

Newfoundland and Labrador Chapter Newsletter Winter/ Spring 2010

President's Message

I hope everyone had a safe and enjoyable winter! Depending where you live in Newfoundland and Labrador it was likely one of the best winters that we have had for some time, hopefully it means that our spring and summer will be better than normal!

We are pleased to have a full Executive actively planning the 2011 IPMA Canada National Training Conference which will be held in St. John's June 5-8, 2011. Mark your calendars; we look forward to seeing you at this spectacular event.

In addition to the 2011 National Conference, the fall and winter has been very busy with Professional Development and luncheons and from your comments they have been well received.

The Executive spent considerable time this past fall and winter improving our membership information. Due to the number of changes in our membership information you will receive a survey in the near future from National office which will enable us to update our membership information.

Although we have had members who leave our chapter due to changes in employment, we are pleased to report new members from the public and private sectors as well as the student population. To ensure that you are kept up to date and informed as to what's going on in your IPMA community if the information on your membership changes or you are proceeding on a leave of absence, please notify IPMA so that we may capture that change and continue to reach you. Thanks for your support in this effort.

Increased luncheon costs in 2009 have presented challenges but we have kept costs to a minimum. This newsletter outlines some of the events that we have held since our last report.

A number of you have indicated a willingness to help out with the 2011 conference. Now is the time to come forward either to help out on a planning committee for the conference, or for possible sponsorship. We have developed a strong theme for the conference which will go to National Executive for approval. The suggested theme is **Strategic HR: A Beacon for Your Success**. Please contact any member of the Executive or myself to help out: john.peddle@nl.rogers.com 364-1989.

John Peddle, IPMA-CP
President



Trends in Apprenticeship and Adult Education

According to Statistics Canada, the number of apprentices reached an all-time high of 358,555 in 2007, over twice the number registered in 1991. The apprenticeship system is also dynamic, with new trades being added over time and new initiatives launched to address mobility, such as the Interprovincial Standard Red Seal program. Detailed data is presented in relation to:

- completions by major trade group, gender and age group;
- certificates by major trade group; and
- certifications by gender and age group.

Meanwhile, between July 2007 and June 2008 an estimated 10 million Canadians between the ages of 18 and 64 participated in some type of education or training, whether for personal interest or career advancement. Approximately 34 per cent of all Canadians in this age group participated in training activities such as courses, workshops and guided on-the-job training, versus 18 per cent who were enrolled in formal education programs. The majority of job-related training activities undertaken by employed adult Canadians aged 25 to 64 in 2002 was employer sponsored, with that share rising from 88 per cent in 2002 to 91 per cent in 2008. Participants spent an average of 50 hours a year in job related training. Males and females saw similar increases in their rates of participation, while Alberta, Saskatchewan and Prince Edward Island had the highest levels of participation among provinces.

Source Description: Statistics Canada, "Trends in the Trades: Registered Apprenticeship Registrations, Completions and Certification, 1991 to 2007," February 25, 2010. (date accessed: February 26, 2010)

Pension Initiatives Announced in Federal Budget:

In its Budget 2010, the federal government has proposed, for deaths that occur after March 3, 2010, allowing a deceased individual's Registered Retirement Savings Plan (RRSP) or Registered Retirement Income Fund (RRIF) proceeds to be transferred, on a tax-free basis, to the Registered Disability Savings Plan (RDSP) of a financially dependent infirmed child or grandchild. As well, for deaths that occur after 2007 and before 2011, the Minister of National Revenue would have the authority to apply this special deduction with such modifications as the circumstances require, and if certain conditions are met.

As well, Budget 2010 proposes that payments made into a Registered Education Savings Plan (RESP) or into an RDSP under a program administered by a province, or under a program funded, directly or indirectly by a province but administered by a third party, be treated in the same manner as federal grants and bonds paid into these plans. In respect of provincial programs administered by a province, this special treatment would apply for the 2007 and subsequent taxation years, while in respect of programs that are funded directly or indirectly by a province but administered by a third party, it would apply for the 2009 and subsequent taxation years.

Source Description: Department of Finance, "2010 Budget Plan," March 4, 2010. (date accessed: March 4, 2010)

HR Job Postings on IPMA-Canada Website:

Be sure to check out the IPMA-Canada website at www.ipma-aigp.ca for the latest Human Resources job postings from across the country. If your organization is interested in posting job vacancies please note that listings are **FREE** for IPMA members. Non-members can also list vacancies for a fee of \$200. For more information please contact Carol Hopkins, Executive Director in our national office at info@ipma-aigp.ca .



