



**COLLEGE OF MEDICAL LABORATORY  
TECHNOLOGISTS OF MANITOBA**

**Spring 2016**



## COLLEGE OF MEDICAL LABORATORY TECHNOLOGISTS OF MANITOBA

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### HOURS OF OPERATION

Monday to Friday - 8:00 AM to 4:00 pm

Please call the office before coming in to ensure  
that someone will be here.

*REGULATOR REVIEW*  
*SPRING 2016*

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## MESSAGE FROM THE REGISTRAR'S DESK – THINGS YOU SHOULD KNOW

Adam Chrobak, BSc, MLT, Registrar, CEO



Reminder; CMLTM has moved to exclusively electronic communications with registrants. The goal is to reduce printing and postage costs and achieving efficient communication with our membership. This will include communication such as the newsletter, nominations, elections, AGM notices and renewal notices. CMLTM will be accepting only on-line renewals beginning this fall for the 2017 renewals. The 2017 renewal notices will only be sent out by email. To ensure you receive all of the important communications that CMLTM sends out, please make sure to provide us with your current valid email address. Personal email addresses are preferred. When sending emails to CMLTM, please remember to use appropriate subject titles and document names.

It has been more than half a year since CMLTM has moved into its new building at 245 Lilac Street. The renovations on the main floor have been completed. The building is approximately 2,700 sq. ft. consisting of a newly renovated reception area, a large boardroom (with skylights), and extra office space (still awaiting development) which will eventually be leased to offset the building costs. I have started to put together a “laboratory museum” consisting of vintage lab equipment/items. If you are cleaning out your lab and you come across something interesting, please consider donating it to our museum. CMLTM invites its membership to drop in to see the new office when they are available. Please make sure to call ahead to ensure that someone will be in the office at that time.

The CMLTM Council has approved a part-time Deputy Registrar position in the 2016 budget. Council is currently reviewing the job description for the new position. Once the Deputy Registrar job description has been approved, CMLTM will advertise for the new position. The main responsibilities for the Deputy Registrar will include; managing the CMLTM volunteers, the Continuing Competency Program, and succession planning.

CMLTM is currently investigating jurisprudence as a requirement for registration. What is jurisprudence? Jurisprudence is the study and understanding of the laws (Acts and Regulations), by-laws, and practice standards, code of ethics, and guidelines that govern your practice as an MLT. A number of professions have already required their registrants to participate in some form of jurisprudence (exams or learning modules) including the College of Medical Laboratory Technologists of Alberta (CMLTA). CMLTM will be looking for input from our registrants. If you are interested in participating in this project, please contact the CMLTM office.

For more information on these and any other topics related to your practice visit the CMLTM website at [www.cmltm.ca](http://www.cmltm.ca)

*Submitted by Adam Chrobak, BSc, MLT  
Registrar/CEO*

## PROFESSIONAL PRACTICE IN CANADA SEMINARS FOR INTERNATIONALLY EDUCATED APPLICANTS

In conjunction with the Office of the Manitoba Fairness Commissioner (OMFC), CMLTM has developed a series of presentations designed to help internationally educated health professionals (IEHP) adjust to practicing in Canada. These sessions are presented over 5 evenings and are held at the CMLTM offices. Participants will be required to attend all 5 presentations for their full benefit.

There is a \$75 fee to attend for the entire series. If you or anyone you know is interested, please visit the [CMLTM website](http://www.cmltm.ca) to download the information and registration package.



**Oleksandra Synova, MLT**



**Erin Martin, MLT**

## NEW COUNCIL - COMMITTEE MEMBERS

### **Oleksandra Synova, MLT**

For the 2016 year, CMLTM welcomed two new members to the Council. For District One (the City of Winnipeg), we welcomed Oleksandra Synova to the board as a Member at Large.

Ms. Synova has been working in the health care field since 2004, where she started as a Medical Laboratory Assistant working in Toronto, Ontario. She has been working as a Medical Laboratory Technologist since 2006, upon graduating from The Michener Institute for Applied Health Sciences. Since then, Ms. Synova has worked in both Saskatchewan and Manitoba. As of 2014, Ms. Synova has been sharing her expertise in the field of medical laboratory technology to 2nd year MLT students as a Clinical Instructor for DSM - both at the Health Sciences Center and the St. Boniface Hospital.

It is clear to CMLTM that Ms. Synova has a strong dedication to the MLT profession. We are looking forward to seeing her continued growth as an MLT and a member of the CMLTM Council.

### **Erin Martin, MLT**

For District Two (rural), CMLTM welcomes Erin Martin to the Council as a Member at Large.

Ms. Martin has been a member of CMLTM since 2008 when she graduated as an MLT from Red River College. She holds a General Bachelor of Science with a focus in Microbiology and Biochemistry from the University of Manitoba. As of 2013, she has been an active volunteer with CMLTM and serves as a member of the Complaints Committee. Her many skills in the field of medical laboratory technology have been put to use for 9 dedicated years at the Bethesda Hospital in Steinbach.

Outside of her work, Ms. Martin has been an active volunteer in her Church community. Her work as a volunteer has given Ms. Martin many useful skills, particularly in leadership. CMLTM sees these skills as a great asset and we are happy to have Ms. Martin serving on our Council.

### **Tracey Pearson, MLT**

CMLTM's Inquiry Committee is welcoming a new member to its ranks.

Tracey Pearson has been a member of CMLTM since its founding. She has been working as an MLT for many years, during which she has amassed a skillset that CMLTM is happy to have on our committee. As a Charge Technologist, Ms. Pearson's leadership and planning skills will be a benefit to her on the Inquiry Committee. CMLTM is happy to have her and we look forward to long working with her into the future.

