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# President's message



It's late fall already!

It's hard to believe that my last message was on Canada Day, and now we are well past Labour Day! I just want to keep everyone informed on what we have been doing nationally to represent the emergency nurses of Canada.

## Website

The new website launched on July 1 with only a few technical glitches. Everything was resolved within a few days and we are continuing to track issues and resolve them as they arise. I encourage you all to check out the new site and get involved in the discussion forums. If you are having trouble finding things, please leave a message in the discussion forum so that we can address it.

## Membership

Thanks to those of you who have renewed your membership. I am sending this message to last year's members as well in case you've "forgotten" over the summer (because I am sure it's a priority when competing with the beach to renew your membership).

Please renew your membership. Your membership in NENA gives us a national voice as emergency nurses across the country. You will see below some of the things we have been able to do (and even some that we've not spent money on that are having an impact).

## Emergency Nurses Day

The first week of October was Emergency Nurses Week/Day. If you would like to order some posters and things for your department, please do so from the U.S. Emergency Nurses Association at [www.ena.org](http://www.ena.org). Once again this year, they have graciously included our logo on their poster, as a partner of theirs.

## Working together

As I stated earlier in my term, one of my goals is to bring the WHOLE country together under NENA. To that end, I have been busy starting to do some

behind-the-scenes work. I have done nothing formal at this point, but just to let you know that I have been having conversations with the areas of the country that aren't currently in NENA and hope that we can all at least develop a relationship of some kind.

As well, I have had contact with ENA in the United States to discuss how our organizations can work more closely together and will be attending their board meeting in October in Baltimore and having further discussions there.

## Being active

Through a gracious sponsorship opportunity from Roche Pharmaceuticals, six members of our board of directors attended a session in Ottawa in July to learn about how to take our message to government and become more politically active.

The two-day session was done at no cost to NENA and was a valuable experience that included spending the day with the Hon. Don Boudria learning the ins and outs of Parliament Hill (and actually visiting the ins and outs!).

Stay tuned as we become more active around the current pandemic and other issues of interest nationally over the next few months. If you have ideas and want to help out, please get in touch at [president@nena.ca](mailto:president@nena.ca) and we'll get you involved!

## Other activities

Since my last contact, I have been to the Emergency Nurses Association of Ontario Board of Directors' meeting and met the board there and shared our national vision. They are also looking for people to get involved, so if you're interested in helping out, give them a call (if you're a member of NENA, you are also a member of ENAO). I was able to group this visit together with another trip to Ontario, so this was done with no travel costs to NENA!

I spoke to the CNA board and audience in Ottawa in mid-September about the state of overcapacity protocols and overcapacity emergency departments, as

they look to review their position statement. It is a great honour for NENA to be invited to present in this area. The cost of this is being covered by the CNA.

We have also put together our pandemic messaging and action plan and are hoping to speak to the House of Commons Health Committee in the future about the issues that emergency nurses are facing in dealing with the pandemic. We have been lucky to make contacts that can help this happen once we develop our plan.

I attended the Alberta provincial conference and AGM in early October, and met many of you there.

I attended the United States Emergency Nurses Association board meeting and annual conference in the first week of October and discussed further strategic partnerships, which may provide an opportunity for our two organizations to work together.

I also attended the Emergency Nurses Association of British Columbia's (formerly ENGBC) annual conference and meeting at the end of October.

Our national board met in the first week of November...

Wow, so much going on!

## Policy and position statements revision

At the fall board meeting in November, your NENA board of directors reviewed and revised the policies and position statements of the organization. I encourage you all to get involved in the process.

If you have any comments on our position statements or policies that you want to change, please e-mail your suggestions to Cate McCormick at [secretary@nena.ca](mailto:secretary@nena.ca) and she will forward your suggestion to the person responsible for reviewing that position statement.

This is your chance to get involved. All of the position statements and documents can be located on the NENA website at [www.nena.ca](http://www.nena.ca).

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## Being nationally active

At the spring meeting, the NENA board of directors determined it a priority that the national president or executive attend provincial meetings and conferences to increase the visibility of NENA and the interaction with members. I am pleased to report that, to date, I have attended the following provinces and met with members either at a conference or board meeting: Saskatchewan, Ontario,

Manitoba, Nova Scotia, British Columbia and Alberta.

So that leaves the rest of you still on my list... but good progress for only a few months, and we're continuing to plan when and where would be the best time to meet with members.

## Carry on...

I want to thank each and every one of you who continues to show up every day

in the face of a pandemic, increased patient volume, overcrowding and whatever else is going on.

I encourage you to get active nationally and provincially. If you aren't sure what you can do, contact your provincial organization or contact me directly at [president@nena.ca](mailto:president@nena.ca). You can also stay in touch on the website! ☑

**Landon James, RN, BSN, MA, CEN**

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## From the editor



With the spectre of the impending second wave of the H1N1 virus, the media would lead us to believe that nurses have nothing to do but stockpile N95 masks and look

forward to whatever may come. Of course, the media often fails to get things right. Our emergency departments continue to struggle with the ongoing difficulties of admitted patients, staff shortages, and a parade of critical and not-so-critical patients passing through our departments. A tsunami of flu-infected patients will only exacerbate resources that are already

stretched to the limit, especially as some, or many, frontline workers will undoubtedly be downed by the virus.

This is a good time for us to pay extra attention to the friendship needs of our coworkers, to go the extra mile to be thoughtful, to try to smile when you are frustrated and to pat a back instead of pointing a finger in the face of shortcomings. It's also a good time for making time for personal needs outside of work. When stressors at work are overwhelming, going home to people you love, spending time with friends, and engaging in activities you enjoy are like a balm for the soul.

