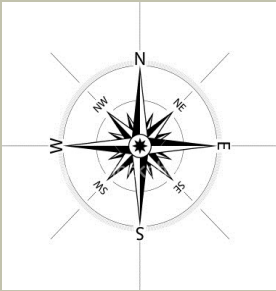




# PIERCE COUNTY NURSES ASSOCIATION

SUPPORT + ENCOURAGE + EMPOWER + ENGAGE  
P I E R C E C O U N T Y N U R S E S . C O M

We have a lot to say this time! Lots of internet links. Get typing!  
First, we found a great article:



**Navigate Your Career: Taking Responsibility for Your Own Job Satisfaction**—by B. Lynn Ware

[http://associationdatabase.com/aws/NCDA/pt/sd/news\\_article/53095/\\_PARENT/layout\\_details\\_cc/](http://associationdatabase.com/aws/NCDA/pt/sd/news_article/53095/_PARENT/layout_details_cc/)

**Feedback on the Leadership conference in Chelan at the end of September:**

Dear Evelyn,

I wanted to tell you what an amazing experience I had at the WSNA conference this year. I began my nursing career 8 years ago in the Midwest, where there were no unions. After a little more than a year of working in a hospital, I wanted to quit. I felt that my patients were not safe with the care I gave them, I rarely had breaks, and I almost never was able to make personal connections with my patients. Before I gave up on nursing, I moved to the northwest, and had my first experience working with a nursing union. I was in shock. I got meal AND rest breaks, I had time to give good, quality care to my patients, and I wasn't working in constant fear that I might do more harm than good.

I am so thankful for our union, and the freedom and protection that it gives me to give excellent patient care, in a safe environment. This conference was my first look at the people and time that goes into protecting me and ultimately my patients. I was able to attend classes that enable me to work more effectively, and I was able to network with other nurses who are struggling with the same issues I am.

Thank you for letting me be part of this, I truly feel that a nursing union saved my career.

- Rebekah Heath, RN

## LEGISLATIVE ADVOCACY CAMP

<http://www.wsna.org/events/2012/camp/>

Thursday, January 12, 2012, 10:30 am - 4:30 pm  
Governor Hotel, Olympia (621 South Capitol Way)

5:00 pm - 7:00 pm Reception with Legislators at the Waterstreet Café, Olympia (610 Water Street Southwest)

Learn the skills to be an effective advocate in Olympia. Hear the latest on WSNA legislative priorities: rest breaks, state budget crisis, protecting nursing practice, public health funding

Special guest speakers include State Legislators who are key health care leaders in Olympia.



<http://www.wsna.org/Nurse-Legislative-Day/>

## The Colors Between Dark and Light

Nurses see the world in dark and light.

The light of saving lives and improving a person's life.

The dark when a life is dimming despite our best efforts.

The darkest spots are not when we see them free of their pain and suffering.

But the loss of light in

the eyes of family left behind swallowed in grief.

In that darkness we offer warmth and light and hope.

Nurses see the colors of life that lie between the dark and light.

--Michelle M. Selch, RN, Iowa City, Iowa. As printed in *Tea and Toast for the Perioperative Nurse's Spirit*

## Going green!

Be the 100th, 200th, 300th person to write us and say you're OK with getting the PCNA newsletter online instead of by mail as well as no more than two e-mails per month about various continuing education and community nursing events, (include your full name please) and win a gift card! Just in time for holiday shopping! We thank you—and so does Mother Earth!

[office@piercecounrynurses.com](mailto:office@piercecounrynurses.com)



## What students can do to promote civility

Editor's Note: Fourth in a series of articles on civility in nursing education and practice – why it matters and what can be done to foster it.

By Cynthia Clark and Cari Cardoni

*Cynthia Clark: Over the years, I have received several e-mail messages and have listened to – and recorded – hundreds of stories from students describing their experiences with academic incivility. I have also collected numerous ideas and strategies from students to address this problem.*

*In the previous installment of this series, I suggested several ways faculty members could foster civility in nursing education. In this article, Cari Cardoni, president of the Boise State University chapter of the Student Nurses Association, and I highlight ways students can play a pivotal role in fostering civility.*

I recently had the delightful experience of facilitating an all-day civility workshop with a group of nursing students from a large state in the western part of the United States. Students shared their experiences with regard to incivility, discussed specific ways to cope with stressors related to incivility and generated several individual and group strategies to foster civility in nursing education. The following quotes come from nursing students commenting on incivility in U.S. nursing education.