Generations United in Job Unhappiness:

A recent survey finds job dissatisfaction at a record high, with the biggest jump seen among the nation's oldest and youngest workers. And it's not strictly tied to the recession, experts say, who warn HR leaders that if they have not responded to this phenomenon yet, they had better get moving.

By Kristen B. Frasch

The Conference Board's most recent study of job satisfaction in America indicates more than half of U.S. workers (55 percent) are now unhappy with their jobs -- the highest that number has been since the annual survey began in 1987.

Perhaps even more troubling, the downward trend cannot be tied strictly to the recession.

"While one in 10 Americans is now unemployed, their working compatriots of all ages and incomes continue to grow increasingly unhappy," says Lynn Franco, director of the Consumer Research Center of The Conference Board, based in New York. "Through both economic boom and bust during the past two decades, our job satisfaction numbers have shown a consistent downward trend."

An equally troubling and surprising finding of the survey -- *I Can't Get No ... Job Satisfaction, That Is: America's Unhappy Workers*, covering 5,000 households and conducted for The Conference Board in July -- shows the oldest and youngest workers in U.S. companies both took the most dramatic dives in terms of job satisfaction over the two-decade period.

"The youngest cohort of employees [those currently under age 25] is expressing the highest level of dissatisfaction ever recorded for that age group," the report reads. Thirty-six percent of employees in that age group expressed satisfaction, compared to 56 percent in 1987. At the same time, those 65 and over represented "the largest decline in overall job satisfaction" -- from 71 percent in 1987 to 43 percent now.

All other age groups showed declines in satisfaction from two decades ago, but not as severe -- 60 percent down to 47 percent for those 25 to 34, 61 percent to 43 percent for those 35 to 44, 61 percent to 47 percent for those 45 to 54 and 59 percent to 46 percent for those 55 to 64.

Linda Barrington, managing director of human capital at The Conference Board, says the findings present a "real red flag" for human resource professionals, especially in terms of managing the multi-generational workplace.

"We've always had people of different ages and generations working together," says Barrington, co-author of the report. "But today, we should be -- and are -- tuning into these generational differences more because we're working differently than we used to."

Contact Us:

Do you:

Have suggestions for a luncheon topic or a guest speaker?

Have an article that you think is worth publishing in our newsletter?

Wish to comment on how we can serve the membership better?

Have an interest in being a member of the IPMA-NL Chapter Executive?

Please email us at

executive@ipma-nl-chapter.ca

On the Web:

Check out the IMPA-Canada website for information on:

- the latest IPMA news
- HR job postings
- training conferences
- Certification
- chapters
- Online events calendar

www.ipma-aiqp.ca

Did You Know...

The NL Chapter currently has the highest membership of any IPMA Chapter in Canada. Currently we have 155 registered members--consisting of Certified, Individual, and Student members.



Serving Canada's HR Community
for over 100 Years

"There are bosses who are younger than their older reports now," says Barrington, "and this is especially important to pay attention to in light of the newest federal statistics that show baby boomers will compose a quarter of the U.S. workforce in eight years, and since 1987, we've watched them increasingly losing faith in the workplace."

Older workers have also been feeling increasingly disengaged due to personal disappointments over retirement prospects, says Ilene Gochman, a senior consultant with the newly merged Towers Watson & Co., headquartered in New York.

"These [Conference Board] findings don't surprise me at all," she says. "This is exactly the same trend we're seeing in our ongoing engagement studies. Interestingly, the oldest workers used to trend up in satisfaction the closer they got to retirement, but they're now losing hope and realizing they'll have to keep working indefinitely, so, of course, there's less satisfaction about that."

By the same token, Gochman says, the youngest workers are just entering the workforce and seeing this disappointment play out, and thinking of themselves on "that long, hopeless road ahead."

This growing dissatisfaction across and between generations is especially important for HR to address, says Barrington, "because it can directly impact the quality of multi-generational knowledge transfer -- which is increasingly critical to effective workplace functioning" and to post-recession and post-recovery survival.

"When you talk about teams coming together to share knowledge," she says, "you need people who feel strongly about the legacy they're leaving behind. You need a certain kind of engagement and commitment for them to feel comfortable and good about sharing what they know."

