



VIHA



Penticton



Royal Columbian



St. Paul's

Celebrating Clerical Team Appreciation Day 2009

Welcome to the latest edition of *PaperWork*.

On November 18, HEU clerical workers across the province celebrated Clerical Team Appreciation Day. There were balloons, cakes, raffles, posters, banners, fridge magnets and lanyards, just to name a few of the ways that we had fun sharing this important day. This day helped raise awareness of the crucial role that we play in patient care, both among ourselves and with other team members with whom we work every day.

According to feedback from around B.C., some HEU clerical workers were surprised, while others were touched, to receive a simple "Thank you" – as it isn't often heard in recognition of our work. Some units and departments gave rounds of applause to their clerical workers, and told them that "they were appreciated every day" and "we need you to be able to do our jobs." Many locals also sent in pictures of their events, and we thank them for sharing these.

We not only look forward to celebrating this day with all of you again next year, but also look forward to continuing to celebrate the positive impact of our roles in the workplace every single day of the year.

MYTH OF THE "BACK OFFICE" WORKER

With the advent of the Shared Services Organization (SSO), we must remind everyone that there's no such thing as a "back office" worker. We are all part of the patient care team.

Can you imagine a day without clerical workers? No appointments would be booked, no patients admitted, no charts updated as the patient moves within a facility, no procedures transcribed and disseminated to the correct recipients, no telephones answered, no supplies ordered, no cheques issued, no physicians paged. These are only a small number of the functions that we perform as clerical workers to keep patient care running properly. Removing even some of these

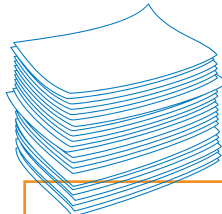
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members from the Facilities Bargaining Association (FBA) would weaken the integrity and functionality of the entire health care system.

As we head into bargaining, please watch for more information on the HEU website, in newsletters, and by attending your local meetings.

In solidarity,

HEU clerical subcommittee
clericalworkers@heu.org



DID YOU KNOW THAT ...

- admitting clerks and receptionists are front-line workers, who are exposed to contagious diseases on a daily basis?
- medical transcriptionists are as well-versed in medical and pharmacological terminology as are most physicians and surgeons?
- medical imaging and bed booking clerks make life-altering decisions every shift that directly impact the health and well-being of critically ill patients?
- clerks in stores and maintenance departments make inventory decisions that affect the ability of almost all medical personnel to perform their duties?
- a switchboard operator sometimes processes over 200 calls in a single hour?



**HAPPY
HOLIDAYS!**

from HEU's
Clerical
Subcommittee