

Newsletter Date  
Fall 2010



# Field Notes

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- Regional Updates.

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Newfoundland Labrador Branch  
Canadian Institute of Public Health Inspectors

## We're Back !!

It is hard to believe that I actually volunteered to be the editor for the NL Branch-CIPHI Newsletter again! I'll have to call in favours from Chris Hart to make up for this one.

I originally had planned to have this out in late June but with the usual summer leave and having adequate time to put it together it was postponed until this Fall.

I would like to thank all

contributors to this edition. It is important for everyone to contribute. All articles, cartoons or tidbits of information or updates from the Regions will provide us with suggestions on activities we can all use in the future.

This is actually the second edition of the Newsletter of the Newfoundland Labrador Branch of the Canadian Institute of Public Health Inspectors.

The first newsletter, my self and John Hollohan, an Environmental Health Trainee, put together back in 1992, so it has been awhile since the newsletter has been up and running.

My hope is that we will try to get the newsletter out bi-annually.

Anyway, I hope you enjoy the new and improved and revitalized **Field Notes**.

**Sharon Williams**

## Harbour Grace EH0s with Retired Director Nathan Gosse






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*“The days of the “Fawltly Towers” public health inspector (I loved that episode) should not be the first thing that comes to the public’s mind.*

## Note from the Vice President

### Hi fellow Environmental Public Health Professionals!

Man, that seems like a mouthful!

However, you must admit, it encompasses all positions and descriptions of personnel within our field of expertise. We should be used to long handles. After all, “Certified Public Health Inspectors”, “Environmental Health Officers”, “Environmental Health Specialists” or “Environmental Health Specialists (Trainees)” aren’t the job titles that stick in the public’s minds. Typically, we are referred to, or we refer to ourselves as, “the health inspector”, “PHI” or a member of “CIPHI”. Personally, I will always have a problem with PHI (I always think of PI as in private investigator) or CIPHI (I always think of science fiction).

The point is, we need to become more publicly aware. While these days our role has broadened considerably, the public needs to associate and link our job title to the “jack of all (environmental health) trades” that we all know we have signed on for. The days of the “Fawltly Towers” public

health inspector (I loved that episode) should not be the first thing that comes to the public’s mind.

I would like to re-introduce this newsletter, which (hopefully) will become a regular electronic mail-out to our fellow CIPHI members. It is another example of how our Newfoundland and Labrador branch has grown over the last number of years. We have had significant success over the last six years with regular annual NL branch conferences, as well as hosting a National Educational Conference in 2008. We hope to continue with these professional development successes by providing another NL branch conference this fall and promoting the CPC Program over the next few months of 2010.

The introduction of the Continuing Professional Competencies (CPC) Program is an exciting advancement for our profession. Through a number of regional visits by members of our executive, information sessions will be provided to you. The purpose of this program is to help ensure that Environmental

Public Health Professionals (EHPs) are equipped with skills, knowledge and abilities essential in their role of protecting the health of the public. We look forward to your comments and impressions of this program in the upcoming months.

I will conclude my introductory comments by saying that while we need to embrace the future of environmental health by consciously describing ourselves as “Environmental Public Health Professionals (EHPs)”, we should always look favorably on the original and traditional role that we play in the protection of public health. With some generations, we will always be known as the “health inspector”. That’s not a bad thing.

We’ll talk soon,

**Terry**

## Orkin/PCO Welcomes EHO Group at St. John's Office



**St. John's EHOs at Information Session on Birds and Bedbugs at Orkin/PCO**

### Bed Bugs and Birds

EHOs from the St. John's Office were invited to the local Orkin/PCO Office for an information session regarding the problems being experienced in the area with respect to bedbugs and birds.

PCO provided information on the increase locally of both of these types of pests. As many of you are aware there has been an influx of bedbugs complaints throughout North America this year. It has made national

headlines in Toronto with the International Film Festival. They advised that they have a specially trained dog that can 'sniff out' the bedbugs just like a customs dog that checks for drugs. The dog called "Dottie" is utilized especially in sensitive situations like public places.

With respect to the birds they discussed their wildlife pest management activities. Birds are a problem now that many

landfills have changed the way they operate and now the birds have to move further to get food and therefore have become a problem for residential garbage collection in many areas. Seagulls which are a protected species have very specific guidelines on how to deter them as you cannot kill them. Many business premises are utilizing the fake owl on a telescopic pole to deter birds away from the ventilation systems.

Thanks to Orkin/PCO.

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*They advised that they have a specially trained dog that can 'sniff out' the bedbugs*

## Approved Designer Presentation in St. John's




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*There are annually between 500-700 submissions for sewage disposal system approval.*

The Approved Designers that operate in the Avalon Region attended an information session at the Capital Hotel in St. John's on May 5, 2010.