### **New Chair of the Board of Assessors**

After many long years of service, Gloria Mactavish has stepped down as the Chair of the Board of Assessors. In her place, Tracey Pronyk-Ward has stepped up to take the position. In times that Ms. Mactavish was away, Ms. Pronyk-Ward has often covered for her. She has been a dedicated member of the Board of Assessors for many years and CMLTM is looking forward to working with her further

## BELDEV BEDI, PUBLIC REPRESENTATIVE



**CMLTM is welcoming Baldev Bedi as the new Public Representative for the Complaints Committee.**

Mr. Bedi brings to CMLTM an M.A. with honours in Economics from the Punjab University in Chandigarh, India. He is currently employed as a sales associate and authorized official with Re/max Executives Realty for fifteen years, prior to that Mr. Bedi was owner/ broker of Aman 1st Realty Ltd. He is an active member in Indian community through various organizations volunteer work

As many know, the membership body of CMLTM has a diverse cultural background. Through his personal and volunteer life, Mr. Bedi has accrued several skills in cultural sensitivity. He keeps himself apprised of current affairs and the effects they have on people from different backgrounds. CMLTM believes that Mr. Bedi's experiences and training will be a great benefit to us and our membership through his service on the Complaints Committee.

*We are looking forward to working with Mr. Bedi in the future.*

## CRISIS IN MLT HEALTH HUMAN RESOURCES

**Adam Chrobak, BSc, MLT, Registrar, CEO**

For quite some time, CMLTM has identified that there was an impending crisis in the labs of Manitoba.

The average age of MLTs practicing in Manitoba is 50 years old with 38% of MLTs being older than 50 years old. Since 2011, there have been roughly fifty MLTs retiring each year except for 2012 where there was 99 retirements. There are only 25-30 new Red River College graduates that have passed the CSMLS exam and are able to enter the practice annually.

This situation means that there is a deficit of 20-25 MLTs in the workforce annually. Since I have taken over as Registrar in 2010, there has been an overall decrease in the number of practicing MLTs on the CMLTM roster by 10%. Unless things change, the situation will continue to get worse.

CMLTM has met with Manitoba Health, Red River College, CSMLS, MAMLS, CP&SM, and employers to discuss this situation. A number of issues have been identified and CMLTM will be working with RRC and the other stakeholders to address these issues.

The number and quality (competency) of RRC MLT graduates is a key factor for the future of the medical laboratory technologist profession.

Do your part. It is important for you as an MLT professional to pass down your knowledge and skill to the new generation of MLTs. Consider being a mentor to a student or new grad and give back to your chosen profession, Medical Laboratory Technology.

*Submitted by Adam Chrobak  
Registrar/CEO*



# FREQUENTLY ASKED QUESTIONS

## Janelle Baril, CMLTM – Administrative Assistant

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### 1) HOURS OF OPERATION

*Monday to Friday – 8:00 A.M. to 4:00 P.M.*

Please always call or e-mail ahead of time to confirm that someone will be at the office. There is only the Registrar and the Administrative Assistant here presently. The Registrar frequently has meetings that take him out of the office and sometimes due to appointments for the Admin. Assistant the office will be closed for a short period during the day.

### 2) WEBSITE LOG-IN

The username is your 5-digit CMLTM number.

The default password is your 5-digit CMLTM number followed by your initials in lowercase.

Please always try the default password first before contacting the CMLTM office for a password reset. Nine times out of ten, this is what works and a reset is never actually done.

Example for “Happy Technologist”:  
Username: 00000  
Password: 00000ht

### 3) RECORD CHECKS

The recent renewal season was the first that these were required and there seems to have been quite a bit of confusion regarding their submission. Hopefully the following will clear that up. Any further questions can be forwarded to the CMLTM office.

#### a. What you need

- Criminal Record Check
- Vulnerable Sector Check
- Child Abuse Registry Check
- Adult Abuse Registry Check

#### b. Where to get them

Please review the Records Check Information Sheet on the main page of the CMLTM website. It can be found under the Printable Downloads section. It contains detailed information on where and how to apply for all the above record checks.

Please note that the Criminal Record Check and Vulnerable Sector Check can both be ordered from the Winnipeg Police Services (WPS) or your local RCMP detachment. The Child Abuse Registry Check (CARC) and Adult Abuse Registry Check (AARC) are ordered from separate departments. They are not on the same sheet and they are not included on what is ordered from the WPS or RCMP. If ordered online, the CARC and AARC can be ordered and paid for at the same time.

#### c. Online renewal

You will not be able to complete your renewal online if you do not have the record checks. You can only add your hours worked for the current year. The declaration and the payment are after the record check page. But you can still renew your membership if you do not have all your record checks! Contact the CMLTM office to pay your membership fee before the deadline to avoid the late fee and then complete your renewal online when you have all the required documents. Notify the CMLTM office when you have added the documents and signed the declaration. You will not have to pay a second time.

#### d. Consequences

If you pay your membership fee by phone, your renewal will be considered incomplete until you have completed it online (this includes hours worked in the current year, the signed declaration, and all four record checks.) Your card and tax receipt will not be mailed out until we have received all mentioned. If we have not received all of the above by December 31st, you will not be able to work in the following year. Any memberships that do not have all required documentation will be suspended as of January 1st and employers will be notified. Anyone working as an MLT without an active license will be subject to a \$500.00 fine.

[Continued on next page.](#)



# FREQUENTLY ASKED QUESTIONS

## Janelle Baril, CMLTM – Administrative Assistant

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### e. PDF format

Now that we have phased out the paper renewals, please remember that when renewing online, your documents must be in PDF format. Our database cannot read other formats and we cannot download them from the website if you have changed your password from the default (meaning we can't log in to access them).

### f. Review your scan

Many of the record checks come on legal size paper. Please ensure that you have scanned the entire page. We will not accept a submission if the bottom portion of the page is missing, as the results of the record check and the date stamp will be there. Scan both the top and the bottom if your scanner cannot process legal paper.

### g. Frequency

CMLTM will require the submission of the record checks every 5 years. We will inform you earlier in the year when you will be required to submit them again. Due to the high level of request the registry offices receive, please make sure to apply for the record checks as early in the year as possible. Do not wait until you receive your notice for membership renewal to apply for them.

## 4) CHANGES TO MEMBERSHIP

- You can update your contact information (address, phone number and e-mail address) online or by contacting the CMLTM office. Please ensure that CMLTM has your most up to date contact information at all times.
- If you change workplaces, CMLTM must be notified immediately.
- You cannot change your membership status online. If you are changing to Inactive, Active, Inactive-Retired or closing your membership, you must contact the CMLTM office to do so.