"I think the real red flag for HR here," Barrington says, "is that the older people might be saying, 'Why should I go the extra mile to come up with the information you need to know? I'll just share the information you ask for.'"

Younger workers are especially disgruntled, she adds, because they're still sorting through the reality of work, the differences between work and school environments, the criticism they're picking up about their work ethic, and "where the best match is for them Many might be actively looking to find a better place."

"My first recommendation to HR is to go back to employee-engagement surveys," Barrington says. "Many stopped doing them because of the economy, but now is the time -- more than ever -- to do them."

Also, she says, "step up communication with the managers. Make that business case for getting their people charged up so they feel committed, involved and engaged."

Though the growing dissatisfaction cannot be blamed solely on the economy, says Barrington, "there is a skepticism and unease among all employees because of the recession. These current low levels of engagement and satisfaction are not going to help us get our companies back up to speed. In some of these jobs, replacements could take three to four years to get up and running."

"You need to give [managers] a new reason to care about this," she adds. "And do it before the labor market opens up ... because we need to be ready at the gate of recovery."

Gochman has seen many companies that opted out of spending anything on manager training or engagement surveys in order to survive the recession "are now lamenting that they've missed the boat in terms of retaining their star performers."

"I think the sentiment was, 'Why bother? We're not sure they'll still be around after this is over anyway,' " she says. "But if their managers weren't very good at communicating and engaging workers before the downturn, there's every reason to believe they're even worse at it in this economy."



In fact, she adds, despite the national data showing engagement going down in general, "we have found that those companies that *have* continued their engagement surveys and manager-training programs in a proactive way, their levels have stayed the same, for the most part.

"There are cost-effective ways to make people feel better about work and know you care," Gochman says. "Communications, for one, don't cost that much. Even *giving* an engagement survey shows you recognize times are tough and you care.

"We see a lot of employers taking the passive route -- 'Things are happening to us, we don't know what to do to retain our people,' " she says. At the same time, "we're also seeing high-potentials are getting jobs elsewhere now, and have been since the fall.

"We tell our clients, 'If you have a wait-and-see attitude, it's going to be problematic. If you don't know why people are going to want to come work for you and remain engaged, then how can you expect employees to figure it out for themselves?'"

Source: Human Resources Executive Online. <http://www.hreonline.com/HRE/story.jsp?storyId=324679602> . (Date Accessed March 20, 2010)

The 2011 National Conference is coming to St. John's!!

The NL Chapter is pleased to announce that it will be hosting the IPMA 2011 National Conference. We are very excited about the opportunity to once again showcase our province to the rest of Canada!! The suggested theme is ***Strategic HR: A Beacon for Your Success***. The local executive is looking for volunteers to sit on various committees for this event. The committees include:

- Steering Committee
- Program Planning Committee
- Social Committee
- Sponsorship Committee
- Marketing / Communication Committee
- Logistic Committee

If you are interested in serving on one of these committees, and have not already contacted the executive to put forward your name, please email us at executive@ipma-nl-chapter.ca.

IPMA-CP and IPMA-CS Certification Training Sessions

With the 2011 national conference in the "not too distant future", the executive is hoping to offer training sessions either in the winter or next spring for the IPMA-CP and IPMA-CS certification programs. If you are interested in attending these sessions to attain one of these designations or looking at renewing your IPMA professional designation, please email the executive with your name, contact information, and time preference (Winter or Spring) for the training sessions at executive@ipma-nl-chapter.ca.



Serving Canada's HR Community
for over 100 Years

Social Media Networking – November 2009 Luncheon

By Loretta Ryan, IPMA-CP

IPMA-Canada, Newfoundland and Labrador Chapter hosted its luncheon event November 13, 2009 on the topic of Social Networking Media: (Facebook, Twitter etc.) **The Do's & Don'ts for HR - Legal & Marketing Perspectives.**

Our guest speakers covered the whole gamut of the social networking phenomena – defining it and the legal implications of its use for employers, employees and the public in general.

Deborah Borden, Chief Executive Officer of Apple Core Interactive, explained social media as people participating and sharing online. Anyone can create content and participate either as a creator, critic, joiner or spectator.

Deborah sees it as a positive thing and it can be used for recruitment, engagement and retention of workers as well as training and professional development especially for Generations X & Y. It is a fact of life and must be managed in the workplace as other aspects of employment are managed.