There were 100 people in attendance. Sharon Williams, acting Manager of Operations in St. John's conducting the session

with many EHOs in attendance.

This session was to highlight areas of concerns that EHOs experience when reviewing an Approved Designer submission. Designers also asked many questions for

clarification to ensure that their submissions get a speedy turn around.

On the Avalon (St. John's and Harbour Grace offices) there are annually between 500-700 submissions for sewage disposal system approval.

## Regional Updates

### West Coast & Labrador

In April the west coast was pleased to host the oral certification examination for the first time. It was a great opportunity for members to take part in the certification process. As membership increases we look forward to hosting it again in the near future.

Congratulations are extended to Jon Wheeler for passing his certification exam. He will be working out of Corner Brook office as an Environmental

Health Technician.

We welcome Barry Cole to our team. He started work with us as a trainee in May and will be returning to complete his degree in September.

On April 9 the EHOs in the Corner Brook office joined forces to take photos for management to represent some of our field activities. Photos ranged from playground to school inspections.

Service Excellence was a great opportunity to have

a different view of how to deal with clients. When serving the public, conflict resolution is an important tool that gave us the knowledge base to reduce conflict through understanding communication styles

The Goose Bay Office moved to 2 Tenth Street in May.

**Karen Hann.**

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*"Service Excellence was a great opportunity to have a different view of how to deal with clients.."*

## Environmental Public Health Week 2010



EHO Chris Hart at the Clarendville Mall during Environmental Public Health Week 2010 answering questions about what an EHO does

Many GSC offices throughout the province held recognition nutrition breaks for their staff to recognize the work of the Environmental Health Officer in the community in protecting the public's health and safety.

### Central Region

Regional EHO Meeting was held in May to discuss regional issues between all EHOs – topics included septic and trailer parks. This was held in conjunction with the Regional meeting between the GSC and Central Health Child Care.

Grand Falls-Windsor Office moved into new 'digs' in June in the Provincial Building.

Craig Young (EHO) and his wife Diane who also

works at the GSC in Grand Falls-Windsor celebrated their 23<sup>rd</sup> wedding Anniversary on June 27.

### Sara Timpa

### Eastern Region

Both the Clarendville and Marystown offices moved into new locations in February. The Grand Bank office will close when Rick Grikis retires.

Susan Folkes EHO started in Marystown in February. Daven Grikis (Rick's son)

completed his 12 week practicum for EHO certification this summer. Will Rick pass the torch? He may need a step ladder to hand it to him.

Avalon Region held a regional meeting in April and Mary Cahill with Eastern Health joined this meeting to provide health authority input. In May, an Approved Designer Information Session was held for designers in this region. EHOs in the St. John's attended an information session put off by Orkin/PCO.

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We're on the Web!  
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## Service Excellence

The Department of Government Services has taken on the initiative with the Department of Human Resources, Labour & Employment to have their staff receive training in Service Excellence. The process has been ongoing for almost a year with the majority of staff having received this training.

Service Excellence is a strategy on how to deal

with clients, colleagues and the public by recognizing their communication style and our own so that we can more effectively provide excellent service to everyone.

To date approximately 19 EHOs have taken the training. As well, part of the session was 'Insights' which helped us figure out our own style. 53% of

EHOs were **Blue** so they want the "details, 32% were **Yellow** and they want to be 'involved', 10% were **Green** and they want to know you 'care' and 5% were **Red** and they want everyone to be brief, be bright and be gone.

So as a profession it shows that we really want to know the details and be involved. It seems to fit.

## Regional Updates - continued

### Eastern Region – cont'd

In St. John's, staff meetings have been held bi-monthly to discuss issues as they arise and to plan workload.

Upcoming September and October EHOs for the entire area are participating in training of food service workers in the Eastern School District. This is in conjunction with the Eastern School District and their session regarding the new nutritional requirements for schools.

**Cupids 400** events were very successful and EHOs from the Avalon Region were involved from the

beginning and even included Eugene Crane's EHO dance band "Traces" performing at one of the major events. Gene, keep the drums humming!

The St. John's office is now maintaining lists for temporary food licences (and issuing temporary permits) and home based and not for profit registrations. EHOs are revamping guidelines for Approved Designers for their submissions to facilitate a speedier turn around.

Staff changes have included Sharon Williams taking the new temporary position of Manager of Operations – Health Program in the St. John's

office. Chris Nolan EHO started in St. John's in December and Joanne Budgell EHO started in January. Laurie Hearn EHO Trainee is back for her second summer of field training and will be sitting for certification in October. Good Luck Laurie!

Jim Roberts EHO and his wife Golda celebrated their 30<sup>th</sup> wedding anniversary in early September. Joanne Budgell EHO and her husband Justin have 1 year under their belts as newlyweds.

**Sharon Williams**