## 5) INACTIVE VS INACTIVE-RETIRED VS CLOSED

### a. Inactive

- An Inactive membership is for members on maternity leave, disability leave, or ones who would like to retain their MLT title while not working as an MLT. This

membership will allow members to serve on Council and vote at the AGM.

- The membership fee is \$100.00.
- An Inactive member does not need to submit the record checks.
- If a member has renewed as Inactive and wishes to return to Active during the following year, they will need to pay the remaining \$350.00 and submit all of the record checks prior to returning to work. They must have a minimum of 1200 practice hours in the last 5 years to return to Active.

### b. Inactive-Retired

- An Inactive-Retired membership is for members who have retired but wish to continue to be a part of the college. This membership will allow members to serve on Council and vote at the AGM.
- The membership fee is \$50.00.
- An Inactive-Retired member does not need to submit the record checks.
- If a member has renewed as Inactive-Retired and wishes to return to Active during the following year, they will need to pay the remaining \$400.00 and submit all of the record checks prior to returning to work. They must have a minimum of 1200 practice hours in the last 5 years to return to Active.

### c. Closed

- Your membership will be closed and you cannot use the MLT title.
- If a member has closed their membership and wishes to return to practice, the membership fee is \$450.00 and is subject to a \$100.00 reinstatement fee.

If you have any questions, please do not hesitate to let us know.

*Submitted by Janelle Baril  
CMLTM – Administrative Assistant*



## THE AUDIT PROCESS

Janelle Baril, CMLTM – Administrative Assistant

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Late last year it became known to CMLTM that there were some rumours going around about the audit process and how members are drawn. I would like to take this chance to outline the process we have when drawing members and processing portfolios.

1. The Continuing Competency Committee decides the next date of audit.
2. The CMLTM Administrative Assistant uses a random number generator to create a list of 100 numbers that cover the range of our membership.
3. The list of generated numbers is checked against our database to see if the member matches the following criteria:
  - a. Has an active membership.
  - b. Has not been audited in the last 12 months.
4. The list is re-generated until a total of 80 numbers have been accumulated.
5. As required by our act and bylaws, members are contacted via Canada Post and e-mail at least one month prior to the deadline date of submission.
6. A notice will be sent out to the CMLTM volunteer auditors of the date of the audit to determine how many will be able to attend.
7. Portfolios can be submitted online\*, mailed, or dropped off at the CMLTM office. Presently we do not have a mailbox to receive portfolios after hours.
8. All portfolios are marked down on a receiving list with the date they were received. Those who submit their portfolio online must notify the office that they have done so.
9. After the deadline date, members who have not submitted will be contacted by phone and by e-mail to determine the status of their portfolio. They will have two weeks to submit their portfolio before the audit date.
10. Any members who have not submitted their portfolio by the audit date will be marked as non-compliant and their membership suspended. Their employer will be contacted.
11. The Continuing Competency Committee and the volunteer auditors meet at 8:30 A.M. on the audit date.
  - a. After a morning refresher and training session, the auditors process all of the received portfolios.

- b. Portfolios are divided into Pass, Marginal Pass, Pass Less Than 5 Years Practicing, Fail-Incomplete, Fail-Documents, and Fail-Activities bins with their auditor summary and additional comment sheets attached.
    - c. Result letters are created for each portfolio.
12. In the week following the audit, the Administrative Assistant goes through the processed portfolios and:
  - a. scans the auditor summary and additional comment sheets
  - b. prints the results letter
  - c. names and dates each file and sorts them into folders organized by member number
  - d. records the results of the audit in an Microsoft Excel document
  - e. records the results of the audit in the database
  - f. keeps a list of all failed audits and the due date of the resubmission\*\*
  - g. makes copies of the auditor summary and additional comments for all failed audits
  - h. sends registered letters with results, summary, and additional comment sheets to all members with failed audits
  - i. mails out results, summary, and additional comment sheets to passed audits with notice to pick up the portfolio (unless otherwise specified to shred or if it was submitted online)
  - j. keeps a list of all portfolios currently being held by CMLTM and awaiting pick-up

Please note that CMLTM does not mail back the portfolio. Please submit copies that can be shredded afterwards or arrange to pick up your portfolio from the office once you have received your results letter.

\* There is a step by step guide available on the CMLTM website for submitting your portfolio online. It is on the main page under the Printable Downloads section.

\*\* Resubmitted audits are marked down as received on this list and placed in the “received bins” for the next audit. If available, the Chair of the Continuing Competency Committee may come to the office and process the resubmission prior to the next audit date.

*Submitted by Janelle Baril  
CMLTM – Administrative Assistant*



# MANAGING WORKPLACE STRESS

by Michael Grant

As a health care professional, your days are spent ensuring the health of others. But, is your job a danger to your health?

The health care field can be a stressful environment. Not only is stress detrimental to your overall health, it can affect the ability to do your job.

For this reason, workplace stress can be managed effectively by each employee with the support of employers. This dual responsibility is the focus of Dr. David Posen's book, *Is Work Killing You?: A Doctor's Prescription for Treating Workplace Stress*.

Dr. Posen, a physician specializing in stress management gives his advice for both individual employees and for employers or managers to help manage stress in a healthful way.

Dr. Posen suggests the following tips to help individuals manage stress levels:

## 1. Decreasing or discontinuing caffeine

Most people do not realize that caffeine (from coffee, chocolate and cola beverages) acts as a stimulant, making us jittery, nervous and interrupts sleep patterns.

## 2. Exercising regularly

Adrenaline and other stress hormones cause physiologic changes such as increased heart rate and blood pressure, faster breathing, muscle tension and increased blood sugar.

With no place for this excess energy to go, our bodies can stay in a state of arousal for several hours. Exercise dissipates this excess energy. Regular exercise can provide an outlet for the stress in our daily lives.

## 3. Getting more sleep

Sleep is an important way of reducing stress. People dealing with unhealthy levels of stress often suffer from fatigue and, ironically, people who are tired do not cope well with stressful situations. These dynamics can create a vicious cycle.

Getting more sleep can make you feel better and improve your ability to cope with the stress you encounter during the day. Most people require seven to eight hours of sleep per night, although an individual's requirement can vary.

