2004)
7.4% [4.765%]	of earnings in excess of the YBE up to and including the Year's Maximum Pensionable Earnings (YMPE) as defined under the Canada Pension Plan (\$40,500 for 2004)
9.2% [6.565%]	of earnings in excess of the YMPE

Further information on these and other recommendations accepted by the board can be found in a notice to members available on the Human Resources Web site at www.mun.ca/humanres/v4/pdf/Pension_Notice1102.pdf. Any questions may be directed to the Benefits and Pensions Office at 737-7406 or by e-mail at pensions@mun.ca.

Special authorization process for prescription drug coverage

The university's health insurance plan, administered by Atlantic Blue Cross Care, provides prescription drug coverage according to the Blue Cross managed drug formulary, known as HealthWise. HealthWise provides insured employees, retirees and eligible dependents with immediate coverage for thousands of prescription drugs. Certain other medications require special authorization by Blue Cross. The first time a special authorization drug is needed, a one-time 30-day supply will be provided and reimbursed by Blue Cross. Subsequent refills, however, will

be subject to the special authorization process which involves the attending physician completing a Prescription Drug Special Authorization Request indicating the need for use of a particular drug. The information provided on this form is confidentially reviewed by Blue Cross and employees are usually notified of their assessment within seven to 10 working days. In the meantime, employees who might wish to know the status of their special authorization request can call the customer service centre at 1-800-667-4511.

"Special Authorization" Appeals Subcommittee

In response to concerns expressed by employees and retirees with respect to certain medications which are either not eligible, or have been declined, through the special authorization process, the Employee Benefits Committee of the Board of Regents established a Special Authorization Appeals Subcommittee. This subcommittee, which is comprised of medical professionals within the university community, will, on a strictly confidential basis, consider individual requests for coverage of prescribed medications (including over-the-counter medications) that have been officially denied coverage by Blue Cross through the special authorization process.

The subcommittee will consider appeals made by employees/retirees, on an individual basis, provided the following conditions have been met:

- an official request for special authorization has been declined by the insurer;
- the medication bears a Drug Identification Number (DIN);
- the medication is prescribed by a licensed physician;
- the medication enables the individual to engage in their normal daily activities, including attendance at work, which would otherwise be impeded without the prescribed treatment;
- if a medication does not have official recognized approval for treatment of the condition for which it is being prescribed, sufficient published data supporting its use must be provided to the subcommittee.

For further information on the special authorization and appeal process, please contact Michelle Wade at 737-7407 or by e-mail at cleary@mun.ca.

Pension Transfer Agreement with federal government

The Department of Human Resources is currently working on a Pension Transfer Agreement with the Government of Canada. A draft agreement, based on the federal government's template, to be used as a basis for discussions, was given approval in principle by the Board of Regents, at its meeting on Feb. 5, 2004.

The new agreement will replace the previous Reciprocal Transfer Agreement between Memorial University and the Government of Canada which expired on Oct. 15, 2000. The former agreement was based on transferring, between pension plans, an amount equivalent to two times an employee's contributions plus interest, and had been in place since March 1969. In its place, the federal government proposed the actuarially based Pension Transfer Agreement.

Under the actuarial model, transfer amounts are calculated by each

see PENSION on page 8



On Feb. 24, members of the Memorial University Faculty Association (MUNFA) met to sign their collective agreement with university officials. (L-R back row): Marian Atkinson, MUNFA, Chris Youé, History, MUNFA; Robert Nichols, Human Resources, Memorial; Dorothy Milne, Queen Elizabeth II Library, MUNFA; Leo White, Engineering, MUNFA; Dr. Gary Gorman, Business, Memorial; Dr. David Graham, Arts, Memorial; Dr. Jim Black, Arts, Memorial; Glenn Clark, Education, MUNFA; (front row L-R): Dr. Jack Strawbridge, Faculty Relations, Memorial; Dr. Jon Church, Medicine, MUNFA; President Axel Meisen, Memorial; Dr. Tony Chadwick, French and Spanish, MUNFA.

2003 Dean's Award for Exemplary Service



The recipient of the 2003 Dean's Award for Exemplary Service in the Faculty of Engineering and Applied Science is Yvonne Raymond, administrative staff specialist. The award is presented to someone who demonstrates an excellent effort to fulfil his/her job and is a way for the faculty to recognize the outstanding contributions of its staff and promote a positive work environment. (L-R): Dr. Evan Simpson, vice-president (academic) presenting the award to Ms. Raymond in the fall of 2003.

Did you know?.....

Energy efficient campus – Memorial University was honoured by the Office of Energy Efficiency, an office of the federal department of Natural Resources for its participation in the Efficiency Energy Innovator's Initiative. The university was awarded a plaque in December 2003 by then minister of natural resources, Herb Dhaliwal, for its commitment to energy efficiency and its efforts to reduce greenhouse gas emissions that contribute to climate change.

Top botanist – Dr. Wilf Nicholls, director of the Botanical Garden, was one of seven people named a "torchbearer" category by *Gardening Life* magazine in its Jan.-Feb issue. The honour was given for "continuing the work of their seed sowing forerunners." Dr. Nicholls has been vigorously and effectively promoting the native plants of Newfoundland and Labrador locally and abroad.

Labour Relations gets a new name – Please note that the name of Division of Labour Relations has been officially changed to the Office of Faculty Relations. You can reach the Office of Faculty Relations by calling 737-4732.

Three cheers for the Social Committee! – The university's social committee held a party in December and raised close to \$500, plus a large amount of food and toys, for the campus food bank. Thanks to all show supported this event.s



Employee Profile – Rob Shea

By Catherine Fleming
Student correspondent

Rob Shea is a busy man who has a strong dedication to his career and a passion for helping people. He is the director of the Department of Career and Experiential Learning at Memorial. The position is relatively new, as is the department – one which has opened its doors in recent years. “It is very exciting. Our mandate is to support the career development needs of undergraduate and graduate students, and alumni and assist them to navigate the world of work,” he said with a smile.

Life long interest in career development

When he was just an undergrad, Rob got his start in the career development field as a part-time employee at the Canada Employment Centre on campus. From there, he became intrigued with the whole concept of career, and the importance of student and alumni transitions to the world of work. “I thought that this area of study and practice was one of the most important activities I could be involved in this province. Everyone in Newfoundland and Labrador has been touched some way by unemployment and if I could assist people to effectively navigate the world of work then that would be extremely rewarding. That thought has proven to be very true.”

