

HEARTLAND LINK.....
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May 30, 2017

CEO News



Budget and Strategic Plans

The Heartland Regional Health Authority approved a balanced operating budget of \$107M and a capital expenditure plan, including \$650K Ministry funding, for the 2017-18 fiscal year at its meeting on May 29th, 2017, in Rosetown. The Board also approved the 2017-18 Strategic and Operational Plan. The budgets and operational plan are aligned with the provincial health plan and the region's strategic priorities, vision, and values. The capital plan will address capital equipment priorities throughout the region's communities by providing funds to purchase equipment and renovations related to patient and staff safety. Now that our Board has approved this budget it will be submitted to the Ministry of Health.

The region was able to end the 2016-17 year with a small surplus of \$527,000. The surplus monies are transferred to Capital to assist us in further addressing the prioritized needs. Heartland's budget for 2017-18 included a 0% increase over last year. To meet this year's financial targets, the region will focus on balancing initiatives and improving efficiencies. For more details on the budget click on the link below for our media release. Further information on specific budget items will be shared when available.

<https://sharepoint.hrha.hin.sk.ca/blog/Lists/Posts/Post.aspx?ID=715>

Provincial Auditor – Minimizing Employee Absenteeism

We are currently undergoing an audit by the Provincial Auditor of Saskatchewan on the effectiveness of our processes to minimize employee absenteeism. Employee absenteeism in Health care organizations directly affects the delivery of health care services. As you will know from previous Link articles, the region tracks and monitors its sick times (measured in hours per FTE) and there are provincial targets in place that we report our progress on. Heartland Health Region has not met its target in five of the last six years and is higher than the provincial sick leave average in the health sector. This may be a reason why our health region was selected for this audit. Your health is critical for the continuity of care and services. Excessive absenteeism can significantly increase both direct and indirect costs of delivering programs and providing service. Being at work means you contribute to the effectiveness of the organization. Regular attendance is everyone's responsibility – employees, managers and employers. The results of the audit are expected to be shared with the health authority and published in December, 2017. For more information on employee attendance expectations and what we each can do to make a difference please see pages 7-11.

Accreditationonly 20 more sleeps! Work is continuing across the region in preparation for our 2017 Accreditation visit by the surveyors June 19-23rd. Mock tracers are being conducted in facilities and programs this month. Tracers are an interactive tool for assessing how thoroughly policies and procedures that meet accreditation standards have been operationalized throughout the organization. They are based on direct observation to gather evidence about the organizations quality and safety of care and services. We look forward to welcoming the surveyors to rural Saskatchewan and telling them about all the great work we do in HHR!

This week (May 28th – June 3rd) is ***Paramedic Services Week***. Our EMS services in the region have been busy doing public awareness activities in the month of May. SEMSA has announced the recipients of the 2017 Emergency Medical Services Provincial Awards. The Honourable Vaughn Solomon Schofield, Lieutenant Governor of Saskatchewan will present the awards at a formal ceremony on Thursday, June 1, at Government House in Regina. Three of our staff will each be receiving the Stars of Life Awards - Eric Blosky, Jackie Gerein and Richard Brenner! We offer the award recipients our heartfelt congratulations! Watch for photos of these events in a future edition of the Link.

Employee Recognition

June is employee appreciation month and events are being planned across the region to recognize our staff, physicians and preceptors. Please see page 6 for a listing of upcoming events. I invite you to take part in the celebrations being held in your community. Please know that you are valued every day for your commitment to health care in Heartland Health Region. Long Term Service awards will also be presented to those staff members and physicians that have been with the region for 5, 10, 15, 20, 25, 30, 35, 40, and 45 years. For a list of this year's recipients please see page 13. Congratulations to all those receiving long term care service awards!

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New Provincial Health Authority Update

TRANSITION TEAM WEEKLY PROJECT UPDATE

Week of May 29, 2017

This weekly update will provide ongoing information related to the project work underway to transition the health system to a single provincial health authority. On occasion this update will include information about work tied to health system restructuring, but not directly related to transition team functions. A date for the creation of the new Saskatchewan Health Authority is still to be determined, but is currently anticipated for fall 2017.