One student commented: "I think the general trend in our culture is one of incivility, and the same is true for education. Some faculty set a low bar, and students respond accordingly. Others show respect and receive it in return. I think faculty need training in how to deal with student behaviors, and some students need to be taught how to respect themselves and one another."

Another commented: "First, the problem needs to be named. If we don't call it [incivility] what it is, then we can't really address it. Academic incivility needs to be widely addressed, perhaps during orientation or at regular trainings. Every individual needs to take accountability for [his or her] actions and refuse to perpetuate the cycle, no matter how rude others are. Students need to share their thoughts and concerns calmly, politely, at the appropriate time using the appropriate forum. Faculty need to create a safe forum for students to express concerns and a fair way of judging their opinions without getting defensive."



### The stressors of nursing school

Students – and faculty – often comment on the stress associated with pursuing a nursing degree. My own empirical studies support this claim. Nursing students often report being stressed by competing demands of school, work and family; struggling to achieve in a competitive, high-stakes academic environment; and financial worries. These stressors can lead to cheating, exhaustion and burnout. Therefore, it is very important to provide resources for students to prevent and deal with these stressors.

During the workshop, we generated several strategies for reducing stress, including spending time with family, friends,

other supportive people and pets; exercising; getting fresh air and sunshine; engaging in hobbies; eating healthy food; drinking plenty of water; getting adequate sleep; and engaging in faculty-student social activities away from the stress of the classroom and clinical setting.

I asked the students to identify the most important factor in helping them deal with incivility, and their responses fell into four main categories: 1) family and friends, 2) classmates, 3) caring faculty and nursing staff, and 4) faith and inner strength. To me, their responses are very encouraging, as they should be for other nurse educators and nurses in practice who are called upon to provide support and encouragement to stressed-out students. These findings underscore the importance of role modeling and positive mentoring.

### Student-driven strategies for fostering civility

In addition to preventing and alleviating stress, there are several other strategies students can use. First, they need to reflect on their own behaviors and assume personal responsibility for their actions. When a student encounters incivility, he or she should thoughtfully consider the intent and context of the event and his or her individual contribution to it. If, after careful reflection, the student still believes that he or she has been treated disrespectfully, he or she needs to clarify the interaction with the offender. If a student is apprehensive about a face-to-face meeting, sending a polite e-mail asking for clarification can be helpful.

*Reprinted with permission from Reflections on Nursing Leadership, Vol. 36, No. 2 (June 3, 2010), published by the Honor Society of Nursing, Sigma Theta Tau International. To access this and other articles in the five-part series, go to [http://www.reflectionsonnursingleadership.org/Pages/Vol36\\_1\\_Clark.aspx](http://www.reflectionsonnursingleadership.org/Pages/Vol36_1_Clark.aspx) and follow the links.*

## Healthcare Industry Honor days for various providers:

Throughout the year we all have certain days or holidays that we observe, honor recognize or celebrate. In the Healthcare Industry we also have days that are recognized/honor in the different fields of nursing. Below is a list of some special days when we can recognize our colleagues. If you would like to see the full list please go to the website [www.nasrecruitment.com](http://www.nasrecruitment.com).

### January

1/23-29 National Nurse Anesthetist Week

1/25 National IV Nurse Day

### February

2/7-13 PeriAnesthesia Nurse Awareness Week

### March

All Month- National Social Worker month

3/9 National Dietitian Week

3/21-27 Pediatric Nurse Practitioner Week

3/30 National Doctor's Day

### April

4/8 Radiology Nurse Day

4/10-16 National Healthcare Volunteer Week

4/27-30 Healthcare Administrative Professionals Week



## Stroke Heroes Act

# F. A. S. T.



Check their **FACE**.  
Is one side drooping?



Ask the person to hold both **ARMS** over their head.  
Does one arm drift down?



