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○ APRIL

○ 2010

# COAST HR focus

The Human Resources Department will publish a monthly news letter of 2 to 4 pages maximum.

Sections will contain helpful tips on employee engagement, contract interpretation, workplace information and Coast employee stories.

Care to submit ideas? Maybe you have a question? Any employee type resource material you want shared? How about some constructive feedback?

If so, you can email [hr@coastmentalhealth.com](mailto:hr@coastmentalhealth.com) or fax us at 604-879-2363 or drop stuff at the receptionist in a brown manila envelop.

## Boreout!

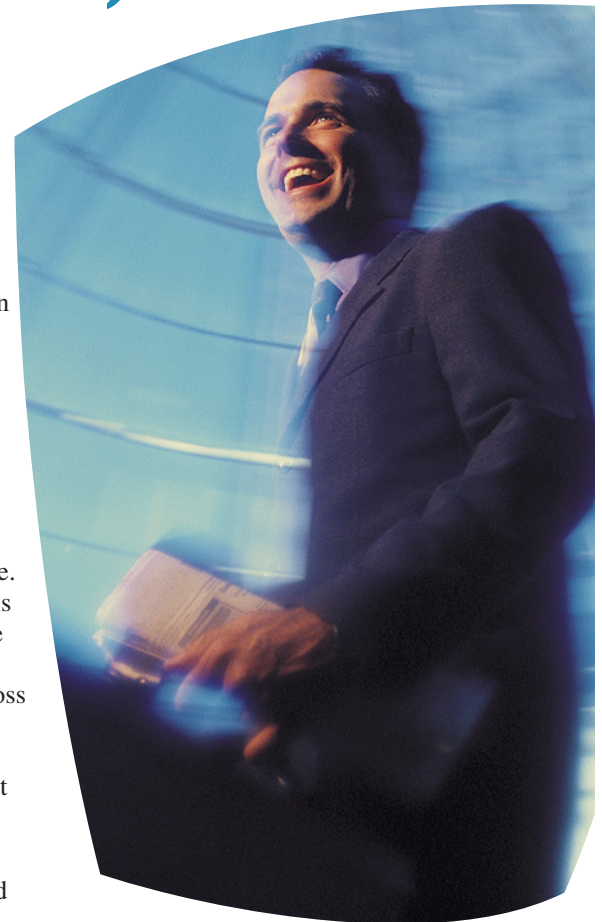
**But what's boreout? First of all, it's the opposite of burnout. Boreout appears when employees are under-challenged, bored and disinterested about their work and about their company.** Associated with these problems are behavioural strategies that the employee adopts in order to appear overloaded and keep work at arm's length. Those people just start to pretend to work: They behave like they are being much more under stress than they are. When the employee has to perform many mindless tasks, or just doesn't have anything to do, he easily becomes detached from his work and colleagues.

Bored employees take refuge in their own world. They plan their next holiday, the weekend shopping trip or sell their used car on EBay.com during working hours. They use the advantages of modern technology to distract themselves at work—Internet, mobile phones, e-mail.

### The Individual Causes of Boreout

You probably heard about Boreout before. But, being sceptical, you wonder how this phenomena can come up. It's not because employees are lazy. They want to work, they ask for interesting work, but their boss does not let them. Either he doesn't delegate—so the workload itself for the employee is not right—or the work is just qualitatively under-challenging.

After some months, under-challenged employees stop asking: It doesn't feel bad to have some free time during work and



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## HEALTH SCIENCES ASSOCIATION EMPLOYEES

Let us **WELCOME** all the new professionally designated employees at Coast. Since November 2009 we have been hiring employees that will fall under the Health Sciences bargaining units.

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## Health Sciences Association of British Columbia

The Health Sciences Association of British Columbia is a dynamic union representing more than 16,000 [health care and social services professionals](#) at over [250 facilities and agencies](#) in acute care, long-term care, and community health, including workers at child development centres and transition houses. HSA is actively involved in the fight against breast cancer. HSA members play an important role in the diagnosis, treatment and rehabilitation of breast cancer patients. In addition, since 1997 HSA has been an official sponsor of the Canadian Breast Cancer

Foundation's annual [Run for the Cure](#). [Formed in 1971](#), HSA is governed by a [constitution](#), and is made up of local chapters that are grouped into [ten regions](#). Each region is represented by a Regional Director, who together with the President form HSA's [Board of Directors](#). HSA is a component of the [National Union of Public and General Employees](#) (NUPGE), and is affiliated to both the [Canadian Labour Congress](#) (CLC) and the [BC Federation of Labour](#).

**Telephone:**  
1 800 663 2017 (within BC)  
or 604 439 0994

### HEALTH SCIENCES ASSOCIATION EMPLOYEES

These are the Nurses and Paraprofessionals collective agreements.

A number of the new housing projects (ICM, Transitional Housing and the St. Helens hotel) have required specific skill sets. Registered nurses and social workers in particular.

This is just another advancement in the complexities of Coast Foundation Society.

## BOREOUT!.....

have work finished long before the deadlines. All of a sudden, they're in the middle of a Boreout. They pretend to work to avoid getting new work—though the situation is becoming worse. This is the so-called "boreout paradox"—where employees remain in an unsatisfactory situation and maintain this state by using the aforementioned strategies. Paradoxically, only a few people ask for a clearing discussion or change the situation.

### Culture: Structure or Behaviour?

Depending on the company's culture, it may happen that there is more bad influence on the employee to cause a boreout. Think about your corporate culture, a key element when preventing boreout. A culture that focuses on tasks and structures rather than people or a person's abilities is dangerous.

Let's look at a typical example of boreout:

Alex, a member in Bob's team, is under-challenged (as we mentioned before: Bob is a specialist doing the interesting stuff on his own). He's got free time everyday. His workload is far away from what he could do. Alex told Bob about this many times, but Bob didn't take him and his wish to work seriously. Bob thus knows about Alex's workload. And there is Susan—another team leader of the same company—who asks Bob for help. She's from the IT department and needs help in testing software. But Bob doesn't help, though he knows that Alex would have free capacity to help Susan. Why is this?

There are two main reasons: First, letting Alex help Susan might be suspicious with regards to Bob's leadership qualities—doesn't Bob's team have anything to do? Isn't Bob able to lead his team? People might start asking these and other questions, which is something Bob definitely wants to avoid. So, Alex continues with no work to do and remains in his boreout.

Secondly, it's about the culture. Bob argues very functionally, "There are no such tasks defined in our task list like testing software. The culture of this company doesn't allow flexibility. It's a culture that doesn't listen and doesn't allow help or crossing existing habits—typical silo thinking. Companies have to develop corporate cultures that promote communication and focus on people, not on structures as we have just seen.

*Philippe Rothlin and Dr. Peter Werder are the authors of Boreout! Overcoming Workplace Demotivation published by Kogan Page.*

# Community Contract Interpretation

Post May 2006 employees



Changes to the collective agreement come into force:

1st full pay period after April 01  
Weekend shift premium of .25\$ for all hours worked between 0000 Saturday to 2400 Sunday.

April 01 Increased deductible for extended health coverage to \$100.00.

April 01 A cap of massage therapy at \$1,000.00 per year.

April 01 A vision care increase to \$350.00 from \$225.00.

1st full pay period after April 01  
A LPN wage rate adjustment of 3%.

April 01 The introduction of the direct pay card-BlueNet. The parties are stating that it is likely June before the employees actually have the cards in their possession.

April 01 Two changes to the LTD plan. First own occupation time limit has been reduced to 19 from 24 months. The other change only affects employees hired after April 01 2010.