GENERAL INFORMATION:

A number of meetings are taking place with representatives from the transition team, Regional Health Authorities (RHAs) and the Ministry of Health to share information and gain greater understanding of care delivery and patient flow in the areas of mental health and addictions, long-term care and home care, community-based services and acute care.

- Discussions at these meetings are focused on alignment and opportunities for better coordination in the single Saskatchewan Health Authority.

ACTIVITIES UNDERWAY:

- Beth Vachon, Transition Team Lead, participated in a meeting of the Saskatchewan Nursing Leaders Network in Regina on May 29.
- Corporate Services facilitated sessions are continuing with leaders from corporate service lines from across the health system.
 - A meeting with Health Information Management took place on May 26, and meetings with Environmental/Housekeeping Services and Food and Nutrition Services scheduled to take place June 6 and 7.
 - These sessions provide the opportunity for service lines to share processes and functions to understand the current state across RHAs and prepare for the future under the Saskatchewan Health Authority, and identify critical administrative and operational requirements and opportunities for alignment.

MORE INFORMATION:

- As work progresses, the transition team is committed to keeping you informed with regular updates.
- Visit www.saskatchewan.ca/transforming-health.

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Nurturing Room Grand Opening

May 11, 2017 marked the Grand Opening of the Unity Community Resource Center (UCRC) "Nurturing Room" This room is very versatile – it's a quiet, comfortable space in which parents can feed and weigh their babies, and inside is a library of parenting resources. The room also allows for some one-on-one, private meeting time with some professionals in the health district including Autism Services, Family Service Coordinator, Mental Health or Public Health. It has become a reality through a partnership between the UCRC and Heartland Health, Parent Mentoring Program and Public Health. The furnishings were made possible through generous donations in memory of a very valuable community member, Shirley Parkinson, which our community suddenly lost approximately 3 years ago. Shirley was a loving mom, daughter, sister and aunt, but also a dedicated public health nurse, founding board member (2007-14) and lactation consultant.

Shirley worked hard as a board member, being the chair of the UCRC for a few years. After her death, many donations were graciously accepted at the Unity Community Resource Center in her memory. The community wanted to do something meaningful with the donations and because of Shirley's dedication to breast-feeding moms and their needs and decided to provide a comfortable, quiet space downtown for busy moms in the area.

The Grand Opening was a wonderful occasion celebrating families and the new parents in our community. In attendance were: Naden Hewko (Shirley's mother), some of Shirley's siblings and a niece; Sandra Burns (UCRC chair) and other UCRC board members; Unity Mayor Ben Weber; Regional Health Authority board member Carey Baker; Heartland Population Health Director Lorraine Lindberg; Public Health staff including Debbie Milton, PHN Supervisor, and community members.

Following the Dedication of the Room, a blessing was held by Fr. Greg Roth in honour of all families utilizing the Nurturing Room in the future. Coffee and cake followed with many community members young and old, socializing and excited for the opportunities this Nurturing Room has to offer the community of Unity.

A special thank you goes to Bea Stephenson, Parent Mentor Program Coordinator, who was very instrumental in the establishment of this Nurturing Room.



Some of Shirley's family that were in attendance

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**To the new hires in
Heartland**

Welcome to the new hires in Heartland Health Region who took part in Regional Orientation in May. Please welcome your new colleagues to the region and your facilities.

Kindersley Primary Health Services Area	Facility
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Sabrina Mui - Sonographer	Kindersley Health Centre
Celestina Klein - CCA	Eston Health Centre

Rosetown Primary Health Services Area	Facility
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Shelby Ottenbreit - Grad RN	Rosetown Health Centre
Alesha Sim - MRT	Rosetown Health Centre
Paige Evans - ESW	Rosetown Health Centre
Nicole Bowkowy - FSW	Rosetown Health Centre
Jody Dumais - CCA	Rosetown Health Centre
Donna Marie Lea - FSW	Rosetown Health Centre
Kevin O'Reilly - OH&S Manager	Rosetown Corporate Office
Sandra Dahl - Payroll Analyst	Rosetown Corporate Office
Oksana Malevanik - ESW	Elrose Health Centre