Is their **SPEECH** slurred?  
Ask the person to repeat a simple sentence.



**TIME** is brain.  
Call 9-1-1 right notice any of

## DID YOU KNOW? YOUR WEINGARTEN RIGHTS

Weingarten rights guarantee an employee the right to Union representation during an investigatory interview. These rights, established by the Supreme Court, in 1975 in the case of J' Weingarten Inc., must be claimed by the employee. The supervisor has no obligation to inform an employee that s/he is entitled to Union representation.

### What is an Investigatory Interview?

An investigatory interview is one in which a Supervisor questions an employee to obtain information which could be used as a basis for discipline or asks an employee to defend his/her conduct. If an employee has a reasonable belief that discipline or discharge may result from what s/he says, the employee has the right to request Union representation. Examples of such an interview are:

The interview is part of the employer's disciplinary procedure or is a component of the employer's procedure for determining whether discipline will be imposed.

The purpose of the interview is to investigate an employee's performance where discipline, demotion or other adverse consequences to the employee's job status or working conditions are a possible result.

The purpose of the interview is to elicit facts from the employee to support disciplinary action that is probable or that is being considered, or to obtain admissions of misconduct or other evidence to support a disciplinary decision already made.

The employee is required to explain his/her conduct, or defend it during the interview, or is compelled to answer questions or give evidence.

It is an obligation of the Union to educate bargaining unit employees about their Weingarten rights BEFORE an occasion to use them arises. An employee must state to the employer that he/she wants a Union representative present; the employer has no obligation to ask: the employee if she/he wants a representative.

### Weingarten Rules

When an investigatory interview occurs, the following rules apply:

Rule 1 - The employee must make a clear request for Union representation before or during the interview. The employee can't be punished for making this request.

Rule 2 - After the employee makes the request, the supervisor has 3 options. S/he may either:

Grant the request and delay the interview until the Union representative arrives and has a chance to consult privately with the employee; or

Deny the request and end the interview immediately; or

Give the employee a Choice of: 1)having the interview without representation or 2) ending the interview

Rule 3 - If the supervisor denies the request and continues to ask questions, this is an unfair labor practice and the employee has a right to refuse to answer. The employee cannot be disciplined for such refusal but is required to sit there until the supervisor terminates the interview. Leaving before this happens may constitute punishable insubordination.

### Union Representative's Rights Under Weingarten

You are not required to merely be 'silent witness'. You have the right to: be informed by the supervisor of the subject matter of the interview; take the employee aside for a private conference before questioning begins; speak during the interview; request that the supervisor clarify a question so that what is being asked is understood; give employee advice on how to answer a question; provide additional information to the supervisor at the end of the questioning.

You do not have the right to tell the employee not to answer nor, obviously, to give false answers. An employee can be disciplined for refusing to answer questions.

A standard statement to suggest to members is:

**"If this discussion could in any way lead to my being disciplined or discharged, request that my Union representative be present at the meeting. Without representation, I choose not to answer any questions."** The employer will be ordered to cease and desist and to post a notice. Discipline that is imposed for insisting on Weingarten rights will be overturned. Discipline will not be overturned if the discipline was for reasons other than insistence on Weingarten rights. Although information gained by the Employer from the employee in a meeting during which a breach of Weingarten rights occurred, may be excluded from a hearing on the matter.

An employee has NO right to the presence of a Union representative where:

The meeting is merely for the purpose of conveying work instructions, training, or communicating needed corrections in the employee's work techniques. The employee is assured by the employer prior to the interview that no discipline or employment consequences can result from the interview. The employer has reached a final decision to impose certain discipline on the employee prior to the interview, and the purpose of the interview is to inform the employee of the discipline or to impose it. Any conversation or discussion about the previously determined discipline which is initiated by the employee and without employer encouragement or instigation after the employee is informed of the action. Even in the above four (4) circumstances, the employee can still ask for representation. Most employers will permit a representative to attend even when not required to.

[http://www.ueunion.org/stwd\\_wei.html](http://www.ueunion.org/stwd_wei.html)

Free CE class!