So, I invite you to sit back with a cup of tea or coffee and read through this edition of the **Outlook**, as you rejuvenate between shifts. There's a little for everyone and all of it came from people like you and me who have emergency nursing in our hearts. May this **Outlook** give you some encouragement, as you respond to the crises that walk through your emergency department door. As Bette Davis's character in *All About Eve* said, "Fasten your seatbelts. It's going to be a bumpy night." ☑

**Stephanie Carlson, RN  
Communications Officer**

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## Treasurer's welcome

Thank you for allowing me to introduce myself to you as your new treasurer. I'm excited about this opportunity to be more involved with an association that I have been proud to be a member of for the past several years.

I am an emergency nurse who has worked in emergency for the entirety of my career. I graduated from the University of Manitoba with a Bachelor

of Nursing and began my emergency career at Health Sciences Centre in Winnipeg. I managed to make my way out to Vancouver and have called Vancouver General Hospital my home base for the past four years. As you get to know me you will realize that I like to stay busy and experience as many things as I possibly can. As such I have enjoyed working in various hospitals within Vancouver Coastal and have found a

passion in teaching courses such as TNCC and ACLS. While dabbling at various hospitals and in various projects, I developed a love of teaching and now spend most of my time working as an Emergency Educator at Vancouver General Hospital.

Emergency Nursing is my passion and I'm very excited to give my time to such a great organization. What a great way to bring emergency nurses and all our quirksiness together in a positive and energizing way.

Thank you for this opportunity and I look forward to sharing your voice in emergency nursing across the country. ☑

**Sincerely,**

**Lori Quinn, RN, BSN, CEN  
Treasurer, NENA  
[treasurer@nena.ca](mailto:treasurer@nena.ca)**

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## Awards of Excellence

Do you have an idol? Someone who helped you through that long day, evening, or night shift in ER? Well, NENA wants to hear about them! NENA is looking for nominations for Awards of Excellence in emergency nursing. There is no limit to the number of awards that are awarded in four categories: Emergency Nursing Practice, Emergency Nursing Research, Emergency Nursing Administration, and Emergency Nursing Education. The nomination form is on page 34.

## Pandemic H1N1 2009 advocacy plan

### Purpose

- To represent the emergency nurses of Canada to National partners in government and industry to ensure the protection of the emergency nurses of Canada.
- To establish NENA as the organization requiring consultation at the federal level for large scale events impacting emergency nurses and emergency departments.

### Actions

- Provide letter to all NENA 2008 and 2009 members to sign and send to the federal and provincial governments requesting that NENA be consulted on all policy changes and decisions that will impact nurses.

- These may include infection control procedures, patient screening procedures, isolation issues, antiviral use and access, vaccine use and access.


### Timeline

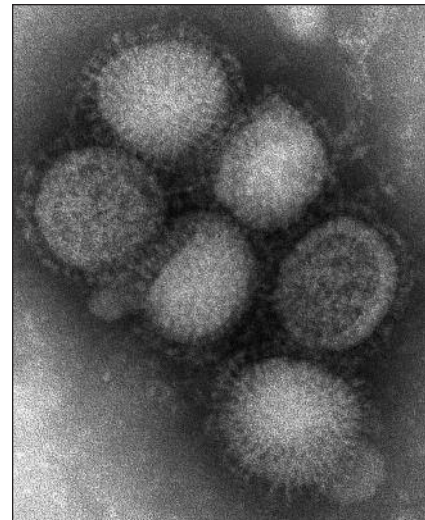
- Initial letter to be sent to federal health minister by president immediately (shown on page 7).

If no reply:

- Sample letters to federal health minister to be provided to NENA members by third week of September for campaign (page 8).

### Evaluation

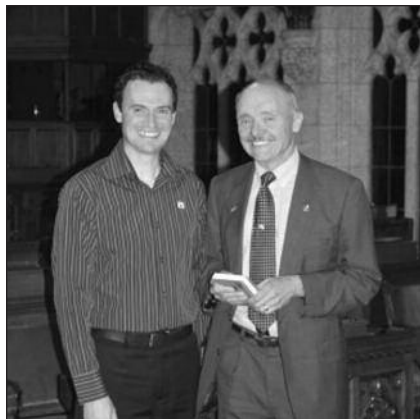
- Evaluation of plan to be discussed at the fall board meeting. 



*Image of the H1N1 virus courtesy of the Public Health Image Library, <http://phil.cdc.gov>*

## Advocacy workshop

On July 17–18, six members of the NENA BOD, Landon James, Stephanie Carlson, Cate McCormick, Leslie Olson, Irene Osinchuk, and Jan Spivey, went to an advocacy workshop in Ottawa, which was funded by Roche. This was a



**Landon James, NENA president, tours Parliament Hill with the Honourable Don Boudria.**


fantastic workshop and much was learned. We had the privilege of getting a tour of Parliament Hill by the Hon. Don Boudria, and he also gave us a brief overview of the Canadian Parliamentary system.

During these two days, we learned about grassroots lobbying and advocacy in Canada—the facilitator, Michelle McLean, was great and had our undivided attention throughout the whole workshop. She provided a case study on how to effectively organize a national campaign based on her experience in the past.

On day two, we designed an advocacy campaign for NENA that was to address the pandemic and the use of antiviral medications, which Michelle helped us to develop. The framework that we used could be applied to any scenario. By the

end of the day, we had gained the basic knowledge and tools to do an advocacy campaign.

The six of us came away from this workshop enlightened and motivated to jump in and advocate! Since the workshop there have been many behind-the-scenes draft letters and questions to the NENA BOD asking how best to advocate for emergency nurses across Canada. At present, all provincial directors are sending a letter to their MPs regarding the pandemic and requesting information about plans to deal with the potential crisis.

Continue to check the NENA website as updates will be posted regularly regarding the progress of our advocacy campaign. 