Unity Primary Health Services Area	Facility
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Kerri Zerr - Grad Nurse	Kerrobert Health Centre
Elise Stifter - CCA	Unity Health Centre
Caitlin Moon - HCA	Unity Health Centre
Heather Bitz - RN	Unity Health Centre
Michelle Pontes - FSW	Wilkie Health Centre
Taryn Weinkauff - SCA	St. Joseph's Health Facility
Cassy Dorval - SCA	St. Joseph's Health Facility

Outlook Primary Health Services Area	Facility
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Emily Codling - CCA	Outlook Health Centre
Rocky Bishop - RN	Outlook Health Centre
Chris Thomas - CCA	Outlook Health Centre
Sabrina Stenhouse - ESW	Dinsmore Health Centre

Financial Support Services

Plan your financial future with confidence

Convenient, personalized and interactive, Financial Support Services are available to help you and your family understand and solve every day and complex financial concerns. Gain valuable insight and the tools to build a solid financial plan through help with:

- Credit and debt management
- Budgeting
- Bankruptcy
- Financial aspects of separation and divorce
- Financial emergencies
- Retirement planning
- Employment transitions
- Real estate



Support your way

Our Financial Support Services are designed to suit your learning, lifestyle and comfort level. We offer the following options for financial support:

Online Financial Planning Service

This interactive and personalized online program provides financial education and helps you create an action plan for your future. Convenient and secure, you can access the program online anytime, anywhere.

The three-month program begins with an assessment to determine your individual financial situation and a tailored action plan is built from your assessments results. You will use worksheets, calculators and task lists to keep your plan on track.

Financial consultations

Seek professional financial advice through confidential in-person or telephonic consultations. We can help relieve the stress you may have when dealing with financial matters and planning. Our advisors will provide you with answers to your financial questions and recommend a course of action to meet your goals. Should you need more personalized or specific financial advice, you will be referred to a financial advisor who can support you with your unique needs.

Connect with us for confidential support or to learn more

Create your financial future today with help from your EFAP.

For immediate assistance, contact us at **1.800.387.4765** or visit workhealthlife.com.

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**Heartland Health Region
2017 Physician and Employee Appreciation Events**

Heartland Health Region wishes to extend an invitation to all Physicians and Employees in Heartland to attend Appreciation events that will be held in the month of June at a facility near you.

Location	Event Date
Kyle	22-Jun-17
Dinsmore	TBD
Elrose	21-Jun-17
Unity	TBD
Kindersley	14-Jun-17
Kerrobert	31-May-17
Eatonia	TBD
Davidson	8-Jun-17
Wilkie	TBD
Rose town	22-Jun-17
Macklin	21-Jan-17
Eston	14-Jun-17
Outlook	8-Jun-17
Lucky Lake	TBD
Beechy	TBD
Biggar	28-Jun-17

Please check with the Care Team Manager at a facility near you for event dates and times.



It's EMS Week from
May 28-June 3rd
Thanks to all our EMS staff
for all you do for the
residents of
Heartland Health Region.

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Provincial Audit - Minimizing Employee Absenteeism

The Heartland Health Region is undergoing an audit by the Provincial Auditor of Saskatchewan on the effectiveness of our processes to minimize employee absenteeism. Absenteeism is an issue faced by organizations in the private and public sector, though it is more frequent in public sector organizations. Employee absenteeism in health care organizations directly affects the delivery of health care services.

The criteria of the review will ensure that Heartland Health Region has processes to:

1. Set Expectations for Employee Attendance
 - 1.1 Define roles and responsibilities (e.g. employee, supervisor, union)
 - 1.2 Communicate expectations and policies for employee attendance
 - 1.3 Train supervisors
2. Implement Strategies to Support Employee Attendance
 - 2.1 Analyze absenteeism by employee (e.g. sick and injury patterns)
 - 2.2 Use attendance management strategies that assist employees to stay at work (e.g. wellness, family assistance, return to work, and disability prevention programs)
 - 2.3 Take timely action on absenteeism issues
3. Monitor Attendance Management
 - 3.1 Assess attendance information to identify absenteeism causes
 - 3.2 Report key absenteeism performance information to senior management and the Board
 - 3.3 Adjust attendance management strategies, as necessary

Excessive absenteeism can significantly increase both direct and indirect costs of delivering programs and providing service.