## 4. Taking time-outs

Your brain needs to take breaks from mentally or intellectually challenging roles, much like your muscles need breaks from physically demanding work.

Here are Dr. Posen's tips for how employers can help manage stress in their workforce:

### a) Acknowledge the problem

Stress is a real issue in today's work environment and acknowledging that the problem exists is a necessary first step towards change.

### b) Monitor stress levels

Employers need to watch how their staff function and intervene when they need help. Key areas to look at are the volume and velocity of their work and how they are coping with it.

### c) Encourage time-outs/breaks

Workplace culture has shifted over the years and now breaks are seen as luxuries that sometimes only exist on paper. Employer attitudes are partly to blame for creating such a culture. This can be changed by leading by example, taking short breaks yourself or encouraging employees to take breaks when you see they need to refocus.

### d) Be approachable

Let people know that if they are struggling, they can come and talk to you. Managers also need to ask questions to encourage employees to share how they are feeling about their work.

### e) Identify problem people and act

Managers need to be vigilant when confronted with the issue of abusive colleagues. This type of behaviour cannot be tolerated and while it may be easier to turn a blind eye in the short term, the situation will likely not correct itself. In fact, it typically gets worse.

By working together, both employees and employers can help mitigate the negative effects of a stressful work environment. Stress at work, especially working in the health care field, is never going to go away. Employers, managers and those in senior roles, should be looking at ways to help their staff manage that stress in the most positive way possible. Knowing how to do so will result in a more productive and healthier workforce.

*Michael Grant is the Director of Marketing and Communications at the Canadian Society for Medical Laboratory Science (CSMLS). The full version of this article was originally published in the Canadian Journal of Medical Laboratory Science, Vol. 75, no. 2 (2013). It has been republished here with permission.*



## BEING BULLIED AT WORK?

by Gene Shemetak

In recent years, workplace bullying has become an important topic in occupational health and safety. Recognizing the serious impacts of workplace bullying on productivity, employee satisfaction, staff turnover, and health costs has led to the introduction of legislation to address the issue in many jurisdictions. Accreditation Canada introduced a new Required Organizational Practice on Workplace Violence Prevention in 2010 that incorporates a requirement to consider a continuum of types of violence and develop a program to prevent and manage them. Numerous articles have highlighted the destructiveness of the workplace bully and greater numbers of workers are speaking out about their own experiences with a workplace bully.

According to the CCOHS article “Bullying in the Workplace”<sup>1</sup>, bullying is seen as “acts or verbal comments that could ‘mentally’ hurt or isolate a person in the workplace; ...it usually involves repeated incidents or a pattern of behaviours that is intended to intimidate, degrade or humiliate a particular person or group of people.”

### A partial list of examples provided in the article includes:

- Spreading malicious rumours, gossip, or innuendo that is not true
- Excluding or isolating someone socially
- Intimidating a person
- Undermining or deliberately impeding a person’s work
- Physically abusing or threatening abuse
- Removing areas of responsibilities without cause
- Constantly changing work guidelines
- Establishing impossible deadlines that will set up the individual to fail
- Withholding necessary information or purposefully giving the wrong information
- Making jokes that are ‘obviously offensive’ by spoken word or e-mail
- Intruding on a person’s privacy by pestering, spying or stalking
- Assigning unreasonable duties or workload which are unfavourable to one person (in a way that creates unnecessary pressure)
- Underwork - creating a feeling of uselessness
- Yelling or using profanity
- Criticising a person persistently or constantly
- Belittling a person’s opinions
- Unwarranted (or undeserved) punishment
- Blocking applications for training, leave or promotion
- Tampering with a person’s personal belongings or work equipment.

In many cases, there is an imbalance of power between the bully and the victim, with supervisors and managers often the perpetrators. However, this is not uniformly the case, as it is also possible for the bully to report to the victim. And we must also consider that the hierarchy of the organization does not always reflect the nature of power in an organization, as there is often an informal power structure in the organization in which those not with administrative control may exert strong influence over decision makers and, in essence, have more power than is evident by their position.

Bullying is a very difficult issue to tackle, as the bully often displays different characteristics when communicating with different people. People may find it very difficult to believe that this “reasonable person” they know could be a bully. As a result, the victim of the bully is often seen as the problem. There is often reluctance on the part of the organization to recognize bullying and it tries to approach it as inter-personal conflict that can be resolved with mediation. This complicates the approach to dealing with a bully.

If you think you are being bullied...

[Conitnued on next page.](#)



## BEING BULLIED AT WORK? by Gene Shemetak

Continued from previous page.

If you think you are being bullied <sup>2 3</sup> ...

Firmly address the situation - let the bully know that their behaviour is unacceptable, and ask them to stop. Try to avoid becoming emotional - stick to the facts. If your organization has policies that deal with harassment and bullying, let the perpetrator know that you view their actions in the context of the policy.

Document all incidents; keep a journal, identifying the date, times, names, witnesses, and the nature of the interaction, as well as the outcome of the incident. Keep any emails or letters received from the person. Keep your journal away from the workplace or under lock and key.

Seek the assistance of your Employee Assistance Program provider or your physician for support. Report the bullying to the person designated in your organization to deal with issues of harassment. If there is no one designated or your organization does not have a policy, report to your supervisor or manager or to your union or Human Resources representative.

The Public Services Health & Safety Association Handbook (see footnote below) suggests that you train yourself to listen carefully to the bully and, when you hear words of attack, excuse yourself with one of these responses and walk away:

- *Excuse me; I have a meeting to go to.*
- *I have something I have to attend to. I'll get back with you later.*
- *Pardon me, I was just heading out. Can we talk tomorrow?*
- *Let's talk later. I have something that can't wait.*
- *Do you think so? Maybe you're right.*
- *I don't agree, but I'm sure we can talk about this another time.*

Being bullied can lower your self-esteem and make you feel isolated. It is important to ensure you have support from family and friends when you are dealing with a workplace bully. Co-workers may be reluctant to make a complaint with you, as they may worry about repercussions. However, if the bullying behaviour affects several workers, you may have greater strength in numbers when reporting the behaviour. Remember that by reporting and dealing with a situation of bullying, you are likely also helping co-workers, who may be subsequent victims.