Anna Cook and Mandy Woodland of the law firm Cox and Palmer, gave a more cautionary perspective on social media. They described putting information on the web as 'volunteering for surveillance'. Criminal and custody cases have used information obtained from the web in court but employers should be aware of relevant privacy legislation, the reliability and truth or accuracy of information and an employee's right to privacy when using information posted on social networking sites. Employees should be aware of the type of exposure they are getting and the need for privacy settings to protect themselves.

Employers developing policy to cover social media, its use in the workplace and disciplinary procedures, need to be clear in their expectations of use in the workplace and the type of information being posted about an employer and colleagues if used at home.

Social Media is a great tool for recruitment, retention and training but employers and prospective and current employees need to be aware of privacy and human rights legislation if they use information found on sites to make decisions on hiring, firing or discipline.

CareerBuilder Survey Finds that 45 percent of Employers Use Social Networking Sites To Research Job Candidates

As social networking grows increasingly pervasive, more employers are using these sites to screen potential employees. Forty-five percent of employers reported in a recent CareerBuilder survey that they use social networking sites to research job candidates, a big jump from 22 percent last year. Another 11 percent plan to start using social networking sites for screening. More than 2,600 hiring managers participated in the survey, which was completed in June 2009.

Of those who conduct online searches/ background checks of job candidates, 29 percent use Facebook, 26 percent use LinkedIn and 21 percent use MySpace. One-in-ten (11 percent) search blogs while even seven percent follow candidates on Twitter.



Pictured from L-R: Mandy Woodland (Cox & Palmer), Anna Lock (Cox & Palmer), and Deborah Borden (Apple Core Interactive)



The top industries most likely to screen job candidates via social networking sites or online search engines include those that specialize in technology and sensitive information: Information Technology (63 percent) and Professional & Business Services (53 percent).

Source: HR-News. IMPA-HR, Volume 75 No 9, September 2009.

20.9 Million Work Hours Lost to Influenza in November

According to Statistics Canada, in November 2009 1.5 million employed people between the ages of 15 and 69 were absent from work as a result of the H1N1 or seasonal flu, representing 9.0 per cent of all workers in that age group. On average, 19.6 hours of work were lost per sick worker, for a total of 29.5 million hours lost. However, 600,000 other Canadians in that age group worked 8.6 million extra hours as a result of the H1N1 or seasonal flu, for a net loss of 20.9 million hours in November.

Although 10.5 per cent of women reported missing work versus 7.6 per cent of men, there was no difference in their average number of hours lost. Meanwhile, workers between the ages of 30 and 44 were most affected, with 11.8 percent losing an average 18.8 hours of work each. At 15.0 per cent, overall flu-related absenteeism was highest among workers with children under age 13. Provincially, Newfoundland and Labrador experienced the highest rate of absenteeism at 14.2 per cent, nearly double that of Quebec whose 7.6 per cent was the lowest among all provinces.

Source Description: Statistics Canada, "Impact of H1N1 and Seasonal Flu on Hours Worked - November 2009," (date accessed: January 19, 2010)

Full Enforcement of New Occupational Health and Safety Regulations

By Dorothy Stacey

On October 28th Gerald Rowe, Manager of Occupational Health with NL Department of Government Services, delivered IPMA's workshop **New OH&S Regulations: Are you aware and compliant?** Gerald's message was clear: To ensure these new regulations have the support they need to be effective means education and awareness, as well as strong monitoring and enforcement.

IPMA is proud to report that this event was attended by a large, diverse group of employers and employees whose many questions made for an enlightening, interesting, and engaging workshop. Our thanks to Gerald for adding his personal dimension to the workshop by networking after the presentation, answering questions one-on-one and providing 30 complimentary CDs of the OH&S Act.

Gerald's concise presentation highlighted new Occupational Health & Safety (OH&S) regulations which replaced 30 year old legislation effective September 1, 2009. His presentation clearly outlined which industry sectors have new training and certification requirements with varying effective dates.

An important change to the *Occupational Health and Safety Act*, was adding the definition of a supervisor and the duties and responsibilities of a supervisor. Gerald's discussion and workplace examples of when and how supervisors are responsible and accountable for ensuring employees are aware of and comply with OH&S regulations generated an interesting debate.