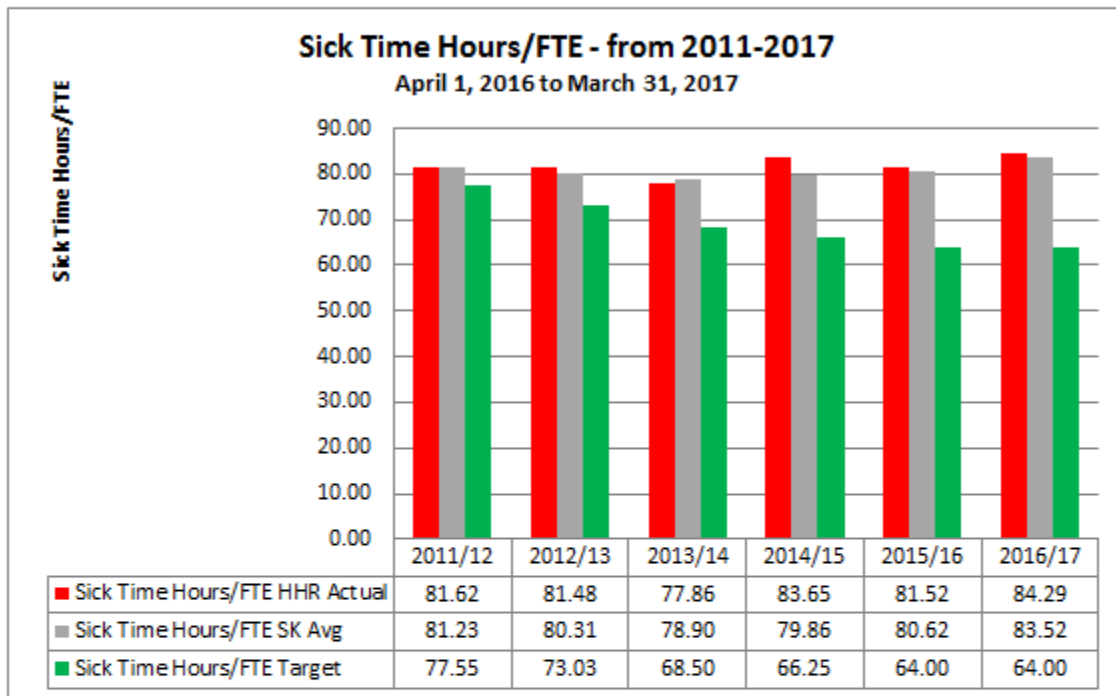
- Significant direct costs include wages paid to absent workers, costs to replace workers (i.e. replacement at regular rates with casual staff and at times overtime pay when staff are not available at regular rates), and administrative costs of managing absenteeism
- Indirect costs result from worker fatigue or understaffing if absent staff cannot be replaced, safety risks (insufficient coverage provided to patients, inexperienced employees filling in for absent workers, rushing to catch up after arriving as a replacement worker), reduced morale of workers who fill in or do extra work to cover absent workers, and reduced productivity and service quality

Statistics Canada found that in 2016 the public sector lost 13.5 days per worker compared to the private sector, which listed 8.3 days per worker.¹ Absenteeism rates by province in 2016 show that Saskatchewan had the second highest absenteeism rate of 10.6 days per employee.² In the 2016-17 fiscal year, Heartland Health Region lost 10.53 days per worker (84.29 hours/FTE).

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Provincial Audit - Minimizing Employee Absenteeism—Continued

In 5 of the past 6 years, Heartland’s average sick leave has been higher than the provincial sick leave average in the health sector and we have not met our sick leave targets. The Region’s sick time hours were highest in 2016-17 at 84.29 hours/FTE (target = 64 hours/FTE).