**Cate McCormick, RN, BSN, ENC(c)  
NENA Secretary**

outlook  
NENA at work

National Emergency Nurses Affiliation  
Landon James, President  
203, 55 East Cordova Street  
Vancouver, BC V6A 0A5

September 6, 2009

Honourable Leona Aglukkaq  
Minister of Health  
70 Columbine Driveway, Tunney's Pasture  
Ottawa, ON K1A 0K9

RE: PROTECTING CANADA'S EMERGENCY NURSES DURING A PANDEMIC

The National Emergency Nurses' Affiliation (NENA) is Canada's nationally recognized organization that represents emergency nurses. NENA, which is an affiliate of the Canadian Nurses Association, is the source of best practices and standards for the emergency nursing profession.

I am writing today as the President of NENA and a front-line emergency nurse to express my concern about the government's plan for the protection of emergency nurses during a pandemic. While NENA appreciates your leadership during this pandemic period, we believe that more consultation with our National Affiliation is required in making decisions that will affect emergency nurses at the bedside. I urge you to establish a formal relationship with the National Emergency Nurses Affiliation with regards to issues such as isolation procedures, protection of health care workers, antiviral use and vaccine access.

A pandemic influenza outbreak has the potential to seriously compromise the health system in Canada. As nurses are the foundation of our health system, and emergency nurses will be on the front lines during a pandemic, we wish to support the government in taking appropriate measures to ensure their protection. Research supports many health and economic benefits of the early use of antivirals, access to vaccines and proper infection control procedures. Our nurses across the country are receiving various different messages about the above issues and our organization has the ability to assist with standard message delivery to the emergency nurses of Canada.

The emergence of the novel H1N1 virus this spring has challenged both health professionals and governments to be well prepared for a possible second wave of the pandemic this fall. NENA would welcome a meeting to discuss this critically important issue with you in the near future.

Sincerely,

**Landon James, RN, BSN, MA, PCP**  
**NENA President 2009–2011**

Fall 2009

Honourable Leona Aglukkaq  
Minister of Health  
70 Columbine Driveway, Tunney's Pasture  
Ottawa, ON K1A 0K9

RE: PROTECTING CANADA'S EMERGENCY NURSES DURING A PANDEMIC  
H1N1 2009

The National Emergency Nurses' Affiliation (NENA) is Canada's nationally recognized organization that represents emergency nurses. NENA, which is an affiliate of the Canadian Nurses Association, is the source of best practices and standards for the emergency nursing profession.

I am writing today as an emergency nurse to express my concern about the government's plan for the protection of emergency nurses during a pandemic. While NENA appreciates your leadership during this pandemic period, we believe that more consultation with our national affiliation is required in making decisions that will affect emergency nurses at the bedside. I urge you to establish a formal relationship with the National Emergency Nurses' Affiliation with regards to isolation procedures, protection of health care workers, antiviral use and vaccine access and use.

A pandemic influenza outbreak has the potential to seriously compromise the health system in Canada. As nurses are the foundation of our health system, and emergency nurses will be on the front lines during the pandemic, the government must take appropriate measures to ensure their protection.

The emergence of the novel H1N1 virus this spring has challenged both health professionals and governments to be well prepared for a possible second wave of the pandemic this fall. As part of that planning, we encourage you to involve NENA in the revisiting of Canada's policy on this issue and, specifically, the use of antivirals and vaccine access.

We would welcome a meeting to discuss this critically important issue with you in the near future and ask you to contact our national President, Mr. Landon James, to arrange this meeting. He may be reached at [president@nena.ca](mailto:president@nena.ca).

Sincerely,

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*Name*


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# Call for nominations: “president-elect” and “communication officer”

Are you interested in serving on the board of directors? Then read on—this year there are two available positions. The president-elect position is a one-year term preceding the presidential role, and the communication officer position is a two-year term. Both positions would begin following the annual general meeting in Banff, AB. The board of directors meets twice yearly. Both meetings are three days in length. Typically, the spring meeting, though, is held in conjunction with a regional or national conference, so time away from home is usually longer.

As president-elect you are a vital member of the board. You would be expected to assume the role of president if the current president were to resign. Other duties include: reviewing and revising (as needed) the policy manual, position statements, bylaws and preparing achievements and actions in the strategic plan. There may be other duties that would be assigned to you by the president.

As communication officer, you are expected to ensure the production and dissemination of the **Outlook** journal every six months. You will liaise with provincial communication officers to encourage members to submit articles, pictures, tips, etc., to the journal. You will establish and maintain a credit rating with a printing firm for the production of **Outlook**. You will ensure that all invoices for the production of the journal are correct and are submitted to the NENA treasurer for payment. You will also maintain a liaison with NENA webpage designers to ensure updated information is displayed, and you will act as a contact resource for affiliation members who wish to use the website services. You will also assist with national and regional conferences by acting as a liaison between the conference committee and the board of directors.

Two NENA members must nominate candidates and the nominee must be a NENA member in good standing. A nomination form has been included for your use. Please forward a completed nomination and curriculum vitae to Sherry Uribe. Her address is listed on the nomination form. Nominations for these positions may also be made from the floor at the AGM. Announcement of successful candidates will be made following the election at the AGM in Saint John, NB. 

## outlook Nomination Form

### NENA executive position

#### Positions:

- Communication Officer
- President-elect

We, the undersigned voting members of NENA, do hereby nominate:

\_\_\_\_\_ for the position of \_\_\_\_\_  
\_\_\_\_\_ on the NENA executive.

\_\_\_\_\_ (nominee) is in good standing with NENA.

1. Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of nominator: \_\_\_\_\_

2. Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of nominator: \_\_\_\_\_

I, \_\_\_\_\_, do hereby accept this nomination for the position of

\_\_\_\_\_ on the NENA executive.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Please return this letter of intent and CV, by April 15, 2010, to: Sherry Uribe, RR 5, S10 C7 Oliver, BC V0H 1T0 e-mail: [nominations@nena.ca](mailto:nominations@nena.ca)**



## Report of the Fall NENA board of directors' meeting



Dianne Quinn and Fraser MacKinnon.

By Cate McCormick

The NENA BOD met November 6–8 in Toronto. The board members worked hard and much was accomplished. Below is a brief summary of the meeting's highlights:

- New board members were installed.
- Two new position statements were adopted and added to the website:
  - *Pandemic H1N1 2009*, and
  - *Care of the Sexual Assault Patient in the Emergency Department*.

- NENA conference 2010 will be held in Saint John, New Brunswick
- Leslie Olson of Alberta created a **NENA Board Members' Handbook** to aid new BOD members in assuming board duties.
- All professional practice documents were revised and uploaded to the website.
- We met with NCAC and welcomed the new NCAC members.



Above, Tanya Penney, second from left, and Irene Osinchuk, far right, join other emergency nurses to rewrite the emergency nursing certification exam.




Above, NCAC members met with NENA board members.



The 2009–2010 board of directors.

- We reviewed the membership application process. We will discuss having the membership year begin on the date of payment (instead of running July 1–June 30) at the AGM in St. John, NB. We believe this change would be well received by NENA members.
- ENGBD is now called ENABC.
- The board made a list of recommendations for improvements to the website so that members will be better able to find documents and postings. These will be made gradually over the next few months.

Lots of hard work was put into this meeting and, if you get a chance to look at the NENA website, you will get to see a bit of the work we did. 



**Cate McCormick, Secretary, and Landon James, President, at work.**



**Lori Quinn, Sherry Uribe and Cathy Fewer.**



**Outgoing NCAC members Pat Walsh and Kathy Woloshyn with NENA President Landon James.**

## National Emergency Nurses' Affiliation Inc. profit and loss, accrual basis—all transactions

### Ordinary Income/Expense

#### INCOME

##### Membership Fees

Independent	205.00
International	60.00
<b>Total Membership Fees</b>	<b>265.00</b>

##### 1100—Indirect Fees

1101—TNCC	15,690.00
1102—ENPC	6,270.00
1103—CATN	1,320.00
<b>Total 1100—Indirect Fees</b>	<b>23,280.00</b>

##### 1500—Affiliate Revenue

1502—Affiliate Membership Fees	12,725.00
<b>Total 1500—Affiliate Revenue</b>	<b>12,725.00</b>

##### 1600—Marketing

1601—Print Advertising	53.98
1602—Website Advertising	325.03
<b>Total 1600—Marketing</b>	<b>379.01</b>

##### 1700—Special Events Income

1750—Conference Revenue	2,125.00
<b>Total 1700—Special Events Income</b>	<b>2,125.00</b>

##### 1900—Other Types of Income

1901—Miscellaneous Revenue	50,375.00
<b>Total 1900—Other Types of Income</b>	<b>50,375.00</b>

#### TOTAL INCOME

**89,149.01**

#### EXPENSES

##### 8300—Travel

8301—Air Travel	7,588.05
8302—Ground Travel	981.50
8303—Lodging	1,928.37
8305—Per Diem	2,050.00
8300—Travel—Other	150.00
<b>Total 8300—Travel</b>	<b>12,697.92</b>

##### 8600—Membership Services

8620—Website Services	5,181.00
<b>Total 8600—Membership Services</b>	<b>5,181.00</b>

##### 8700—Executive Services

8710—Laptop Computers (Capital)	399.25
<b>Total 8700—Executive Services</b>	<b>399.25</b>

##### 8900—Administration Expenses

8910—Postage and Delivery	240.26
8940—Printing	261.00
<b>Total 8900—Administration Expenses</b>	<b>501.26</b>

#### TOTAL EXPENSES

**18,779.43**

#### NET ORDINARY INCOME

**70,369.58**

#### NET INCOME

**70,369.58**



## National Emergency Nurses Affiliation (NENA) Conference

By Major Rhonda Lee Crew,  
RN, BScN, CD, CHE


It was a windy and unusually warm April day in Winnipeg, MB. My colleague Capt. Bannerman and I were attending the NENA conference. Other than the organizers, we were the first to arrive (not unusual for military personnel). We took our seats and waited for the day to begin. Upon the beginning of the opening ceremonies, we noted that we were still sitting alone, despite the room being full and joked that maybe it was because everyone knew we must be proficient in weaponry, as we are in the military.

The morning went well and we enjoyed the discussions very much. After lunch, it was my time to present. I provided a presentation on life in Kandahar, Afghanistan, and working at a Role 3 medical facility there. I also discussed how the aeromedical evacuation role is currently to pick up our injured soldiers from Landstuhl, Germany, for strategic aeromedical evacuation to Canada. I laughed and said how nurses around the world are all alike, and that the American nurses we ran into were always looking for Canadian pins and paraphernalia. Following my presentation there were numerous questions—I was surprised to see how interested my civilian colleagues were in what is happening around the world, what the military is doing, and what can be done to support our soldiers. When my discussion ended, everyone in the room gave both Capt. Bannerman and me a standing ovation—specifically thanking us for the sacrifices that we make in support of our nation.

The applause and appreciation did not end there. From that point on, Capt. Bannerman and I did not sit alone, and we were constantly engaged in conversations about the military and the sacrifices that our soldiers make. In addition to the popularity we had attained, we also received a large bag full of Canadian maple leaf pins, which were generously donated to every attendee by the Pin Man Company, and which were

then generously donated to Capt. Bannerman and me by most attendees to provide to our American colleagues.