Committed volunteer

Rob, a native of St. John’s, has been a volunteer with a wide range of organizations for over 23 years. He is currently the chair of the board of directors, T. I. Murphy Learning Resource Centre Inc. an alternative learning environment for individuals who have not completed high school; chair of the Board Royal Newfoundland Constabulary Historical Society Inc.; president of Contact Point Inc., an online resource dedicated to the needs of career educators around the world; past-president of the Student Affairs and Services Association; and chair of the Newfoundland and Labrador Youth of the Year awards program.

These are only a few examples of Rob’s active involvement with he community. “I hope in the future, my commitment to volunteering will continue and I will have the time to do that,” he tells the *Communicator*. “I have been involved in a number of distinct volunteer opportunities which has allowed me, in some small way, to impact on society.”

Dedicated family man

Rob’s strongest passion is his family. When he is not busy with work or his volunteer activities, he is spending time with his wife, Dr. Rhonda Joy, and their three children: Kathleen (7), Ryan (5) and John (16 months). He



Rob Shea

hopes that someday, when his children are older they can all become involved in volunteering as a family.

“I strongly believe in giving something back to the community. I have received a lot of satisfaction from my volunteer activities and I truly believe that I have gotten more in return than I have given.”s



Memorial's key woman of energy

Allison Dancy, an employee at Memorial University's Oil and Gas Development Partnership office, has earned the distinguished honour as one of 50 Key Women in Energy for her contribution to the oil and gas industry. The program recognizes and honours women who have made significant contributions within or for the energy sector internationally. Ms. Dancy, chosen from nominees across the Western Hemisphere, accepted her honour at a recent ceremony held during the Offshore Technology Conference (OTC) in Houston, Texas. Ms. Dancy, who joins 14 other Canadian women honoured in this category, has a background in resource economics. She has played a significant role in organizing and developing programming that contributes to partnerships between industry and community. Ms. Dancy was chosen in the Potential category in the 2004 global awards program with other award categories being Leadership, Wisdom, Innovation/Creativity, Visionary, and Pathfinders/Trailblazers.

The following career changes have received approval since the last issue of *The Communicator*. They are provided by Human Resources and are current at the time of publication.

ACADEMIC

Appointments – Tenure-Track

Dr. Natalie Bandrauk, Faculty of Medicine, assistant professor, Nov. 1, 2003

Dr. Luc Beaulieu, Department of Physics and Physical Oceanography, assistant professor, June 1, 2004

Dr. Tony Best, Discipline of Medicine, Faculty of Medicine, assistant professor, Feb. 9, 2004

Dominique Bregent-Heald, Department of History, assistant professor, July 1, 2004

Dr. Julie Brittain, Department of Linguistics, assistant professor, July 1, 2004

Gillian Byrne, Queen Elizabeth II Library, librarian II, Nov. 1, 2003

Gordon Cooke, Faculty of Business Administration, assistant professor, July 1, 2004

Dr. Stephan Curtis, Department of History, assistant professor, Jan. 1, 2004

Dr. Anne Drover, Pediatrics, Faculty of Medicine, assistant professor, Jan. 1, 2004

Susan Fahey, Health Sciences Library, librarian II, Feb. 9, 2004

Dr. Ian Fleming, Ocean Sciences Centre, associate professor, July 1, 2004

Lisa Goddard, Queen Elizabeth II Library, librarian II, Nov. 1, 2003

Dr. Kathleen E. Gordon, Department of Anthropology, assistant professor, July 1, 2004

Janneka Guise, Queen Elizabeth II Library, librarian II, March 30, 2004

Dr. Scott Kenney, Department of Sociology, assistant professor, Sept. 1, 2004

Dr. Jennifer F. Lokash, Department of English Language and Literature, assistant professor, July 1, 2004

Dr. John McGuire, Division of Basic Medical Sciences, Faculty of Medicine, assistant professor, Jan. 1, 2004

Dr. David Natcher, Department of Anthropology, assistant professor, and Canada research chair (Tier II), Aboriginal Studies, July 1, 2004

Dr. Mary Noseworthy, Pediatrics, Faculty of Medicine, assistant professor, Jan. 1, 2004

Dr. Anton Oleinik, Department of Sociology, assistant professor, July 1, 2004

Dr. Suma Rajiva, Department of Philosophy, assistant professor, July 1, 2004

Dr. George Robertson, Department of Classics, assistant professor, July 1, 2004

Linda E. Rohr, School of Human Kinetics and Recreation, assistant professor, July 1, 2004

Dr. Leslie Rourke, Family Medicine, Faculty of Medicine, assistant professor, Jan. 1, 2005

Dr. Kathryn A.O. Simonsen, Department of Classics, assistant professor, July 1, 2004

Dr. Arthur Sullivan, Department of Philosophy, assistant professor, July 1, 2004

Manish Verma, Faculty of Business Administration, assistant professor, July 1, 2004

Dr. Jie Xiao, Department of Mathematics and Statistics, assistant professor, May 1, 2004

Dr. Yuming Zhao, Department of Chemistry, assistant professor, Aug. 1, 2004

Appointments – Regular Term

Patricia Dold, Department of Religious Studies, assistant professor, July 1, 2004

Xiafen (Elaine) Dong, Health Sciences Library, librarian II, Jan. 12, 2004

Dr. Chris Flinn, Department of Chemistry, assistant professor, Sept. 1, 2004

Jennifer Flynn, Department of Philosophy, assistant professor, Jan. 1, 2005

A. Wallace Halliday, School of Music, lecturer, Sept. 1, 2004

Judith Moody, School of Nursing,

assistant professor, Nov. 1, 2003

David Reid, School of Music, visiting assistant professor, Sept. 1, 2004

Appointments – Other

Dr. Ford Bursey, Faculty of Medicine, assistant dean for continuing medical education, Jan. 1, 2004

Dr. Vernon Curran, Faculty of Medicine, director, academic research and development in the office of professional development, Jan. 1, 2004

Professor Ken Livingstone, Division of Fine Arts, Sir Wilfred Grenfell College, head, Jan. 1, 2004

Dr. Ian Fleming, Ocean Sciences Centre, director, July 1, 2004

Dr. Sandra LeFort, School of Nursing, director of nursing, Jan. 1, 2004

Dr. Donald McKay, Faculty of Medicine, director, academic faculty development in the office of professional development, Jan. 1, 2004