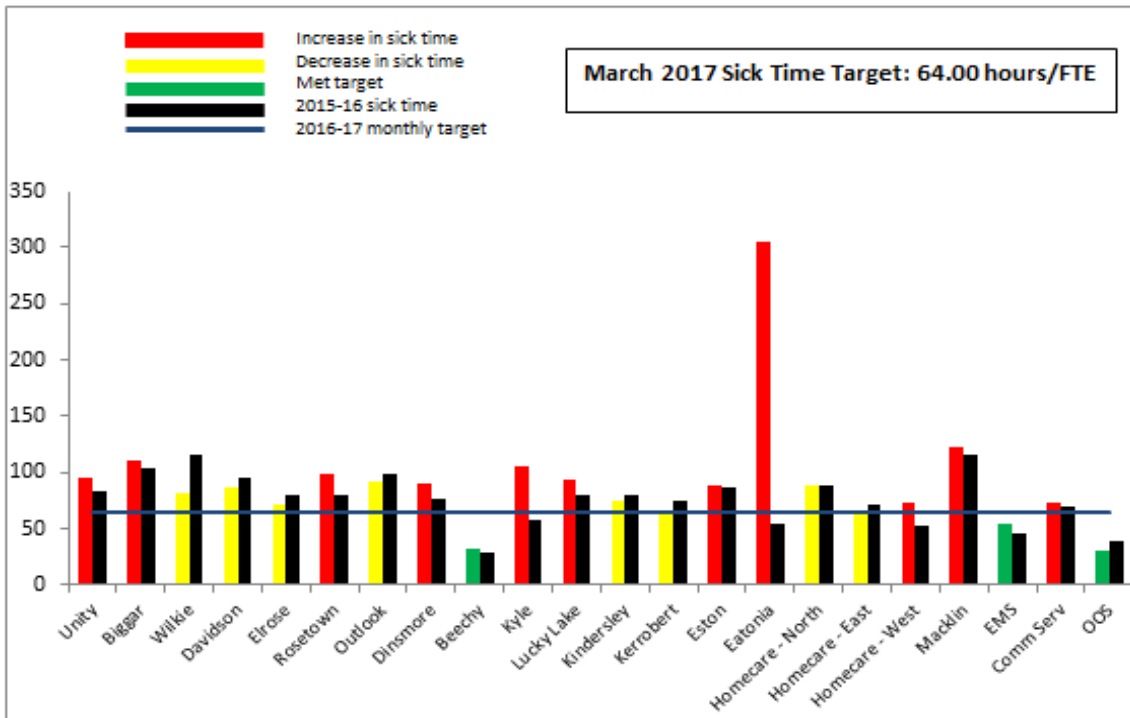


Compared to March 2016, overall paid sick time has increased from 81.52 hours/FTE (113,182.72 reported hours; 93,801.22 paid hours) to 84.29 hours/FTE (118,826.10 reported hours; 96,057.41 paid hours) in March 2017. The Saskatchewan average is 83.52 hours/FTE. HHR has spent \$143,081.63 more on sick time expenses in 2016-17 than 2015-16 (\$2,803,125.73 in 2016-17; \$2,660,044.10 in 2015-16).

Sick leave experience by work-site from April 1, 2016 to March 31, 2017 is identified in the table below. Sites which have reduced their sick time since March of last year and met the target are **green** (i.e. EMS). Wilkie is displayed in **yellow** as they have shown an overall decrease in sick time from the comparable time last year and still have a ways to go to meet the target. Eatonia is displayed in **red** as they have shown an overall increase in sick time.

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Provincial Audit - Minimizing Employee Absenteeism—Continued



The Region, along with our Employees and Physicians need to remain diligent in managing this challenge as the ongoing success of our Region, its facilities, and services are dependent on our collective efforts.

The public expects governments to use resources wisely. An effective process to manage absenteeism contributes to effective service delivery to the public, minimizes costs and supports the well-being of its employees. To further the effectiveness of absenteeism management within the Saskatchewan health care system, audit recommendations will be directed to the new Saskatchewan Health Authority. It is expected the results of the audit will be published in December 2017.

