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Dear Ladies and gentlemen,

I would like to add my support to NSGEU and local 97. As a registered nurse for over 20 years. I consider myself an "old" nurse. We have patients NOT customers. Mandating customer service training for all employees of CDHA is an insult to all nurses that have cared for OUR PATIENT's, your family members. Everytime we go to work the people we care for, get our best .

CDHA is made by its nurses, Patient Safety and Quality Care are a significant part of CDHA's philosophy and what Local 97 is asking for is a mandated patient/nurse ratio. This is a simple way to ensure these pillars of the CDHA philosophy are adhered to. We had asked NSNU nurses to wait, that union settled, took similar wording, not as strong and waited for NSGEU nurses to push for more and reap the benefits.

Nurses perform many roles, do many different jobs and often in the same shift. We are dependent on judgement, concerned for patient safety and pass on skill sets to the "new" nurses. Health care has changed over the years. There are many different places to nurse patients in, not only hospitols. Nurses aren't always identifiable, sometimes you have to get close enough to read a name tag. Nurses have led the change to healthcare, we are only asking for respect, assistance to carry on our duties in a safe, patient centered way. Nurses are asking for the governments help and public support to ensure we can continue to do what we can for our patients.

I started my career in Hematology @ the old HI. I have done many different jobs over these 20 + years, not just as a CDHA employee. I have experienced healthcare from both sides. I am a nurse with patient experience. I have seen caring, respectful and ..compassionate nurses. But I know how difficult it is to provide the care you learned in school within the scope of practice set out by CRRNS and to the best of our ability with constraints put in place by CDHA.

Having Essential Service legislation passed, effectively takes away our rights to strike. This is ignoring our request for respect. Letting CDHA win this battle is not acceptable, we are allowing our lives to be controlled by the employer.

Thank you for your time.

Yours truly,

Katherine A. Fifield, R.N.