Dr. Sharon Peters, Faculty of Medicine, acting dean of Medicine, Jan. 1, 2004

Dr. Holly Pike, Sir Wilfred Grenfell College, interim vice-principal, Jan. 1, 2004

Dr. Desmond Robb, Faculty of Medicine, chair of discipline of laboratory medicine, Dec. 15, 2003

Dr. James Rourke, Faculty of Medicine, dean of medicine, April 1, 2004

Dr. Elizabeth Simms, Faculty of Arts, associate dean of arts (research and graduate), June 1, 2004

Dr. James Wright, Department of Earth Sciences, interim head, Sept. 1, 2003

Cross Appointments

Dr. Ivan Booth, Department of Mathematics and Statistics to the Department of Physics and Physical Oceanography, Jan. 1, 2004

Dr. Shawn Kenny, C-Core to the Faculty of Engineering and Applied Science, Jan. 1, 2004

Dr. Peter Narváez, Department of Folklore to the School of Music, May 1, 2004

Dr. Richard Rivkin, Ocean Sciences Centre to the Department of Biology, Nov. 18, 2003

Dr. Alvin Simms, Department of Geography to the Division of Community Health in the Faculty of Medicine, Jan. 1, 2004

Confirmation in Appointment – Tenure

Dr. Iakov Afanassiev, Department of Physics and Physical Oceanography, associate professor, Sept. 1, 2004

Dr. Helen Ball, School of Social Work, assistant professor, Sept. 1, 2004

Dr. Larry Bauer, Faculty of Business Administration, assistant professor, Sept. 1, 2004

Dr. Travor Brown, Faculty of Business Administration, associate professor, Sept. 1, 2004

Dr. Pauline Downer, Faculty of Business Administration, assistant professor, Sept. 1, 2004

Professor Barbara Hunt, Sir Wilfred Grenfell College, assistant professor, Sept. 1, 2004

Dr. John Shirokoff, Faculty of Engineering and Applied Science, associate professor, Sept. 1, 2004

Dr. Darlene Skinner, Department of Psychology, assistant professor, Sept. 1, 2004

Dr. Sukhinder Kaur, Department of Biochemistry, assistant professor, Sept. 1, 2004

Dr. Debbie Kelly, School of Pharmacy, assistant professor, Sept. 1, 2004

Dr. Nancy Sullivan, School of Social Work, associate professor, Sept. 1, 2004

Dr. Doreen Klassen, Sir Wilfred Grenfell College, assistant professor, Sept. 1, 2004

Dr. Jane Leibel, School of Music,

assistant professor, Sept. 1, 2004
 Professor Carol Nelson, Sir Wilfred Grenfell College, assistant professor, Sept. 1, 2004

Dr. Jeff Pittman, Faculty of Business Administration, assistant professor, Sept. 1, 2004

Dr. Guy Quirion, Department of Physics and Physical Oceanography, associate professor, Sept. 1, 2004

Dr. Caroline Schiller, School of Music, assistant professor, Sept. 1, 2004

Patrick Warner, Queen Elizabeth II Library, librarian I, Sept. 1, 2004

Dr. Michael Slawinski, Department of Earth Sciences, associate professor, Sept. 1, 2004

Dr. Brian Staveley, Department of Biology, assistant professor, Sept. 1, 2004

Dr. Xiaoqiang Zhao, Department of Mathematics and Statistics, associate professor, Sept. 1, 2004

Dr. Xingfu Zou, Department of Mathematics and Statistics, associate professor, Sept. 1, 2004

Promotions

Dr. M. Danelshlab, School of Pharmacy, professor, Sept. 1, 2004

Professor Pauline Downer, Faculty of Business Administration, associate professor, Sept. 1, 2004

Professor Barbara Hunt, Sir Wilfred Grenfell College, associate professor, Sept. 1, 2004

Dr. Sukhinder Kaur, Department of Biochemistry, associate professor, Sept. 1, 2004

Dr. David Morrish, Sir Wilfred Grenfell College, professor, Sept. 1, 2004

Dr. Dennis Mulcahy, Faculty of Education, professor, Sept. 1, 2004

Dr. Elizabeth Murphy, Faculty of Education, associate professor, Sept. 1, 2004

Dr. Alwell J. Oyet, Department of Mathematics and Statistics, associate professor, Sept. 1, 2004

Dr. Andrea Rose, Faculty of

Education, professor, Sept. 1, 2004

Dr. Darlene Skinner, Department of Psychology, associate professor, Sept. 1, 2004

Dr. Kati Szego, School of Music, associate professor, Sept. 1, 2004

Patrick Warner, Queen Elizabeth II Library, librarian II, Sept. 1, 2004

Retirements

Dr. John Bridson, Department of Chemistry, Aug. 31, 2004

Dr. Maynard J. Clouter, Department of Physics and Physical Oceanography, Aug. 31, 2004

Dr. Norman Hadley, Faculty of Education, April 30, 2004

Dr. Kevin Keough, Department of Biochemistry, June 30, 2004

Professor Kenneth Knowles, School of Music, Aug. 31, 2004

Dr. David J. Larson, Department of Biology, Aug. 31, 2004

Dr. Maureen Laryea, School of Nursing, Aug. 31, 2004

Dr. Thomas MacDonald, Department of Mathematics and Statistics, April 30, 2004

Dr. Tony Middleton, Department of Computer Science, Aug. 31, 2004

Dr. Helen Peters, Department of English Language and Literature, Aug. 31, 2004

Dr. Abraham S. Ross, Department of Psychology, Aug. 31, 2004

Dr. Paul Sachdev, School of Social Work, Aug. 31, 2004

Dr. Allan Stein, Department of Chemistry, Nov. 14, 2003

ADMINISTRATIVE

Appointments

Susan Brown, Department of Human Resources, human resources analyst, Jan. 15, 2004

Boyd Cranford, Financial and Administrative Services, manager, printing services, March 22, 2004

Richard B. Meaney, Division of Technical Services, division manager -mechanical, March 22, 2004

James Price, Department of Human Resources, benefits and pensions analyst, April 7, 2004

David T. Snook, Division of Technical Services, craftsperson, Feb. 9, 2004

Contractual to Permanent Appointments

Nita Brown, Faculty of Business Administration, senior clerk stenographer, April 19, 2004

Ronald O'Neill, Registrar's Office, co-ordinator -university liaison, Feb. 5, 2004

Contractual Appointments (one year or more)