Your mental health and well-being are critical to your future. In some cases, if all attempts to eliminate the bullying behaviour have failed, it may be preferable to transfer to another department or even seek a new employer.

Gene Shemetak is the Occupational Health and Safety Consultant to the Canadian Society for Medical Laboratory Science (CSMLS). This article was originally published in the Canadian Journal of Medical Laboratory Science, Vol. 74, no. 3 (2012). It has been republished here with permission.

<sup>1</sup>Available at <http://www.ccohs.ca/oshanswers/psychosocial/bullying.html>

<sup>2</sup>Available at <http://www.ccohs.ca/oshanswers/psychosocial/bullying.html>

<sup>3</sup>Public Services Health & Safety Association; *Bullying in the Workplace: A Handbook for the Workplace*; 2010; ISBN 978-1-926937-07-6



# WHAT DOES IT MEAN TO BE A PROFESSIONAL?

Adam Chrobak, BSc, MLT, Registrar, CEO

Now that medical laboratory technologists are self-regulated through CMLTM, as an MLT you are part of a recognized health profession and are a health professional.

Being a professional means that you have:

- A common body of knowledge
- Standards of practice
- A Code of Ethics you must follow
- Have undergone the required training credentials for entry and career mobility
- Participate in a Continuing Competency Program (CCP)
- Have a representative professional organization (CMLTM, CSMLS)
- A vocation requiring specific and unique knowledge, learning or science

Here are the top 10 traits that define a true professional MLT:

## 1) Putting the Patient/Customer's needs first

The specimens you are working on are connected to a patient. The quality /accuracy of your results may have a direct impact on a patient's health outcomes. Other professionals are relying on your results when making health care decisions.

## 2) Being an expert in your field

The word professional implies that you are an expert, and technical competence is essential. Become an expert in the skills, knowledge and judgement required to do your job. Always perform to the best of your abilities. Keep your knowledge up to date.

## 3) Doing more than is expected

Professionals are expected to produce results. Strive to complete your workload as efficiently as possible. Professionals meet or exceed expectations whenever possible.

## 4) Accountability in your professional practice

Be accountable for your practice at all times even when things go wrong.

## 5) Communicate effectively

It is very important to be able to communicate efficiently and clearly to your colleagues, other health professionals, and patients. Your ability to communicate may have a direct impact on a patient's outcome.

## 6) Follow exceptional guiding principles

MLTs have Practice Standards, Code of Ethics, Standard Operating Procedures and other documents to guide their practice. Ensure that you are aware of them and follow them.

## 7) Respect & acknowledge the talents of your peers

MLTs tend to work as a team. Respect for your colleagues is essential for a fast paced setting like a laboratory to function efficiently.

## 8) Share your knowledge

It is very important for professionals to pass their knowledge on to the new generation of professionals. Whenever possible, be a mentor to a new MLT entering the profession. They are the future of our profession. Professionals help their peers and are respected for it.

## 9) Be a resource of knowledge

When asked upon, you should act as an expert resource for knowledge about your practice to your colleagues, other health professionals, and patients.

## 10) Pride in your profession

You are a Professional, you should be proud of it. Do not diminish the importance of what you do.

*Submitted by Adam Chrobak  
Registrar/CEO*



## CMLTM CALL FOR NOMINATIONS

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Nomination forms will be emailed out to all CMLTM members soon. There will be two vacant Council seats in rural (outside of Winnipeg) and one vacant Council seat in Winnipeg. These positions commence as of January 1, 2017.

The CMLTM Council is a very important part of the governance and regulation of the practice of medical laboratory technology in Manitoba. CMLTM provides orientation, education, and support to all Council members to help them as they serve on Council.

If you are interested or you know of someone that you think would be interested in being on Council please consider being nominated or contact the CMLTM office at 204-231-0311 or by e-mail at [adam@cmltm.ca](mailto:adam@cmltm.ca).

Serving on Council is an excellent way to truly understand what drives your profession. It's really interesting to be able to tie together the legislation to the "boots on the ground" work that we all perform. It is a way to give back to your profession and it adds to your CE portfolio and resume. Please consider helping to serve your college.

## CONTINUING COMPETENCY PROGRAM ONLINE

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CMLTM has developed a comprehensive on-line system to manage your portfolio electronically. Once you have logged into your CMLTM on-line account you can click on the Continuing Education tab to enter and upload your CE activities. You also have the ability to export the CE activities "Log Sheets" into Excel for your records. The system has the ability to create your CE "Summary Sheet" where you are able to see, based on your submissions, the status of your portfolio. Please remember that you should only upload documents in a PDF format.

You also can click on the Self-Assessment tab to complete your Self-Assessment.

If you have been asked to submit your portfolio for the CCP audit and you have entered all of your CE activities on-line, you will only have to email a copy of your C.V./resume and inform us that your portfolio has been completed on-line.

CMLTM will be eventually moving to only accepting CCP portfolios on-line in an effort to make the process more efficient and consistent. If you have not tried to use the on-line system, I invite you to visit the CMLTM website and log into your account.

CMLTM has even prepared a step-by-step guide to help you with this process.

Please feel free to contact the CMLTM office if you have any questions.



## JOIN CSMLS FOR LABCON2016

Hosted in Charlottetown, PEI, LABCON2016 will bring together medical laboratory professionals from across Canada for three days of learning, exploring and networking. This year CSMLS is excited to announce the addition of the Managers' Intensive Program - a customized, full-day program was created for people who manage others. The sessions will be led by industry experts who will help lab leaders navigate the potential challenges specific to their work environment. Taking place on Friday, June 17, those attending can also choose to register for two days of LABCON and make it a full weekend of education and career development.



### Managers' Intensive Sessions Include:

- Laboratory Costing
- Quality Management
- Performance Management in a Unionized Setting
- Calm, Assertive Leadership in the Laboratory

### LABCON Sessions Include:

- Lean Six Sigma In the Lab
- Interoperative PTH Testing
- Legal & Ethical Challenges of MLTs
- Transfusion Service Optimization
- Cytology Spotlight

In traditional LABCON style, the 2016 conference will deliver high calibre education to help you discover new technology and innovative procedures that can be used in your everyday work. Roundtable and panel discussions, along with plenaries and exhibitor sessions will delve deeply into timely topics relevant to today's laboratory industry.