## CULTURE OF SAFETY



Speaker:

Sally Watkins, PhD, RN WSNA Assistant Executive Director Nursing Practice, Education, and Research

What constitutes a Patient Safety Culture?

What do you do when something bad happens?

Do you know about nurses being a "second victim"?

What happens if you are reported to the Nursing Commission for an error?

Should you carry liability insurance?

**SATURDAY, FEB. 11th, 0900–1300h**

Please be on time, attendees will not be admitted after 0910h a.m.

Light snacks provided, bring your coffee!

Jackson Hall, across from the TG main entrance on MLK Jr. Way. Light snacks will be provided. Please be on time, the class begins at 0900h, people will not be admitted after 0910h.

Thanks to Sally Watkins, WSNA and MultiCare for helping to provide continuing education for Pierce County nurses.



For more information, please go to:

<http://www.wsna.org/education/workshops/culture-of-safety/>

PLEASE RSVP to:

[office@piercecounynurses.com](mailto:office@piercecounynurses.com), so that we can plan seating and snacks.

RN's and LPN's are welcome to attend.





# PIERCE COUNTY NURSES ASSOCIATION

SUPPORT + ENCOURAGE + EMPOWER + ENGAGE  
PIERCECOUNTYNURSES.COM

223 Tacoma Ave South

Tacoma, WA 98402

253.572.7337

office@piercecounrynurses.com

## President's Message

Once again, we are at the beginning of another Winter season. For some, the thought of winter brings images of warmth. Warm fires, warm drinks and warm family time. For others, it brings images of cold. Cold mornings, freezing roads and the threat of snow. No matter what your image of winter is, it is also the season that, once it is over, there is a time of renewal and fresh starts.

The time to start preparing for your fresh start and renewal is now. This is the year that Washington state has started requiring CEU's for licensure renewal. For more information about Continuing Competency, visit [www.wsna.org](http://www.wsna.org). For opportunities for free CEU's, see inside our newsletter.

Now is also the time to start thinking about our Spring banquet during Nurses Week. This year, it will be May 11th at the Landmark Convention Center. At our annual banquet, we will be presenting the award for Pierce County's nurse of the year. We all work with an exemplary nurse who always goes the extra mile to ensure that not only her patients, but her fellow nurses are well taken care of. What better time to recognize your colleague than at our banquet? To nominate them, see our website for information on how and where to send the nomination.

Until Spring, stay warm and keep warm thoughts, but enjoy the season.

- Evelyn Street, R.N., CNOR

Merry Christmas, Happy Hanukah, Awesome Kwanzaa.

Korean: Sung Tan Chuk Ha

German: Fröhliche Weihnachten

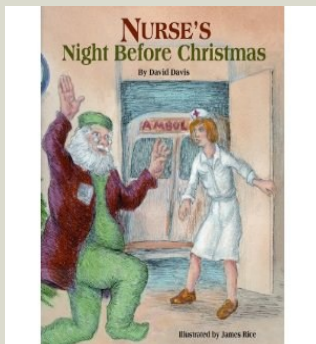
French: Joyeux Noel

Farsi: Cristmas-e-shoma mobarak bashad

Spanish: Feliz Navidad

Russian: Pozdrevlyayu s prazdnikom Rozhdestva is Novim Godom

Philippines: Maligayang Pasko



## Free – Gratis – Libre

### FREE CEU'S

The new licensure requirements require all nurses in Washington to have CEU's to renew their license beginning in 2014. The time to start accruing them is now.

As part of your licensure fee, a portion of your fee goes to the organization [www.heal-wa.org](http://www.heal-wa.org). Heal-wa is a site with something for everyone. In addition to free CEU's, it is a convenient one-stop medical shop. This site offers critical point of care information, dosage calculators, full text nursing journal articles, and printable patient handouts in multiple languages.

To take full advantage of this site, including locked links, sign up at [www.heal-wa.org](http://www.heal-wa.org).

### ... MORE FREE CEU'S

Even more free CEU's are available at [www.wsna.org](http://www.wsna.org) and click on the link for WSNA.CNE (look for the apple). This site offers free CEU's for all nurses. The site will also help you keep track of your CEU's. New offerings are being added, so continue to check back often.