Amanda Careen, Faculty of Medicine, research assistant I, Nov. 17, 2003

Charlene A. Dodd, Faculty of Medicine, research assistant II, Nov. 17, 2003

Keith Garrett, Facilities Management, clerk-of-the-works, Nov. 19, 2003

Kristine Hamlyn, University Relations, communications co-ordinator, March 22, 2004

Jacqueline Hansford, Financial and Administrative Services, intermediate secretary, April 12, 2004

Peter Hynes, Department of Human Resources, worklife programs co-ordinator, April 19, 2004

Sarah Mathieson, Faculty of Medicine, research assistant I, Nov. 17, 2003

Sandy Mercer, University Relations, associate director, marketing, Jan. 5, 2004

Chaojie Song, Faculty of Medicine, research associate, Dec. 01, 2003

Susan Tobin, Alumni Affairs, development officer -outreach and recognition, March 22, 2004

Stephanie Tucker, Faculty of Medicine, research assistant II, Dec. 15, 2003

Charlene M. Walsh, Faculty of Medicine, senior instructional design specialist, Dec. 8, 2003

Promotions and Transfers

Kevin Burke, Facilities

Management, custodian I, Dec. 23, 2003

David Casey, Marine Institute, departmental program co-ordinator, April 1, 2004

Kevin Hicks, Financial and Administrative Services, duplicating satellite supervisor, April 12, 2004

Carol King, Faculty of Business Administration, manager of academic programs, Nov. 10, 2003

Margaret Michalak, Facilities Management, manager, space planning and administration, March 22, 2004

Jennifer Morgan, Faculty of Medicine, intermediate secretary, Nov. 28, 2003

Retirements

Marion Baggs, Department of Chemistry, research assistant II, Nov. 28, 2003

Alice Dawson, Facilities Management, custodian, March 31, 2004

Wayne Norman, Marine Institute, instructor, Feb. 1, 2004

Edward P. Oliver, Department of Biology, supply supervisor, April 2, 2004

Boyd Parsons, Division of Technical Services, craftsman IV, Nov. 28, 2003

Charles Penney, Marine Institute, carpenter II, April 30, 2004

Glenn Taylor, Financial and Administrative Services, manager, printing, April 2, 2004

Calvin Ward, Faculty of Engineering and Applied Science, engineering technologist III, Nov. 21, 2003

Thomas Williams, Marine Institute, chief engineer, Jan. 30, 2004

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pension plan with reference to the actuarial assumptions used by the plan as the basis for funding pensions. (e.g. mortality, interest rate, salary progression, etc.). Amounts available for transfer from the exporting plan would represent the actuarial reserve held by that plan to fund an employee's future pension benefit based upon the service accrued to the date of transfer. In a similar fashion, the amount required by the importing plan would represent the actuarial reserve necessary to credit the same amount of service in that plan based upon its actuarial funding assumptions. Any surplus that might arise on transfer, which would otherwise be payable to an employee on a termination basis, would be payable to the credit of the employee in accordance with the provisions of the exporting plan. Likewise, where there is a deficiency in the funds transferred, an employee would have the option to either accept a reduced amount of service in the importing plan or pay the deficiency and receive full service credit.

The new Pension Transfer Agreement will also incorporate transitional provisions that will provide transfer opportunities to employees who might not otherwise be eligible because of the length of time elapsed between employers.

Upon conclusion of the negotiation process with the Government of Canada and approval by the Board of Regents, employees will be notified when a final Pension Transfer Agreement has been reached.

For further information, please contact the Benefits and Pensions Office at 737-7406 or by e-mail at pensions@mun.ca

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and ensured that the instrument was cannabilized to add to his inventory of spare parts.

Doug Hall was a people person. He was full of jokes and bonhomie and loved a good party. Indeed, he seemed to organize most of the parties, whether it was the departmental picnic or the departmental Christmas party. His own lab party, at Christmas, was an institution and it was pointless to ask about the provenance of the assorted bottles; they just turned up. He was a tireless volunteer, Red Cross, Church Lads Brigade, Water Safety, St. Thomas' Anglican Church, Boy Scouts - Doug was involved in them all. His contribution to the Boy Scouts was extraordinary. He became involved when his sons were young; 18 years later, his sons grown up, Doug was still a scout leader.

Doug Hall died on Oct. 3, 2003, after a courageous struggle with cancer. His family retains strong links with Memorial. His wife, Bea, has been a research assistant in the Biochemistry Department for more than 30 years. Two of their sons, Michael and David, received B.Sc. (Hons.) degrees in biochemistry and MD degrees from Memorial. Michael is associate professor of pediatrics in Memorial's Medical School.

On the morning of Oct. 3, I told one of my colleagues that Doug had passed away overnight. He was silent for a moment and then said, very thoughtfully, "Doug Hall was one of the finest people I'll ever know". Amen. *s Tributes can be sent to Ivan Muzychka at ivanm@mun.ca. Submission will be published in The Communicator if space permits (otherwise they will be published on the Web) and may be edited for length.*

cont'd from WORK PAIN on page 1

arthritis (1.8 per cent).

A total of 165 individuals from Newfoundland and Labrador Hydro, Memorial University of Newfoundland and the St. John's Office of Atlantic Blue Cross Care enrolled in the study, with 67 in the control group and 98 in the intervention group. The intervention program included six weeks of education seminars with health care professionals on topics such as office ergonomics, exercise, nutrition, stress management and coping skills. All participants hold sedentary office jobs and spend at least half the workday sitting.

Jill Seviour, a longtime physiotherapist for the St. John's Health Care Corporation, worked with participants and said they learned how to assess their work stations and about disease prevention and self-management. "A couple of phone books under your feet or a rolled towel to support your lower back – these everyday items are available to everyone. We're looking at several factors that contribute to health, from ergonomics at work and at home, exercise, nutrition, sleep and relaxation, and how to communicate about physical and mental stress at work."

The intervention group had 98 participants. Of those, 86 completed the post-evaluation form and rated the program high in the categories "understandability," "informative" and "recommendable." In the intervention group, on average there was a mean increase of 45 per cent in participants' knowledge about workplace wellness and pain management.

"A couple of phone books under your feet or a rolled towel to support your lower back – these everyday items are available to everyone. We're looking at several factors that contribute to health, from ergonomics at work and at home, exercise, nutrition, sleep and relaxation, and how to communicate about physical and mental stress at work."