I was, and continue to be, overwhelmed by the response that we received at the conference. The presenters, sessions, displays, company representatives and various vendors were pleasant, giving and very knowledgeable.

By the end of the conference, yet another warm and windy day in Winnipeg, MB, I knew that the NENA conference had been a great success. Not only am I now a member of NENA, I am eagerly waiting to attend next year's NENA conference. I encourage anyone with an interest in emergency nursing to join me. 


### Board meeting observer policy

NENA  
Policies & Procedures  
5 • 6 • 0

NENA board of directors' meetings are open to NENA members on a pre-arranged basis.

The objectives of open board of directors' meetings are to enhance the board's accountability to those who have an interest in the affiliation's affairs and to facilitate member understanding of the board's governance of the emergency nursing specialty.

### Observer policy

- Those wishing to observe a NENA board of directors' meeting will contact the NENA president with their wish to do so at least 30 days prior to the board meeting, when possible.
- Number of observers allowed will be at the discretion of the board.
- If the request is less than 30 days in advance of a NENA board of directors' meeting, it will be at the discretion of the NENA executive whether permission will be granted.
- All observers shall be identified at the beginning of the meeting.
- A review of observer expectations will be outlined at the start of the meeting and is as follows:
  - i. Observers, prior to the start of the meeting, must agree to confidentiality of matters discussed.
  - ii. Observers will not be allowed to attend in-camera sessions.
  - iii. All observers will have non-voting status.
  - iv. Observers may not enter into the discussion of the business of the board.
  - v. The observer may comment in writing to their official representative while the meeting is in progress.
  - vi. Observers cannot be elected to chair a standing committee.
  - vii. Observers will be placed in a row behind the table where the meeting is held, depending on the number of observers present.
  - viii. NENA, Inc. will not be responsible for any expenses incurred by the observer attending a NENA board of directors' meeting (i.e., meals, accommodation, travel, etc.).
  - ix. If any observer becomes disruptive, they will leave the BOD meeting immediately on the request of the president. 



# Riding the *Wave of Change*

**NENA National Emergency Nursing Conference  
Hilton Hotel & Conference Centre,  
Saint John, New Brunswick  
May 6–8, 2010**

## **Call for abstracts**

**“The times, they are a-changing, and ED  
nurses must be prepared to Ride the Wave.”**

The New Brunswick Emergency Nurses’ Association (NBENA), along with The National Emergency Nurses Affiliation (NENA), invites all interested to submit abstracts for oral and poster presentations at the upcoming NENA conference in Saint John, NB, May 6–8, 2010.

Conference presentations will be organized into four tracks: clinical practice, leadership, education and emerging issues.

All abstracts will be peer reviewed. The primary presenter for each accepted oral presentation will be awarded free registration for the conference day on which they present.

Abstracts must be received by December 15, 2009. Those individuals whose abstracts are selected for presentation will be notified by December 30, 2009.

### **Abstracts will only be accepted electronically in Microsoft Word.**

Please ensure that your submission includes:

- A cover page identifying the name(s) of the presenter(s), professional credentials, current position, e-mail address for correspondence and contact phone number
- A maximum 500-word summary of the presentation, which includes title, learning objectives and implications for emergency nursing practice

*Please direct abstracts and/or questions to [golhi@reg2.health.nb.ca](mailto:golhi@reg2.health.nb.ca)*

## Canadian Triage and Acuity Score (CTAS)


The roll-out of the latest edition of the Canadian Triage and Acuity Score (CTAS) course has been going very well across Canada. CTAS has also caught the attention of countries around the world including the U.S. Taiwan, Trinidad and Tobago, and Japan are using or are in the process of switching to CTAS as their national triage standards. We are also receiving regular site-based requests from various other countries requesting access to our

teaching material—all extremely exciting for Canada. We are seen as the global leader in emergency department triage.

Nationally, in July 2009, there was a call out to all instructors to renew their status with the CTAS National Working Group and, to date, approximately 70 instructors have renewed.

We have also partnered with the Emergency Medical Services (EMS)

committee of the Canadian Association of Emergency Physicians to create a Canadian Prehospital Acuity Score for our EMS providers across the country. This will allow us to all “speak the same language”. This is currently under development, so stay tuned.

If you have any questions, please do not hesitate to contact us at [ctas@nena.ca](mailto:ctas@nena.ca) 



### outlook Bouquets

✧ Thank you to **Jan Calnan**, of Victoria, BC, and to **Jerry Bell**, of Regina, SK, for many years of faithful and creative service to NENA as secretary and treasurer. Their total man-years of service to NENA exceeds the ages of many NENA members. Each of them has given tireless service on the NENA board of directors beyond the expectations of their roles. NENA owes a great debt of gratitude to both of them for the consistent excellence that they brought to their positions. You will be missed

✧ Congratulations to **Cate McCormick** of Kentville, NS, who was elected to the position of NENA secretary. She leaves the duties of provincial director for Nova Scotia and PEI

✧ Congratulations to newcomer-to-the-NENA-board, **Lori Quinn**, who was elected to serve as NENA treasurer. Lori is a NENA member from Vancouver, BC

✧ Welcome to **Fraser MacKinnon**, who has joined the NENA board as Nova Scotia/PEI Provincial Director

✧ Welcome to **Sharron Lyons**, new section editor of the Kids' Corner in the **Outlook**

✧ Congratulations to **Michelle Taggart**, NENA member from Calgary, on receiving the *Editor's Award* to further her research on nursing attitudes toward health promotion and patient education. Congratulations to **Sharron Lyons** of Vancouver, BC, on receiving the *Margaret Smith Pediatric Bursary*, and to **Lisa Powell** of Winnipeg, MB, and **Patricia Krukowski** of Calgary, AB, on being awarded *NENA Bursaries*