Expand your professional horizons through unique learning opportunities, face-to-face interaction with experts and social time to connect with colleagues and friends from across the country.

*Visit [labcon.csmls.org](http://labcon.csmls.org) for more information.*

## SAVE THE DATES!

### Saturday, September 24, 2016, 11am – 3pm

The CMLTM Annual General Meeting will be on Saturday September 24th from 11am to 3pm. A lunch will be provided. Make sure to save the date!

The location has yet to be decided, but please keep an eye on your e-mail inbox as the AGM announcement will be sent out via e-mail in the coming months. You can make sure that CMLTM has your up to date e-mail contact information by logging in to your membership at [www.cmltm.ca](http://www.cmltm.ca). Personal e-mail addresses are preferred.

### Tuesday, October 4, 2016 – Wednesday, October 5, 2016

Valley Plains Academy of the Manitoba Association of Medical Laboratory Science will be hosting the Manitoba Congress of Medical Laboratory Science (MCMLS) in Portage la Prairie, Manitoba!

*Where:* The PCU Centre, 245 Royal Road South, Portage la Prairie

*When:* Tuesday, October 4, 2016 and Wednesday, October 5, 2016

For more information contact MAMLS or visit the MAMLS website, [www.mamls.ca](http://www.mamls.ca)

*And now for something completely different*

## ALBERTA HUMAN RIGHTS RULING ON CZECH-TRAINED ENGINEER'S ACCREDITATION REVERSED

**"A judge has reversed an Alberta human rights ruling that found a regulator discriminated against a foreign-trained man who wanted to work as an engineer."**

*Click to read the CBC News/Calgary story for more information.*



## WHAT IS A “CULTURE OF SAFETY?”

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A key strategy to support your learning about patient safety is to reflect on basic concepts and how you can apply these concepts in your daily practice. This article is the third in a series of articles highlighting a key patient safety topic.

The safety culture of an organization is the product of individual and group values, attitudes, perceptions, competencies and patterns of behaviour. A simplified way of describing culture is “the way we do business here”. Culture has a vital impact on the way in which organizations function. It is influenced by what is expected of each other, the way that teams behave, and beliefs that are shared. There are many components of culture, all of which are interconnected.

The British Columbia Patient Safety and Quality Council developed an excellent resource to address culture change. The following are examples of components of culture, with excerpts from “Culture Change Toolbox - General Healthcare<sup>1</sup>”.

**Teamwork and Communications** - the quality of teamwork, collaboration, communication, and conflict resolution. Patterns of teamwork are created over time. Start making improvements with something tangible and focused.

**Safety Climate** - the perceived level of commitment to and focus on patient safety within a work area. This will affect both client safety and caregiver safety. Safety climate includes feeling comfortable reporting safety hazards and learning from patient safety incidents.

**Just Culture** - emphasizes learning rather than blame when patient harm occurs. An atmosphere of trust is built so that individuals can openly discuss patient incidents, process improvements, and system corrections. Learning occurs to change systems to reduce the chance of the same event occurring again.

**Patients as Partners** - includes open and honest communication, respect, and care based on the whole person. Patient values and preferences are respected.

**Leadership** - that supports improving safety culture reflects a dedication to patient safety, support for frontline providers, addressing individuals who cause problems for others, and open and transparent sharing of information.

Some questions to ask yourselves to reflect on the safety culture in your organization:

- *Is it easy to ask questions if there is something you don't understand?*
- *Do you feel like your input is valued?*
- *How do people respond to patient safety incidents?*
- *How are patient values respected in your workplace?*
- *How are patient's questions handled? Do they feel comfortable asking questions in your workplace? Is it “Safe to Ask”?*
- *How does your team management disagreement? Do you work together to solve problems?*

Safety culture is important to improving patient outcomes and reducing patient harm. How can YOU apply these concepts to your personal practice?

Patient safety - make it YOUR responsibility!

For more information on patient safety, go to the Manitoba Institute for Patient Safety website at [www.mips.ca](http://www.mips.ca) and [www.safetoask.ca](http://www.safetoask.ca)

<sup>1</sup>*British Columbia Patient Safety and Quality Council (2013). Culture Change Toolbox. General Healthcare.*



# NEWS FROM THE CONTINUING COMPETENCY COMMITTEE

Danièle Bernier, MLT – Committee Member



## WHY WE AUDIT

Auditing portfolios as part of the Continuing Competency Program (CCP) has been taking place now for just over three years. Our principal reason for performing audits is, very simply, because legislation would have it so. However, every audit, auditors are often amazed by the submitted portfolios. The technologists who submitted them are clearly very dedicated to their patients and their jobs, and that dedication becomes tangible when an auditor reviews a portfolio. Auditors often find members who voluntarily exceed the 45 hours required by the program, and tap into activities from 4, or all 5 continuing education activities, not because they have to, but because they want to! All of the work that the CMLTM member did to put that portfolio together demonstrates to an auditor that dedication and pride. Volunteer auditors initially come to audits for different reason; some to earn credits, some to seek out ideas on how to improve their own portfolios, some for the free coffee and lunch!

However auditors who come back again and again, do so because at the end of the audit, through the work of the members audited that day who showed true pride and effort in improving themselves, their skills, or their knowledge, an auditor's own pride in themself, their profession, and their peers is renewed.

## A TYPICAL AUDITING DAY

Audit day begins with an auditor training PowerPoint presentation. Returning auditors often start auditing right away by tackling the large pile of portfolios that awaits review. This pile will not only include all of the portfolios that were requested for the audit, but also contain resubmissions of portfolios previously assessed as incomplete. An auditor's role is to ensure that each portfolio contains all of the required documentation, that activities submitted for review are within the given audit period, that the declaration has been signed, and that activities are properly logged. An auditor may re-categorize activities, discredit work practice activities, or change the amount of credit hours claimed. These changes are tracked on the Auditor Summary Sheet by the auditor. An auditor may take note of any continuing education activity listed on a member's log sheets not currently on the Approved and Not-Approved CE Activities List, in order to help expand this list for the benefit of all CMLTM members. The auditor repeats this process for as many portfolios as he or she likes. A Continuing Competency Committee (CCC) member reviews the Auditor Summary Sheet and the Summary Sheet submitted by the audited member. Any discrepancies between the two forms are investigated by the CCC member. The CCC member will notify the

auditor with any corrections to the audit as required. A CCC member will initiate the Audit Results Letter which will be reviewed and signed by the Registrar post-audit.