HIGHLIGHTS OF THE NEW REGULATIONS: (<http://www.releases.gov.nl.ca/releases/2009/gs/0812n05.htm>)

Recent Codes and Standards – Requirements to comply with the most recent version of a named code or standard as opposed to a specific version of that code or standard which could be outdated;



Confined Space Entry - Procedures to enter an enclosed or partially enclosed space having restricted access and egress;

Fall Protection – Addition of general requirements as well as identification of fall arrest systems and construction of guardrails;

De-energization and lockout - Proper procedures for de-energizing and locking out equipment prior to performing work on that equipment;

Noise Hazards - Requirements to establish and maintain a hearing conservation program where noise exposures exceed permissible levels;

Blasting - Clarification of blaster responsibilities and industry-accepted safe blasting practices;

Ergonomic Requirements - Requirements to identify and assess risks and provide education and training to workers who may be exposed to musculoskeletal injuries;

Working Alone - Requirements to develop a written procedure for checking the well-being of employees who work alone;

Crane Operators - New requirements to certify operators who must have the appropriate trade qualification as determined by the Department of Education; and

Violence Prevention - New requirements to have employers conduct a risk assessment, establish procedures to control the risk and communicate those procedures to the workers.

Gerald graciously made his presentation available and welcomes your questions. As OH&S is such an important topic, we encourage employers and employees to learn more by visiting the websites below.

About Gerald Rowe:

Gerald is the Manager of Occupational Health with the OHS Division, NL Department of Government Services. Prior to his present role, he was the Manager of Inspections (Eastern Region) and before that an OHS Officer with the Division. He holds a Bachelors Degree from Memorial University, formal OHS training resulting in a CRSP (Canadian Registered Safety Professional) designation. He has spent twenty five years in various areas of the construction sector and nearly ten of those in the Occupational Health and Safety field. Gerald can be reached via Occupational Health and Safety Division, Department of Government Services ,15 Dundee Ave, Mt Pearl, NL, A1N4R6, telephone 709-729-4455/5861 , fax 709-729-3445 or via email: geraldrowe@gov.nl.ca

OH&S Government Websites:

<http://www.gs.gov.nl.ca/ohs/> Occupational Health and Safety Branch of the Department of Government Services

<http://www.gs.gov.nl.ca/ohs/safety-info/> Safety Guidelines and Information



Serving Canada's HR Community
for over 100 Years



Chapter Executive – Newfoundland & Labrador

PRESIDENT

John Peddle, IPMA –CP
Executive Director
Newfoundland and Labrador Health Boards Association
Tel: 709.364.7701 Fax: 709.364.6460
jpeddle@nlhba.nl.ca
John.Peddle@nl.rogers.com

PAST PRESIDENT

Loretta Ryan, IPMA-CP
Employment Coordinator
Celtic Business Development Corporation
Tel: 709.432.2662 Fax: 709.432.3056
loretta.ryan@cbdc.ca

SECRETARY

Suellen Sheppard
Workforce Planning Analyst
Department of Health and Community Services
1st Floor, West Block, Confederation Building
Tel: 709.729.0117 Fax: 709.729.5566
suellensheppard@gov.nl.ca

TREASURER

Trudy O'Neill
Human Resources Consultant
College of the North Atlantic
Tel: 709.758.7055
trudy.oneill@cna.nl.ca

COMMUNICATIONS DIRECTOR

Gerard Kenny
Human Resources Consultant
Eastern Health
Tel: 709.777.3123 Fax: 709.777.1967
Gerard.Kenny@easternhealth.ca

MEMBERSHIP DIRECTOR

Stephanie Kennedy
Taxpayer Services Agent
Canada Revenue Agency
Tel: 709.754.3695
kerry_57@hotmail.com

PROFESSIONAL DEVELOPMENT/PROGRAMS

Heather Peters
Regional Human Resources Manager, Atlantic
Aon Reed Stenhouse
Tel: 709.758.5774 Fax: 709.739.1001
heather.peters@aon.ca

DIRECTORS AT LARGE

Diane Winsor, IPMA-CP
Manager, Employee Relations
City of St. John's
Tel: 709.576.8027
DWinsor@stjohns.ca

STUDENT LIAISON

Stephanie Kennedy
Taxpayer Services Agent
Canada Revenue Agency
Tel: 709.754.3695
kerry_57@hotmail.com

Dorothy Stacey

Business Management Consultant
Export Connections
Tel: 709.753.2857
dstacey@nl.rogers.com

CERTIFICATION DIRECTOR

Vacant

Brenda Gaulton

Human Resources Specialist
Pennecon, Ltd.
Tel: 709.782.5805
brenda.gaulton@pennecon.com