"Employers recognize prevention and health education is key to fighting rising health care costs," said Laurier Fecteau, vice-president, Marketing, Atlantic Blue Cross Care. "They are interested in programs that can improve the well-being of their employees, while increasing productivity and potentially preventing or delaying the onset of disability."

Arthritis and chronic pain significantly affect the quality of life of thousands of working Canadians, and arthritis accounts for 25 per cent of all long-term disability claims in the country. "A program to help alleviate pain, significant discomfort and decreased mobility in the working population is a positive step for those who live with arthritis and musculoskeletal pain every day," said Beverly Byrd, executive director of the Arthritis Society, Newfoundland and Labrador Division. "The Arthritis Society is always supportive of finding solutions to living and 'working well' with this disease."

Pfizer Canada Inc. provided an unrestricted grant for the study. "As a leader in the treatment of arthritis and pain, we are committed to supporting innovative partnerships and initiatives that improve health and wellness," said Gerald McCarron, senior manager of Patient Access and Health Policy for Pfizer Canada Inc. in Atlantic Canada. "The Working Well program is an important collaborative effort and the research will help employers and employees alike."

Dr. Rahman said the main driving force for the study was master's student Samra Mian, physiotherapist Jill Seviour and occupational

see WORK PAIN on page 11



Jeanette Gleeson retired on March 31, 2004, after 35 years at ISER Books. A retirement party was held on that day to mark her long service and retirement. (L-R): Alvin Potter, ISER Books; Eleanor Fitzpatrick, ISER; Rosalind Collins, ISER; Jeanette Gleeson, ISER Books, and Dr. Jim Tuck, ISER.



Glenn Taylor, Printing Services, started working at Memorial on Sept. 28, 1970. A retirement party was held for him on March 25, 2004, where Glenn marked his 34 years of service with the university. (L-R): Trudy Pound-Curtis, former director of Financial and Administrative Services, with Glenn Taylor at that party.



On April 2, 2004, members of the Department of History gathered to celebrate the retirement of Dr. Chris English who worked at Memorial for 37 years. On hand for his retirement party was Chris's mother, Kathleen Gilling.



On March 26, 2004, co-workers gathered at the University Club to mark the retirement of Alice Dawson who worked with the Department of Facilities Management for more than 20 years. Here Alice is with custodial staff (L-R): Barry Jennings, Veronica Coffin, Trudy Lee, Judy Constantine, Barbara Dooley, Chris Stoyles, Jamie Haynes and Alice Dawson.



On March 31, 2004, members of the Department of French gathered to mark the retirement of Dr. Tony Chadwick who has worked at Memorial for over 30 years. (L-R): Heather Reeves (spouse), Dr. Tony Chadwick, and Mairi Chadwick (daughter).



On March 31, 2004, faculty and staff from the Department of Biology gathered to mark the 30 years of service of Ed Oliver. Some the people attending his retirement party included: (L-R): Pat Squires, Ed Oliver, Craig Barnes, Shena Quinton, Christine Everson, Wendy McEvoy, Shirley Kenny and Dr. Margaret Burton.

Torch Run aims to raise money

This year the Law Enforcement Torch Run will be taking place on Friday, June 12. Once again, Memorial's Campus Enforcement and Patrol has teamed up with other enforcement agencies across the island to help make the Special Olympics a great success.

CEP is requesting the university community's assistance once again in this worthwhile event. People can contribute by purchasing a T-shirt for \$12, by sponsoring one of our runners or by giving a donation. This can be done by contacting Jeff Fifield or Phil Smith at Campus Enforcement and Patrol, telephone 737-8561.



L-R: Jeff Fifield, CEP; President Dr. Axel Meisen.

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7. Leave management
8. Records management
9. HR report generation

I expect this project will take 9-12 months, and it will be an exciting but very busy time for me and the various managers in this department. We plan to get started in April, and I will periodically use this space to update the university community on our progress.s

cont'd from WORK PAIN on page 8

therapist Kim Doyle. The other participants were nurse Yvonne Tobin, undergraduate student Karim Marzouk, and Drs. Tanis Adey and Angela Penny.

“We are now awaiting the one year absenteeism data to be gathered,” said Dr. Rahman. “If this program increases knowledge and decreases absenteeism then we will then do a large cost effectiveness study. If this is also positive we will propose to widely implement the Working Well Program widely to office workers.”s

Red Cross honours former Memorial president

The Canadian Red Cross has named Dr. Leslie Harris as the recipient of this years Red Cross Humanitarian Award. Dr. Harris is the former president of Memorial University, where he served for 28 years, and president *emeritus*. He has been active as an educator, professor, university president and community leader. In addition, he has served as member and chairman of the Historic Sites and Monuments Board of Canada, head of the Review Panel on the Northern Cod Stocks, chairman of the Royal Newfoundland Constabulary Complaints Commission, chairman of the Environmental Review for the Terra Nova (Offshore Oil) Project, and chairman of the Newfoundland and Labrador Heritage Fair.

The Red Cross Humanitarian Award was established in 1997 by the Canadian Red Cross to recognize the humanitarian efforts of individuals and to highlight the mission of the Red Cross movement in this province. The importance of the Red Cross to the daily lives of Newfoundlanders and Labradorians is reflected in contributions of those recognized by the Humanitarian Award.

“Our goal is to bring recognition to some of the leaders in this province who strive to better the quality of life in our communities in the hopes of inspiring others to do likewise,” said Rhonda Kenney, regional director for the Canadian Red Cross in Newfoundland and Labrador. “Red Cross programs such as Disaster Services, RespectEd: Violence and Abuse Prevention Services and the Health Equipment Loan Program reach into our communities to provide assistance to the most vulnerable.

Every day, our volunteers and staff help people of all ages ensuring that Red Cross programs and services are available where and when they are needed the most,” adds Ms. Kenney. “The Red Cross is committed to its principles and to raising awareness and funds for these programs through



On March 31, 2004, former Memorial president Dr. Leslie Harris was honoured by the Red Cross with its Humanitarian of the Year Award. Employees and former employees gathered at the banquet to celebrate this honour with him. (L-R): Dr. Ben Gardener retired from the Department of Mathematics and Statistics; Bruce Woodland, former director of University Relations; Victoria Collins, director, University Relations; Sheila Devine, director, Student Recruitment; Glenn Collins, university registrar; Margaret Pynn, assistant registrar; Wayne Thistle, former vice-president, administration and finance and legal counsel; Dr. Harris, president emeritus; Malachy Mandville, continuing education; Maire O'Dea, deputy registrar; Sheila Singleton, associate registrar; Dr. Doug Eaton, former vice-president, students affairs; Millar Ewing, former director of University Works; Dr. Lew Parsons, retired professor of continuing education.

events like the Humanitarian Award Dinner.”