✧ Many thanks to **Gary Pronych**, who designed the new NENA website, and who, with **Landon James** and **Lori Quinn**, has worked diligently to learn its intricacies and fine-tune it

✧ Thanks to each NENA member for your patience as we launched the new website and worked out the bugs

✧ Congratulations to **Sharron Lyons** on receiving the *NENA Award of Excellence in Nursing Practice* and to **Lori Ulrich** of Winnipeg, MB, the recipient of the *NENA Award of Excellence in Nursing Education*. The nomination and recognition by their peers is a tribute to the skill that each of these nurses brings to our profession

✧ We wish to thank **Valerie Eden** from Nova Scotia (past member of the National and Provincial Board and longtime member of NENA) for her contribution in developing the position statement related to Internationally Educated Nurses. As always, your contributions and assistance are invaluable



Above, Jerry Bell and Jan Calnan

By Carole Rush

## Background info on NENA's Course Administration Committee (NCAC)

### Purpose

To administer, deliver and evaluate aspects of the TNCC, ENPC and CATN-II courses, and to administer all other NENA-sponsored courses as requested by the NENA Board of Directors.

At this point in time, NCAC is not directly involved in the administration of the CTAS Triage Course; administration is through the CTAS National Working Group, of which NENA has representation. CTAS course database and information is maintained by the Canadian Association of Emergency Physicians (CAEP). If you have an inquiry about the CTAS course, please e-mail [ctas@nena.ca](mailto:ctas@nena.ca)

### Responsibilities

- To follow course contractual agreements between NENA and the Emergency Nurses Association (ENA) in the United States.
- To maintain administrative procedures as established by governing bodies of said courses.
- To make and administer policies to facilitate the management and evaluation of courses.
- To manage the associated Quality Assurance process of instructors and courses.

### Specific ways NCAC can help you

- Put you in touch with local TNCC, ENPC and CATN-II instructors/course directors in your area.
- Identify areas in need of more instructors and help facilitate instructor courses.
- Assist with resolution of difficult course issues you may have.
- Facilitating instructor updates when courses are revised.

- Providing you with a current Canadian Course Administration manual, which should answer your questions about running courses in Canada.

### Qualifications of members

- Must maintain current NENA membership.
- All NCAC members will be an instructor trainer (IT) in either ENPC/TNCC or a course director of CATN II.
- Will have current emergency experience in any one of the following areas of practice: clinical, education, administration, or research.

All members of NCAC are volunteers and undertake their responsibilities in addition to their work duties. We hold two face-to-face meetings per year. The remainder of our communication is through e-mail.

## Thank you to outgoing NCAC Members

NCAC appreciates the time and efforts of **Pat Walsh**, outgoing Eastern Canada Rep, and **Kathy Woloshyn**, outgoing Central Canada Rep. Both Pat and Kathy have served on NCAC for many years and have made significant contributions to the dissemination of courses and to the overall goals of NCAC. Pat served as NCAC Chair for several years and has contributed her knowledge and skill to the development of the new NENA website. Kathy was a contributing member of ENA's ENPC Revision Workgroup that produced the current 3rd edition ENPC Course.

## Welcome to new NCAC Members

NCAC welcomes incoming Eastern Canada Rep, **Traci Foss-Jeans**, TNCC Instructor Trainer (resides in Grand Falls-Windsor, Newfoundland) and **Brenda Lambert**, TNCC/ENPC Instructor Trainer, incoming Central Canada Rep (resides in St. Thomas, Ontario). Both Traci and Brenda will attend the fall NCAC meeting November 6–8 and assume their committee duties after this meeting.

## Course Administration Updates

### Attention Course Directors! Send NENA Indirect Fees to new NENA Treasurer

Lori Quinn, NENA Treasurer  
101, 1001 West Broadway—Unit 167  
Vancouver, BC V6H 4E4  
E-mail inquiries: [treasurer@nena.ca](mailto:treasurer@nena.ca)

Please include the appropriate paperwork when sending your Indirect Fees to the NENA Treasurer. There is an ongoing problem with cheques being sent to the NENA Treasurer without the appropriate information (course number, number of participants, course director, province where course was held).

*NCAC wishes to recognize and thank Jerry Bell for his dedication to the role of NENA Treasurer, processing of all those course fees, and liaison with the NCAC Committee.*

## Revised Canadian Course Administration and Resource Manual

As per the contract between NENA and ENA, Canada does follow the ENA Administrative Guidelines for TNCC, ENPC and CATN-II courses. We are permitted to customize some administrative procedures; NCAC has developed a Canadian Course Administration Manual, which was last revised in 2006.

We have just finished revising this manual again, entitled, "**Interim Canadian Course Administration and Resource Manual**", which will be in effect until the online course application process is available through [www.nena.ca](http://www.nena.ca). You can download this interim manual from the NENA website.

## NENA recruitment/retention Powerpoint presentation

Course directors are asked to include the new NENA recruitment/retention slide presentation during their TNCC, ENPC and CATN-II courses. This presentation

can also be shown during conferences and other educational events. You can download the PDF version of “NENA Recruitment PowerPoint” from the NENA website at [www.nena.ca](http://www.nena.ca).

## Current NENA membership required of all instructors

A reminder that all instructors/course directors teaching in Canada must have a current NENA membership. It is the individual instructor’s responsibility to renew, but NCAC is asking that course directors also ensure their instructors are current.

## Course applications to ENA/ENA Course Operations Canadian Liaisons

Course directors are still asked to submit their course applications to [courseops@ena.org](mailto:courseops@ena.org) when submitting them via e-mail, as someone is always monitoring this e-mail address regardless of who is out of the office.

ENA has designated two staff members, Mary Caplis and Amanda Holubar, to serve as liaisons for our Canadian courses. Both Mary and Amanda have other duties at ENA, but will be most familiar with Canadian issues.