Preliminary observations of the Provincial Auditors include:

- ❖ HHR has an Attendance Support policy that is available to Manager and employees on SharePoint
<https://policies.sharepoint.hrha.hin.sk.ca/Documents/Human%20Resources/HR04-28-Attendance%20Support/HR04-28-Attendance%20Support%20Policy-Procedure.pdf>
- ❖ Employee Wellness programs are well communicated
- ❖ HHR has active Occupational Health and Safety Committees and disability/injury prevention programs
- ❖ HHR focuses on accommodations and early return to work when an employee experiences an illness or injury that impacts their ability to work

It is expected that recommendations from the audit will center on the accountability of all employees to have timely and regular attendance at work and for the Employer to hold employees accountable for adhering to their workplace schedule.

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Attendance Expectations of the Heartland Health Region

Being at work is everyone's responsibility – each of us makes a difference!

We appreciate that the delivery of high quality health care is due to the dedicated efforts of Heartland Health Region staff. The health of our staff is critical for the continuity of care and services. In order to meet the Vision and Values of the Heartland Health Region, we need all staff to attend work regularly. Regular attendance and punctuality is everyone's responsibility: employees, managers and the Employer.

Being at work means you contribute to the effectiveness of the organization by ensuring continued service delivery. The work you do is very important to clients and the Health Region.

Regular attendance helps develop personal satisfaction, a sense of belonging and a feeling of accomplishment; and strengthens your relationship with co-workers.

This article provides staff with information about maintaining regular attendance at work, recognizing that illness and the pressures of work and home can affect attendance.

Wellness Strategies that are Encouraged:

- ✓ Proper diet, exercise and sufficient sleep
- ✓ Follow safety rules at work and take appropriate safety measures when participating in activities outside of work
- ✓ Take time for rest and recreation
- ✓ Enjoy your work, interactions with clients and friendships with coworkers
- ✓ See a physician or other health care provider as required and follow prescribed treatments
- ✓ Consult a trusted resource (i.e. EFAP – Employee & Family Assistance Program) if having trouble dealing with an issue



The Heartland Health Region spent over \$2.8M on sick leave costs in 2016-17. This is roughly 4% of the region's salary costs, not including benefits.

Some of the Consequences of Absenteeism:

What if I call my manager to advise that I will not report for work as scheduled?

In some cases, the manager must find a replacement, and pay that person in addition to paying you while you are absent; using up funds which may have been used for delivery of services.

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Attendance Expectations of the Heartland Health Region—Continued

What if I use my sick leave as it accumulates and I don't consider it "insurance"?

If you suffer a serious illness, you might not have enough sick leave days to cover the entire period. Sick time should be used only when necessary.

What if I'm frequently absent?

In addition to their own work, your co-workers have to share yours.

Heartland monitors sick leave use for each employee on a quarterly basis & will bring instances of above average sick leave use to the attention of employees.

The Employee's Role:

- ❖ Report for work as scheduled and show respect for clients and co-workers.
- ❖ Participate in appropriate programs to support and improve attendance, i.e. Return to Work (RTW), Employee & Family Assistance (EFAP)
- ❖ Help make the work atmosphere as positive as possible.
- ❖ Report all workplace health and safety issues to the manager or local Occupational Health & Safety Committee.
- ❖ Develop safe working habits.
- ❖ Consider income replacement benefits (i.e. sick leave, disability income) as a form of insurance.
- ❖ Try to schedule all appointments during non-working hours.
- ❖ Minimize absence for appointments by scheduling family members at the same time.
- ❖ Be proud of work performed and recognize that each of us makes a difference!

When Absence is Unavoidable - Considerations for Calling in Sick:

1. Report your absence to your manager prior to your scheduled work start time.
2. If your manager cannot be reached, follow alternate notification of absence procedures as set out by your manager, for example notifying the nurse in-charge. It is important that you speak with someone at the workplace prior to your scheduled work start time so arrangements can be made to replace you or cover your work.
3. Determine whether you have work that someone will have to do for you. Inform your manager or the person to whom you call in sick about the responsibilities that will need to get accomplished by another co-worker.
4. Give reason for absence (i.e. not feeling well and need to access sick leave) and date of expected return to work.
5. Advise your manager of any changes in the date of your anticipated return to work.
6. Where a replacement worker is required, report your absence early enough to satisfy this need as it takes time to arrange for replacement.
7. Provide medical information as required by your manager.
8. Provide your telephone number or other contact information where you can be reached during your absence.
9. Follow the recommended treatment that will enable you to get better and return to work.