Dr. Harris was formally presented with the award at a banquet which was held on Wednesday, March 31, 2004, at the Holiday Inn in St. John's. s



These four happy pensioners are members of the Women's Association of Memorial University of Newfoundland. They are shown at their AGM and luncheon on April 3. Left to right are Elinor Eaton, Gladys Deutsch, Ellen Rusted and Joyce Cho. Among its activities, WAMUN funds eight scholarships to Memorial and contributes regularly to the university food bank.



On Wednesday, Dec. 17, 2003, the Separately Incorporated Committee of the Board of Regents officially signed the management agreements between Memorial University and the Genesis Group. (L-R): Dave King, president and CEO, Genesis Group; Ed Kelly, Board of Regents; Eleanor Bennett, secretary, Board of Regents; Glenn Collins, registrar; Maureen Ryan, university counsel, Stewart McKelvey Stirling Scales; President Axel Meisen; (seated): Emad Rizkalla, chair, Genesis Board of Directors; Dr. Georgina Hedges, acting chair, Board of Regents.

Getting on with Wellness and Active Living

Gerard McDonald, director of Human Resources, provided an update on the university's wellness and active living program in the December *Communicator*. The university's two main goals in this area were identified as follows: 1) to promote, facilitate and support healthier and more active lifestyles, and 2) to promote and facilitate self-awareness of personal health status. A link to the full text of this update may be found at the Department Human Resources Web site at the following address: <http://www.mun.ca/humanres/v4/index.shtml>.

In that update, several specific activities were identified as being the focus of our programming efforts. The following is an update on our progress in these areas.

Preferred Rate Program (PRP)

On Feb. 2, 2004, the Department of Human Resources announced the implementation of a preferred rate program for employees and retirees relative to the purchase of program memberships at The Works and designated partner facilities in Corner Brook. Under this one-year pilot program, the university will contribute 50 per cent of the cost of a program membership at these facilities, to a maximum of \$10 per pay period. The PRP will be evaluated near the end of the pilot period to determine its value and impact, and whether it, or some variation of it, will be continued in the longer-term.

We are delighted to report that interest in the PRP was quite high. Four hundred and twenty-three (423) applicants were approved and are now participating in the PRP, almost 98 per cent of these are active employees. In addition, we estimate that more than 50 per cent of these employees did not hold memberships in The Works or another outside facility prior to applying for the PRP.

A link to detailed information concerning the PRP may be found at the Department of Human Resources Web site noted above.



Flex-time options for work schedule flexibility

Many faculties and departments currently have flex-time arrangements in place on a local, informal basis. We realize that having flexibility in personal work schedules is desirable in terms of facilitating employee use of recreational facilities, and in assisting with work-life balance needs in general. The Department of Human Resources has obtained feedback from the Administrative Policy Review Committee on a proposed revision to its WorkFlex Program, which incorporates and formalizes some of these flex-time options. We expect this updated program will be reviewed by the university's senior administration before the end of March.

Work Life Programs co-ordinator

The Department of Human Resources is in the final stages of recruiting a Work Life Programs co-ordinator. The person in this two-year contractual position will have a dedicated focus on wellness education and promotion, and will plan, co-ordinate and deliver a number of related wellness activities and services.

Annual health fair

The Department of Human Resources will again be sponsoring an annual health fair later this year. This will likely be one of the first projects for our new Work Life Programs co-ordinator, and we hope to make this year's event an even bigger and better one. The location and dates for this year's health fair will be communicated when they have been finalized.

Personal health risk assessment

The Department of Human Resources continues to conduct research regarding the alternatives available for allowing employees to privately assess their personal health risk through the use of a self-report questionnaire or some other appropriate self-assessment tool.

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pornographic e-mail attachment – being a new employee in a subordinate position, she responded with nervous laughter. A staff member reports that the décor of a work area on campus consists of pin-ups and posters of scantily clad or nude women. Portraying women as sex objects - and perpetuating the stereotype of women as sex objects, these kinds of images contribute to a hostile, intimidating and degrading work environment.

4. The correct answer to (4) is (a). If you are experiencing the "chilly climate" in your workplace, invite the sexual harassment adviser to facilitate a presentation or workshop – or ask that educational material be distributed amongst staff. Since most of those who work on campus are decent, respectful people who do not want to hurt or offend anyone, most will welcome the opportunity to learn how they can take steps to make their workplaces comfortable, safe, and respectful - for everyone.

5. The answer to (5) is (d). Sexual harassment can occur between anyone. (a), (b) and (c) refer to the 3 criteria that are used to determine whether a complaint is sexual harassment. These criteria separate the occasional off-colour remark or joke from that which poisons the work environment because of its persistence or seriousness. These criteria are defined as follows:

- Unwanted: sexual conduct becomes unlawful only when it is unwelcome. In cases of harassment, the victim usually lets the

perpetrator know that the behavior is unwanted by expressing it verbally, through body language, or by failing to respond to suggestive comments. A verbal "no", however, is not required – the law recognizes that, at times, there are real power imbalances between victims and harassers and that there could be consequences for victims who confront harassment.

- Thus, most internal sexual harassment policies, such as Memorial's, have clauses that state "ought to know," meaning it is the responsibility of those on campus to know that sexual harassment is unwanted.
- Persistent or serious: the word "harassment" itself implies that something is persistent and repetitious. Some forms of harassment, such as physical assault, are severe enough in themselves to constitute sexual harassment.
- Romantic or sexual: sexually oriented practice that negatively affects someone's work performance undermines their sense of personal dignity, or that creates a work or learning environment that is experienced as hostile, demeaning, or intimidating.

For more information about the Sexual Harassment Office, contact Lori Yetman, sexual harassment adviser, UC-3000, Smallwood Centre; Tel: 737-2015; e-mail: loriy@mun.ca; or visit www.mun.ca/sexualharassment.s

Test your knowledge about sexual harassment

This article is Part 2 of a three-part series. Part 3 will appear in the next edition of The Communicator.