Course directors can contact Mary directly at [mcaplis@ena.org](mailto:mcaplis@ena.org) and Amanda at [aholubar@ena.org](mailto:aholubar@ena.org) for specific questions about their course applications or course materials.

**We will let course directors know when the process will be changing over to submitting course applications directly to NCAC via the NENA website.**

**All course manuals and materials will continue to be shipped from the ENA Office.**

## Update on French Translation of ENPC and TNCC course materials

NCAC appreciates the efforts of Claire Thibault, Senior Advisor, MUHC Pediatric Network in Montreal, and the McGill University School of Translation,

for the translation of our course materials. NENA has financially contributed to this project, which has been subsidized by McGill.

### *TNCC 6th Edition*

- Both Exam A and Exam B have been translated.
- McGill is currently translating the slides (anticipate completion late Fall 2009) and will then start translation of the Provider manual.
- Course directors who have French-speaking TNCC course participants can request available French course materials from the NCAC Chairperson at [chairncac@nena.ca](mailto:chairncac@nena.ca)

### *ENPC 3rd Edition*

- Exams, slides and Provider manual have been translated.
- An ENPC course in October 2009 at Montreal Children’s Hospital (affiliated with McGill) will trial the French course materials.
- NCAC will be discussing reproduction/distribution/purchase price of this French ENPC package with both ENA and NENA Board of Directors.
- ENPC course directors with French-speaking participants can contact NCAC Chair for more details on the availability of these materials.

## Instructor courses in Canada

NCAC endorses the dissemination of courses throughout the country and encourages the development of new instructors. If you require an instructor course in your area, please send a letter of intent, outlining the rationale for more instructors, to NCAC members at [ncac@nena.ca](mailto:ncac@nena.ca) prior to requesting your course.

## Requesting course directors/instructors from the U.S. to teach in Canada

There have been a few situations in the past six months where U.S. instructors were asked to teach courses in Canada. As per our course contract with ENA, NENA has agreed to handle course requests and needs in Canada. If Canadian instructors are not able to meet the course needs, then instructors from

other countries will certainly be considered/invited to teach. The positive side of these situations is the identified need for more instructors in certain areas of Canada. As per our Canadian Course Administrative Manual, all instructors and course directors who teach in Canada must be current members of NENA, even if they are teaching just one course. U.S. instructors would have to become familiar with specific Canadian course administrative procedures. U.S. course directors would still have to pay NENA Indirect Fees.

## TNCC Update

### TNCC reverification course

ENA is pleased to announce that a new TNCC reverification course, based on the 6th edition TNCC provider course, has been developed. Course directors were mailed the new CD and course information in August 2009.

Participants must have a **current TNCC provider card**, and submit a copy with their course application. The reverification course will be offered over one day. Participants do need to prepare by reading the TNCC provider manual, 6th edition, and completing a Pre-Test before the course. Key points from each lecture will be reviewed, as well as the skill stations. As with the provider course, participants must complete the written exam and the Trauma Nursing Process evaluation station.

As with the ENPC reverification course, NCAC will pilot this TNCC reverification course across Canada in the next six months. Pilot sites identified so far include Ottawa, Calgary, Red Deer, Edmonton, and Kenora. There will be other pilot courses scheduled. Course directors of these pilot courses will be asked to provide feedback on this new course. NCAC will then make recommendations as to the offering of this course in Canada.

## TNCC mechanism of injury lecture

Though mechanism of injury is discussed in each chapter of TNCC, NCAC suggests that the information in the previous lecture is so valuable that you may still wish to incorporate it into your course as a lecture.

Some instructors are currently doing this and already have prepared material. Should you wish to receive the "Mechanism of Injury" PowerPoint for your 6th edition TNCC courses, simply e-mail [ncac@nena.ca](mailto:ncac@nena.ca) with your request. Please provide both your e-mail and mailing address; if the file is too large to be e-mailed, you will be sent a CD.

## ENPC Update


### ENPC revision workgroup

ENA is getting underway with the 4th edition of the ENPC course. They have formed an ENPC revision workshop and sent a survey to current ENPC instructors and course directors (deadline for responses was August 31). NCAC has asked to be involved with the revision process by reviewing written chapters, skill stations, exams during the designated content review periods. Depending on the new course design, there may be an opportunity to submit Canadian epidemiology content on pediatric illness and injury.

The 4th edition of the ENPC course is not expected to be ready until 2011.

## CATN-II Update

There are currently CATN-II course directors and instructors in B.C., Alberta, and Ontario. Manitoba has started the process for two course directors. NCAC would like to see the CATN-II course offered across the country. Many course directors and instructors are willing to travel.

If you would like to host a CATN-II course in your area, please contact [ncac@nena.ca](mailto:ncac@nena.ca). Maximum number of participants is 24. 

## Contact us: NCAC committee members

General e-mail to reach all NCAC members: [ncac@nena.ca](mailto:ncac@nena.ca)

### Chairperson

Carole Rush, Calgary, AB  
[chairncac@nena.ca](mailto:chairncac@nena.ca)  
[carole.rush@albertahealthservices.ca](mailto:carole.rush@albertahealthservices.ca)

### Western Canada Reps

Margaret Dymond, Edmonton, AB  
[margaret.dymond@albertahealthservices.ca](mailto:margaret.dymond@albertahealthservices.ca)

Colleen Brayman, Kelowna, BC  
[Colleen.Brayman@interiorhealth.ca](mailto:Colleen.Brayman@interiorhealth.ca)

### Central Canada Reps

Kathy Woloshyn, Winnipeg, MB  
(term complete November 2009)  
[KWoloshyn@exchange.hsc.mb.ca](mailto:KWoloshyn@exchange.hsc.mb.ca)