**Concerns with your Employee and Family Assistance Provider,
Morneau Shepell?**

Nothing is perfect, but you can help make it better! Any concerns with access, intake, counselling services, Work Life services, etc. can be sent to:

Client Care Center with Morneau Shepell

1-844-336-3136

OR

HHR Regional EFAP Committee

Co-chairs: Jennifer Frerichs (306-882-4111 ext. 2304)

Lauren Johb (306-882-4111 ext. 2309)

OR

Local Union Representation

If you contact someone at HHR, your confidential concern will be taken to Morneau Shepell and forwarded to their quality department for review. Your permission will be requested prior to HHR providing any identify information to Morneau Shepell to follow up on the concern.

Please remember EFAP is a completely confidential service, and no one in Heartland Health Region will know if you use the program unless you choose to tell them.

The following employees were recognized in 2017 for their dedicated service:

5 Year

Estela Abelada, Rachelle Brost, Shelly Fuller, Joan Leslie, Roberta Reimer, Carl Stewart, Marilyn Ferre Tuico, Kristie Fyson, Cindy Gillespie, Chandra Harrabek, Jordan Horst, Brilyn Jiricka, Beverly Leepart, Mike MacPherson, Vonnie Marianchuk, Kelcie Newton, Kirsten Lee Newton, Victoria Senko, Nichole Sittler, Mark Escorpiso, Kartik Gohil, Melissa Logan Munt, Jessi Pernitsky, Legi Varghese, Terra Heitt, Azure McGonigle, Courtney Nielsen, Dana Ebenal, Dianne Murfitt, Judith Packet, Renee Schmiedge, Chase Tannahill, Irene Williams, Shelby Fisher, Raelene Gartner, Bernice Schachtel, Lea-Anne Sunduk, Chelsie Fox, Maureen Longpre, Robin Oliverio, Morgan Pederson, Jennifer Shirtliff, Lana Palmer-Low, Patricia Aylward, Lauren Johb, Christina Shaw, Cheryl Bastian Pederson, Bonifacio Batallones, William Batallones, Erin Burton, Debbie Carstairs, Mandy Cragg, Coralee Fortin, Thomas Frerichs, Eliana Wheeler-Tryon, Cassandra Young, Lynda Abbott, Meaghan Everall, Jordyn Follick-Ylioja, Rahul Gopinathran Pillai Sukumariamamma, Jaclyn Haapala, Wendy Holmlund, Marisa Janhunen, Haley Redlick, Ron Wolfe, Donna Halsall, Nora Masear, Holly Endicott, Gena Hodgins, Brittany Ploughman, Tiffany Kangas, Angie Lowe, Denise Pearson, Gorilyn Cuanan, Rachel Esguerra, Perpetua Guiao, Sabin Joy, Carolyn Kereluitk, Kassi MacDonald, Roy Magallanes, Janelle Oliphant, Catherine Pelton, Raquel Rapadas-Escher, Susan Roberts, Safna Sabin, Tracey Stevens, Maria Tadena, Kathleen Endicott, Cindy Guenther, Ashley McDonald, Kirstin Meier, Mckenna Neufeld, Shao Jin Wong Wen, Kirsten Irwin, Terry-Lynne Schlosser, Hannah Sweitzer, Stephanie VanDeWiele, Joey Straza ☺