## CHANGES TO AUDITING IN 2016

Audits this year will be held in March, April, and October to better accommodate volunteer auditors who are more readily available in the Spring and Fall. The review of portfolios submitted for the October audit is to be completed prior to licensing renewal. Changes have been made to the auditor summary sheet which accompanies the audit results letter in an effort to provide the audited member with a more detailed explanation for any changes to credit hours or re-classification of activities in their portfolios.

## MEMBER FEEDBACK

Please continue to send any comments or questions on your results letters or auditor summary sheets to the office of the Registrar.



## MANITOBA APOLOGY ACT FOLLOW UP

Adam Chrobak, BSc, MLT, Registrar, CEO

Patients and their families expect to be told when something has happened that has harmed them or had the potential to harm them. Patients have a right to know this information and informing them honestly and fully is the right thing to do.

The Manitoba Government has passed the Apology Act which allows health care providers the ability to apologize without having to worry about liability implications. *You can visit the CMLTM website for the link to the Apology Act or click here to be taken to it directly.*

The Manitoba Institute for Patient Safety (MIPS) and the Manitoba Alliance of Health Regulatory Colleges (MAHRC) has collaborated to create an information sheet regarding the importance and the impact of an apology.

CMLTM, MIPS, and the MAHRC all believe in the importance of promoting a shift in patient safety culture. The Apology Act is an important part of this culture change. CMLTM would like to hear your questions, comments or concerns about the Apology Act.

Have you had a chance to positively impact patient safety?

*Submitted by Adam Chrobak  
Registrar/CEO*

## CMLTM HONORARY MEMBERSHIP

The CMLTM Council has created the Honorary Membership in recognition of an individual's outstanding contributions to the College of Medical Laboratory Technologists (CMLTM).

Nominations may be submitted by members at large and each nomination must be accompanied by a citation outlining the nominee's contribution to the CMLTM and commitment to ongoing diagnostic standards through licensing and regulations in the province of Manitoba.

Nominations must be submitted to Council no later than May 31st of each year, and must have a minimum of two nominees. Nominations must receive the unanimous approval of Council to qualify for the awards. Nominations that are declined are not kept on file and must be resubmitted for further consideration.

Nominations and a biography stating the achievements must be submitted in writing and include the following:

- Diplomas/degrees held by the individual *(including institutions)*
- Professional Involvement—the contributions made to CMLTM and to the profession of Medical Laboratory Science in the province of Manitoba.
- The contributions made to further the aims and goals of CMLTM through other professional associations i.e. legislator, lawyer
- Other information relating to outstanding service as outlined in the criteria
- Signatures of two members

The recipient shall be exempt from annual dues, entitled to attend and generally participate in College meetings (with the exclusion of voting or being appointed or elected to any position within the college), and will receive copies of official College publications.

A certificate to commemorate the award will be presented at the AGM of the CMLTM. Reasonable expenses of the recipient will be paid by the CMLTM to receive the award in person, as determined by Council.

The deadline for submissions is May 31, 2016.



## CMLTM MENTORSHIP

Michele Sykes, Mentorship Program Coordinator



Are you looking for a way to give back to the medical laboratory community and share your knowledge, skills, and experiences with someone else in the profession? Maybe you are new to the profession or looking for ways to improve your practice through discussion with a subject matter expert? CMLTM can provide you the chance to be a mentor or protégé and establish meaningful professional relationships that meet the goal of achieving patient excellence and maintaining public safety.

Last spring CMLTM piloted the mentorship program with a group of driven individuals who saw benefit for all. We are looking to sustain this program, and for that reason, we are placing a call to the membership for more professional volunteers. This comprehensive program consists of a three hours initial training session for all participants about the principles and best practices of mentorship, guidance from the Mentorship Coordinator in creating a mentorship plan based on individual personal/professional goals, and access to an inclusive and diverse community of practice regardless of employer, background, or discipline. Time commitments are flexible based on the needs of the participants.

Mentoring is an opportunity to connect with others who wish to provide excellence in patient care with support of a colleague. If you are interested and would like to participate as either a mentor or protégé, please contact [adam@cmltm.ca](mailto:adam@cmltm.ca). Chose to be part of the medical laboratory culture that embraces and shares all of the valuable knowledge and experiences that we as medical laboratory technologists possess.

*Respectfully submitted,*  
*Michele Sykes*  
*Mentorship Program Coordinator*

## CMLTM VOLUNTEER OPTIONS

CMLTM is always looking for a few good MLTs for a number of volunteer positions within CMLTM.

Currently, the CMLTM Complaints Committee is looking for investigators to work with our Complaints Committee.

If you are someone that is curious, have an attention to details and can look at an issue un-biased and objectively, you might be the perfect candidate.

You will be given specialized investigator training to prepare you to investigate complaints and report your findings to the Complaints Committee.

If you are interested or you know of someone that you think would be interested in being a Complaints Committee investigator please contact the CMLTM office at 204-231-0311 or by e-mail at [adam@cmltm.ca](mailto:adam@cmltm.ca).

Serving as a Complaints Committee investigator is an excellent way to truly understand your profession and give back to it.

Please consider helping to serve your college.



# MEDICAL LABORATORY ASSISTANT (MLA) REGULATION-UPDATE

Adam Chrobak, BSc, MLT, Registrar, CEO

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Medical Laboratory Assistants (MLAs) have a significant role in quality patient care and that role is expanding. The regulation of MLAs will provide the public greater protection by assuring that MLAs meet a standard entry to practice competency through relevant education, training and certification (Canadian Society for Medical Sciences (CSMLS) MLA Certification exam) upon registration, followed by mandatory participation in a continuing competency program. An MLA would be required to practice within his/her scope of practice and adhere to a Code of Ethics. Regulation of MLAs will also provide the public the ability to file complaints against MLAs practicing in an unprofessional or incompetent manner.