By Lori Yetman, Sexual Harassment Adviser

1. **Sexual harassment includes:**
 - a. Comments about your appearance.
 - b. Addressing someone as 'dear', 'sweetie', or 'honey'.
 - c. Staring at someone.
 - d. All of the above all of the time.
 - e. All of the above some of the time.
 - f. None of the above.
2. **Quid Pro Quo Sexual Harassment is:**
 - a. Mutual, consensual sexual teasing.
 - b. Offering a promotion, raise, or reference in exchange for a date or sexual favour.
 - c. Sexual harassment between people who converse in Latin.
3. **The "Chilly Climate" does not refer to:**
 - a. Fall, winter, spring and summer in Newfoundland and Labrador.
 - b. A failure to acknowledge and to appreciate diversity in the workplace.
 - c. An inappropriately sexualized work or learning environment that detrimentally affects work or academic performance.
4. **If your work environment is "chilly", you should:**
 - a. Invite the adviser to conduct a workshop.
 - b. Quit your job.
 - c. Transfer to another department.
5. **Which of the following criteria does not describe sexual harassment?**
 - a. Unwanted
 - b. Persistent or serious
 - c. Romantic or sexual in nature
 - d. Must be between people of different genders or who are in a power relationship.

The Answers:

1. The correct answer to (1) is (d). Sexual harassment is unwanted sexual attention. Comments about another's appearance can be experienced as harassment – it could depend on who is making the comment and to whom, the tone of voice, and the type of comment. It could also depend on context – for example, comments are frequently made about women's looks in contexts where they'd never be made about men's – at a business meeting, during a presentation, etc. Continuously drawing attention to the way someone looks may cause that person to feel humiliated and degraded.

How you address someone is also important – frequently it is a means of showing respect. In Newfoundland, it is common for people to use "dear", "ducky", "honey" to refer to both women and men – in other parts of Canada, however, the use of such language might be experienced as disrespectful. You might want to take this into consideration as the

Memorial campus becomes increasingly diverse. Again, consider the context – do we use these words equally, to apply to all? Would one male co-worker refer to another as "honey"? Would we address our supervisor as "dear" or "sweetie"? Would we feel uncomfortable or demeaned if our superiors addressed us as "honey"? Consider the use of language and how it can be experienced as discriminatory and disrespectful.

Staring at someone, or leering, can also be experienced as sexual harassment – it can create an intimidating, uncomfortable work environment. Two female student employees reported that when they worked on a particular section of the grounds during the summer, two male employees would sit and watch them intently – staring at them to the point of making them uncomfortable. They were so uncomfortable, their productivity was impacted – they would wait for the men's break to conclude before completing their tasks. Another student reported that a fellow student leered at him during class - he was so uncomfortable, he was finding it hard to focus on the lecture material. If we see someone we find sexually attractive, most of us look and then look away – we know that if we continue to stare we will likely be making the person uncomfortable.

2. The correct answer to (2) is (b). *Quid pro quo* means "something for something". It might entail the suggestion that a sexual favour or a date could earn you a positive reference letter, a promotion, a raise, or an 'A' paper.

It can also be subtle. For example, how do you say "no" to a person in a position of power who asks you to work late at their apartment...if you say "no", will there be consequences?

3. The correct answer to (3) is (a). When we talk about the chilly climate in relation to healthy and productive workplaces – or classrooms - we are not referring to Newfoundland's weather.

A work or learning environment can be experienced as chilly if there is no acknowledgement of and respect for diversity, of difference – whether this difference is based on gender, sexual orientation, race/ethnicity, or culture. For example, if the telling of racist and/or homophobic jokes is commonplace in a work environment, it is likely that someone in that workplace is going to be adversely impacted – they will feel excluded and/or hurt and offended. And if the joke is homophobic, they are less likely to confront it – given the stigma associated with sexual orientation in our society. Frequently, racist and/or homophobic jokes are told when people think that it's safe to tell them – no one present appears to be non-white, no one conforms to the stereotypes of what a gay man or lesbian looks like. Given that such jokes are usually preceded by the question "Do you have a sense of humour?" many people do not report being hurt or offended – they do not want to be perceived as humourless or uptight.

In terms of sexual harassment, the chilly climate can refer to a work environment that is inappropriately sexualized to the point that productivity is negatively impacted. For example, one student reported that she felt too uncomfortable in her professor's office because of the presence of a pornographic screensaver – she thus did not stay there long enough to get the help she needed with a term paper. On her first day of work, a co-op student's supervisor invited her into his office to view a

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Douglas Ewart Hall (1937-2003)

In Appreciation

By Dr. John Brosnan, University Research Professor, Department of Biochemistry

Doug Hall, a townie born and bred, grew up on Quidi Vidi Road and attended Bishop Field school where he was a classmate of Arthur May (president *emeritus*) and Graham Skanes (former head of psychology and dean of Continuing Education). Competition for first place in Bishop Field was keen with Doug and Art May vying for the honours. He began his training in clinical biochemistry in the General Hospital and qualified as a medical technologist in 1962. Thus began the first half of his career, which was devoted to clinical biochemistry. He became a medical technologist and later, was an instructor in the medical technology program. A whole generation of the city's medical technologists and medical lab technicians remember Doug with great fondness and respect.

Fun and adventurous

Dr. L.A.W. (Woody) Feltham was the chief clinical biochemist at the General Hospital. He and Doug were a remarkable team, responsible for the introduction of modern clinical biochemistry to the city. Indeed, they also played a similar role throughout the province. They set up the first auto-analyser in the province. They also travelled extensively throughout the island and to Labrador, advising on and supervising the establishment of clinical biochemistry laboratories. They were not beyond the occasional practical joke, for example, passing themselves off as brain-surgeons in St. Anthony, so as to partake, lavishly, of the hospitality of the U.S. Officer's Mess. Travel to Labrador, in the '60s, was an adventure; the small planes were operated by bush pilots who had the disconcerting habit of falling asleep at the controls, but who invariably woke up when the engine began to sputter, switched over to the second fuel tank and promptly went back to sleep. In 1964, Doug and his family moved to Gander where he headed clinical biochemistry in the new James Paton

Memorial Hospital. However, after seven years, Memorial beckoned. Dr. Feltham had become the founding head of the Biochemistry Department in 1967, and invited Doug to join him as chief technician.