10 Year

Jayne Askildt, Shirley Bedford, Karen Dyck, Sharon Ganter, Amy Reiniger, Amy Suchan, Jodie Bartusek, Crystal Bayet, Erin Diehl, Anne Foster, Marilee Germsheid, Candace Kennon, Amber McCarty, Allison Park, Shirley Holzman, Candace Rissling, Doreen Sander, Sheila Simon, Elaine Burr, Tammy Evans, Gloria Morrison, Kattlyn Williams, Danette Johns, Myra Weinkauf, Teri-Lynn Hayes, Melissa Farden, Wayne Pierrepont, Brenda Anderson, Patricia Brisbin, Jenilee Brooks, Jennifer Meyer, Shelley Trarback, Heidi Alexander, Kylie Anholt, Shaunna Annala, Laurie Creighton, Jillian Gibson, Sylvie Larwood, Lily Nieman, Krista James, Kristie Lawes, H Kim Meaden, Scott Rein, Melissa Davis, Heather Redden, Curtis Becker, Lillian Blasko, Laura Cey, Taryn Kosolofski, Lucia Materiale, Heather Snider, Nancy Vanthuyne, Chantelle Gette, Janet Krupka, Kari Meier, Tracy Volk, Josephine Whittleton, Raelene Wiens, Faith Angus, Lillian Ryde, Jenny Hagan, Georgina Heather, Renai Hunter, Beatrice Stephenson, Alicia Wade, Dr. Neville Crane, Dr. Francisco Bayona-Lang ☺

15 Year

Marlene Deroo, Sharlene Zoller, Jenny Blampied, Barry Morris, Amanda Stephens, Kathy Miller, Nichole Kessel, Amber Sperle, Vickie Miller, Adrian Schmiedge, James Schmit, Sharon Constantinoff, Serena Rach, Caye Winterhalt, Sabrina Elliott, Christie Hannouch, Tamie McDonald, Sherry Olson, Darlene Smith, Kerri Calwell, Marilyn De Connick Smith, Tosha Sparks, Marie McPhail, Deborah Smith, Barbara Hanke, Amanda Barlow, Debbie Hartemink, Leona Kon, Patsy Massey, Betty Soderholm, Vicki Anderson, Shirley Kohlman, Christine Kriston, Lynette Morrell, Marianne Serfas, Lisa Stevens, Krista Martens ☺

20 Year

Cathy Cey, Terence Kosolofski, Jeanette Thomas, Marilyn Whiteford, Corina Riecken, Barry McAuslan, Angela Torrance, Debra Simpson, Rodney Borne, Lynne Mewis, LeAnne Paproski, Brenda Scholer, Donna Gilchrist, Tracy Walker, Janice Cressman, Patricia Habermehl, Beverly Haug, Shelly Kubat, Karen Pederson, Tracy Provencher, Alice Solnicka, Thelma Ylioja, Brenda Barker, Lisa Pajunen, Linda Bangs, Joanne Boutkan, Amanda Gartner, Leah Larson, Andrea Marchuk, Harold Wall, Cathy Longtin, ☺

25 Year

Terry Boser, Janice Archdekin, Trina Hardenne, Audra Gerein, Brenda Schwab, Shery Martin, Marianne Sarich, Brenda Coben, Connie Cottingham, Jeannie Munro, Bev Bors, Robert Carlson, Mamie Thorpe, Douglas Barker, Rhonda Bartlett, Diane Collins, Geraldine Holmes, Wilma Verhaeghe, Laurie Wiens ☺

30 Year

Callista Belcher, Dawn Weber, Charlla Redkick, Patricia Schommer, Jacqueline Bosch, Carolyn Eremko, Lorraine Griffiths, Christine Keller, Jonnar Miller, Connie Sampson, K Brian Funk, Evelyn Mazzei, Gayle Riendeau, Melvin Nickel, Joanne Winny, Rosemary McLeod, Arlene Jones, Ronda Rolleston, Loral Antonenko, Joan Roszell ☺

35 Year

Debra Blanchette, Charlotte Harter, Lucille Tomy, Sandra Boehm, Pamela Jennett, Sandra Jansen, Judy Langager, Kathleen Jones, Cali McAdam, Theresa Westbury, Cathy Ringrose, Lynne Warren, Donald Senger, Heather Stewart, Lee Harbicht, Elaine Etsell McLeod, Brenda M Anderson ☺

40 / 45 / 50 Year

40 Colleen Smith; 45 Charlotte Bothner, Brent Hayes, Christine Lilbum, Marlene Vanthuyne, Dr. Dave Ledding, Dr. Dan Ledding; 50 Dr. Alfred Ernst ☺

Congratulations!