CMLTM receives approximately 8 MLA related complaints per year from the public. Regulation could ensure that competent, qualified, registered MLAs provide Manitobans with safe and ethical laboratory services.

Consultation with key stakeholders (MLTs, MLAs, employers, laboratory supervisors, MLA training institutions, CSMLS, Manitoba Association for Medical Laboratory Sciences (MAMLS) other health professions and the public) has identified support for regulation of MLAs.

However, since CMLTM does not represent the MLAs in Manitoba, CMLTM is not able to apply to have the MLAs regulated in Manitoba (under the Regulated Health Professions Act). As such, the CMLTM Council has decided that it is not in CMLTM's best interest to continue to pursue the regulation of MLAs. However, CMLTM is committed to helping any group representing MLAs in their pursuit in the regulation of MLAs in Manitoba.

*Submitted by Adam Chrobak  
Registrar/CEO*



## NATIONAL MEDICAL LABORATORY WEEK

April 24 – 30, 2016



Since 1985, the CSMLS has sponsored a special week in April to promote awareness and understanding of the role of medical laboratory professionals in the health care system.

To help celebrate this special week, CSMLS provides posters, brochures and other promotional material, free-of-charge to members, to educate the public about the important work done in the lab. An online toolkit is available for those who prefer the “do-it-yourself” approach with free downloadable items to help you mark the occasion.

We invite you to celebrate with your coworkers and encourage you to advocate on behalf of the profession. Here are some ideas to get you started:

### CELEBRATE

- Plan a lunch with your colleagues
- Organize a lab week themed game or contest with prizes
- Host an after-hours event with fellow med lab professionals
- Celebrate with a cake decorated with a customized decal

### ADVOCATE

- Create a public display using posters, brochures and stat cards
- Hand out promotional material to hospital visitors
- Share the website [medlabprofessionals.ca](http://medlabprofessionals.ca) on social media
- Organize a lunch and learn, webinar or give an informational presentation
- Host a lab tour for VIPs in your community (ie. Mayor, council or media)

Stay up-to-date with news and events leading up to and during lab week, follow CSMLS on Facebook and Twitter (@csmls). Use the hashtag #labweek to connect to the med lab community online.

[medlabprofessionals.ca](http://medlabprofessionals.ca)

## AWARD TO GRADUATING MLT STUDENT

The CMLTM Graduating Student Award was developed by Council in recognition of students’ academic achievements, their understanding of the role of the College of Laboratory Medical Technologists (CMLTM), and how the CMLTM affects their chosen career. This award was approved by Council on January 21, 2015.

### TO QUALIFY FOR THE AWARD APPLICANTS MUST:

- Be currently registered with the College of Medical Laboratory Technologists of Manitoba (CMLTM)
- Be a recent graduate (either current graduating class or the year prior) of Red River College Medical Laboratory Sciences program
- Provide two (2) work/personal references from instructors/employers
- Provide a current resume
- Submit a 500-1000 word essay explaining what CMLTM means to the applicant now and in his/her career as a MLT
- Submit applications in writing by March 15 of the application year, to the CMLTM Office 245 Lilac Street, Winnipeg, MB, R3M 2S2
- Agree to have his/her submission published in the following CMLTM newsletter

All submissions will be reviewed by Council to determine the winning applicant which will be announced at the Red River College (RRC) MLT graduation and the CMLTM Annual General Meeting (AGM). The winning applicants essay will be published in the CMLTM newsletter.

The award will consist of a waiver from the annual fee for the next calendar year and a certificate commemorating the award.

The deadline for submissions is March 15, 2016.



# CAPITOL REGION 2016 SPRING FLING

Saturday, April 9th

McPhillips Street Casino – Hudson Room

Earn 6 hours of CE credit - CMLTM category 2

**Fee - \$60.00**

(includes coffee breaks, lunch, wine and cheese)

**Registration reserved for MAMLS Members only.**

Copy of CSMLS/MAMLS card must be included with registration.

**Space is limited so register early!**

**Registration closes April 1st, no late or incomplete forms accepted.**

**Make cheque payable to Winnipeg Academy.  
Mail payment and registration form to:**

ANDREW HARTEL  
MS 559 HEMATOPATHOLOGY  
HEALTH SCIENCES CENTRE  
820 SHERBROOK STREET  
WINNIPEG, MB, R3A 1R9

PRINT & CUT OUT:

## SPRING FLING 2016 REGISTRATION

NAME.....

ADDRESS.....

PHONE #..... WORK PHONE #.....

EMAIL.....

PLACE OF EMPLOYMENT.....

REGISTRATION FEE: \$60

**\*MAMLS MEMBERSHIP REQUIRED TO ATTEND\***

**PLEASE MAKE CHEQUE PAYABLE TO WINNIPEG ACADEMY  
AND SEND WITH THIS FORM TO:**

ANDREW HARTEL  
MS 559 HEMATOLOGY LAB  
HEALTH SCIENCES CENTRE  
820 SHERBROOK STREET  
WINNIPEG, MB, R3A 1R9

- Please include a photocopy of your 2016 CSMLS/MAMLS card. Forms will not be accepted without proof of membership.
- Receipts for payment and CE Certificates will be available at the end of the last presentation.
- If you have dietary restrictions please state below. We will do our best to accommodate you.
- Any questions please contact Andrew at 204-787-1051 or ahartel@dsmanitoba.ca
- Deadline for Registration is Thursday April 2nd. Late registrations will NOT be accepted.



## **NEWSLETTER POLICY**

The College of Medical Laboratory Technologists of Manitoba is responsible for distributing current information about services or relevant information to the membership. This is done through a newsletter which will be distributed electronically or through the mail.

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### **THE COUNCIL IS RESPONSIBLE FOR REVIEWING ALL SUBMITTED CONTENT.**

The College is not responsible for any opinions expressed in the newsletter and nor are they responsible for the accuracy of the content published. The information presented in the newsletter can not be reprinted without the written consent of the Registrar/CEO.

**[RETURN TO MENU](#)**