Returning to St. John's in 1970, Doug began a 33-year association with the university. His principal contribution was the establishment of the Amino Acid Analysis Laboratory which survives to this day and analyses some 1,200 samples annually. Amino acids are the building blocks of proteins; they also play important roles in the metabolism of organisms. Their analysis requires meticulous attention to detail. Doug Hall established, at Memorial, the best amino acid analysis lab in Canada. Not only could researchers have complete confidence in his results, he also pioneered new methodology. He was widely regarded in the industry as one of the top half-dozen amino acid analysts in the world. He was offered attractive positions in Canada and the U.S. but his commitment to the university and to the province won out. Over the last 30 years, the Amino Acid Analysis Laboratory has contributed to more than 200 research publications; Doug authored some 20 of these. In addition, he analysed numerous pediatric samples for the Janeway Hospital and assisted in the diagnosis of genetic diseases of amino acid metabolism.

Unique skill

Amino acid analysers are temperamental instruments but Doug knew his intimately. One of his most remarkable accomplishments was keeping old (even antique) instruments operational decades beyond their normal lifetimes. He accumulated a cache of spare parts long after these were no longer available commercially. If an older instrument was decommissioned in Phoenix or Moncton or Seattle, Doug knew about it

see IN APPRECIATION on page 8

Obituaries

Edith Ann Verrall

Edith Ann Verrall (Edie), who taught for many years in the English Department, died on Friday, Jan. 23, 2004, after a long struggle with the aftermath of a stroke several years ago.

Douglas Ewart Hall

Douglas Ewart Hall, who had a 33-year association with the university and helped establish the Amino Acid Analysis Laboratory, passed peacefully away, Oct. 3, 2003, at the Palliative Care Unit after a courageous battle with cancer.

Nelson Eldridge Squires

Nelson Squires, a photographer and filmmaker who was the first television news cameraman in Newfoundland and an important part of the innovative film work produced by the Memorial University Extension Media Unit, died Dec. 29 in St. John's at age 75.

Dr. Charles Carroll Davis

Chuck Davis, who came to Memorial in 1968 where he worked in the Department of Biology and the Ocean Sciences Centre, died peacefully on Feb. 25, 2004, at 92 years of age. In 1984 he was named professor *emeritus*.

Ruth Elizabeth Martin

Ruth Martin, a retired nurse who worked in Student Health, Student Affairs and Services, for more than 30 years, died suddenly at home Feb. 29, aged 65 years.

Siegfried Thomeier

Siegfried Thomeier, a professor in the Department of Mathematics and Statistics from 1968 to 1996, passed away peacefully and courageously in hospital on Friday, March 12, 2004.

Gertrude Crosbie

Gertrude Crosbie, who received an honorary doctor of laws degree from Memorial in 1997 for her work with families affected by cerebral palsy, passed away March 27, 2004.

Thomas Corbin Noel

T. C. Noel, retired professor of physics and former assistant vice-president (administration/physical operations) at Memorial, passed peacefully away in the presence of his family at the Palliative Care Unit of the Leonard A. Miller Centre on Sunday, March 28, at age 85, after a long illness.

HR to review its business processes



Gerard McDonald

The Department of Human Resources is a busy place, and it's often difficult to keep pace with the demands of ongoing, day-to-day requirements. We handle very high volumes of work in areas such as Payroll, Benefits Administration, Recruitment/Employment, Salary Administration, Leave Management, and Records Management. Our challenge is always to perform these tasks well and on time, but to also make sure we are providing effective advisory services and strategic leadership in other areas of human resource management and organizational development.

Over the past 24 months we have implemented a number of changes or new initiatives designed to strengthen this department's role as a resource to departments. An important starting point in the spring of 2002 was our adoption of a revised Mission Statement and a companion statement of Values and Guiding Principles. Other specific things we have done since that time include the following:

- Re-established our Organizational Development section as a source of professional consulting expertise in the areas of organizational review and change management
- Updated and posted a detailed Employee Benefits Guide on-line
- Updated and posted our Staff Handbook for non-bargaining employees on-line
- Updated the university's internal immigration administration procedures
- Implemented a new employee orientation process
- Implemented a new exit interview process
- Implemented a university-wide Wellness and Active Living strategy
- Developed a process for identifying and addressing short-term succession planning requirements
- Implemented a new on-line job posting notification process
- Updated the university's job specifications for non-management positions, and posted an indexed inventory on-line
- Completed a Phase I training program in Mediation and Alternative Dispute Resolution for more than 20 academic and non-academic employees
- Reviewed our salary structure for management and professional employees
- Implemented an internal system for tracking the status of recruitment requests

Several other initiatives are in progress and are near completion:

- Update of the university's Staff Training and Development Policy
- A revised Workflex Program to provide greater work schedule flexibility
- New processes designed to foster a respectful workplace, to address issues related to personal harassment, and to provide alternative procedures for informal dispute resolution
- A new web-based version of the Job Fact Sheet

Apart from specific service improvement initiatives such as those noted above, an additional goal for us has been to determine how we can use technology to more effectively deliver HR services. Another significant project we undertook in 2003 was a high level review of our Human Resource Management System (HRMS), i.e., our computer-based systems for managing various aspects of our operations. Our goals at the time were twofold: a) to determine if our existing system is meeting, or is capable of more effectively meeting, the university's requirements, and b) to determine if other systems such as Banner HR or Peoplesoft offer valuable features which our current system cannot provide.

While there are opportunities to use our HRMS more effectively, this review did not indicate a compelling reason to replace our existing HRMS at the present time. For this reason, we have begun to focus on our actual processes, since we feel there are opportunities for achieving a beneficial impact by changing what we do and how we do it. These changes aim to ensure that our processes are as effective as they can be before we consider how they can be improved further through automation or some other application of available technology.

The most significant project for the Department of Human Resources in 2004-05 will be an in-depth review of its key business processes. A steering committee which will be chaired by the vice-president, administration and finance, has been established to oversee this review process, and will be comprised of a representative cross-section of HR users and subject experts from across the university. A project team led by me and comprised of personnel from this department and the Department of Computing and Communications will conduct the detailed review and analyses.

Essentially, this review will examine HR's core administrative processes to determine what we do, how we do it, and why. Our goal is to identify opportunities for improving HR service delivery through process streamlining and simplification; process quality improvement and best practices adoption; technology integration; and possible redistribution of process accountabilities. Another key outcome we expect from this process is a much clearer idea of whether it is necessary to change our HRMS. The areas to be reviewed will include the following:

1. Recruitment and position control
2. Employment documentation
3. Payroll administration
4. Benefits administration
5. Pension administration
6. Job evaluation and salary administration