Debra Bastone, Kenora, ON  
[dbastone@lwdh.on.ca](mailto:dbastone@lwdh.on.ca)

Brenda Lambert, St. Thomas, ON  
(term commences November 2009)  
[BLambert@stegh.on.ca](mailto:BLambert@stegh.on.ca)

### Eastern Canada Reps

Pat Walsh, Grand Falls, NL  
(term complete November 2009)  
[Patricia.Walsh@centralhealth.nl.ca](mailto:Patricia.Walsh@centralhealth.nl.ca)

Ann Hogan, Quispamis, NB  
[hogaan@reg2.health.nb.ca](mailto:hogaan@reg2.health.nb.ca)

Traci Foss-Jeans, Grand Falls, NL  
(term commences November 2009)  
[tfossjeans@cwbc.nl.ca](mailto:tfossjeans@cwbc.nl.ca)

## outlook

### Profile

## Profile: Major Rhonda Lee Crew, RN, BScN, CD, CHE




I am Major Rhonda Lee Crew. Whilst there are many labels that define me, there are three that I value most: woman, soldier and health professional. These three feel like the ones that most accurately reflect who I am and who I want to be in the world.

I am a woman. As a woman, I am the spouse of a Canadian Forces Search and Rescue Technician, Duane Bryson; I am stepmother to Alex, 10, and Jeff, 12. I am also a daughter, a stepdaughter, a sister to three sisters, an aunt to three nieces and three nephews, and a cousin and friend to many.

I am a soldier. As a soldier, I am one of the most blessed persons in Canadian society. I have been given the opportunity to serve my country and its citizens in times of peace and conflict. I have served

at six different wings/bases. I have completed three tours (two to Bosnia and one to Afghanistan), and I have taken innumerable courses all while achieving the rank of Major. I am now the Flight Commander of Canada's Canadian Forces Aeromedical Evacuation Flight, and I am the Aeromedical Evacuation Senior Practice Leader for the Canadian Forces.

I am a health professional. As a health professional, I graduated as a registered nurse from the Victoria General School of Nursing, Halifax, NS, in 1992, then with a Bachelor of Science in Nursing from Dalhousie University, Halifax, NS, in 2004 and, finally, as a Certified Health Executive from the Canadian College of Health Service Executives in 2009. 

# Photos from the National Emergency Nurses Affiliation (NENA) Conference









## British Columbia

### ENGBC Update

- ENGBC is now ENABC—Emergency Nurses Association of British Columbia. In late 2007 and early 2008, Professional Practice Groups were advised that under the interpreted mandate of CRNBC, it seemed unlikely that the PPGs would continue and the PPGs should look to other types of organizational structures to continue.
- ENGBC members voted to disaffiliate from CRNBC and form a non-profit association.
- September 4, 2009, ENGBC became Emergency Nurses Association of BC—S 55634.

ENABC has started out this membership very well, with 109 renewals to date, well ahead of where we were last year at this time.

ENABC hosted a two-day fall conference in Kamloops on October 25–26. Pre-conference sessions, including ENPC and ACLS, were offered on October 23–24. For more information, please check our website at [www.engbc.com](http://www.engbc.com).

Our AGM was held during the conference, at which time we installed new officers, updated our members on plans to align with government agencies working to introduce mandatory

gunshot/stab wound reporting and cell phone use/texting while driving a vehicle. We also asked members if we should change our logo to reflect our name change.

In September, ENABC was invited to give a presentation to BC emergency service leaders. Sharron Lyons, immediate past-president and current treasurer, gave the presentation, speaking about our goals to increase our visibility, increase our membership and what ENABC and NENA can provide to BC nurses. It was well received.

**Respectfully submitted by**  
**Sherry Uribe,**  
**BC Director**

## Alberta

### November 2009

ENIG currently has 140 members. Our fall conference was held in Canmore on October 2–4 with 55 attendees. Our numbers this year were down significantly, which we feel is a reflection of the economic recession combined with the uncertainty nurses are feeling with our new Alberta Health Services structure. Those attending stated that the speakers were dynamic and informative, and the evaluations provided some good feedback that we will follow in our 2010 plans.

Elections were held at the AGM, and the members of the new executive will assume their roles on July 1, 2010:

- Leslie Olson, President
- Dawn Paterson, Incoming President
- Judy Skanderup, Past-President
- Margaret Dymond, Secretary
- Julie Aceron, Treasurer
- Geri St. Jean, Communications Officer
- Karen Melon, Incoming Communications Officer

There are many challenges facing emergency nurses in Alberta. The rising influenza numbers and concern about

H1N1 has seen an increase in ED volumes throughout the province of up to 45% in some areas. Nurses at triage are now wearing masks and eye shields and doing ILI screening on all patients. The public is fearful and a change in availability of immunizations brings many to the ED.

The number of admitted patients in EDs has also increased, as the need for isolation rooms on many admits makes bed placement a challenge. EDs are also holding ICU patients for a longer period, as the number of intubated rises.


Pandemic planning at site specific, regional and provincial levels has increased the workloads to all departments, and is in a “fluid” state, as information is constantly changing.

Emergency departments across the province are facing cutbacks, delays in supplies and staff mix changes, as all decisions need to be approved at a provincial board level. We understand that all departments will soon be asked to reduce costs by 3%, which will place even more stress on an already taxed health care system.

Additionally, Alberta nurses are entering into a negotiation year for their contract.

The number of staff off due to illness, specifically influenza, has led to many challenges for the EDs.

New graduates in nursing are unable to find employment in Alberta and are leaving the province.

I feel that ENIG will be challenged in the upcoming months in supporting the values we believe in while trying to work within the framework imposed on us by Alberta Health Services. 

**Respectfully submitted by**  
**Leslie Olson,**  
**President of**  
**ENIG of Alberta**

