

Nick Barden

Personal character and values...

A person or team who makes a difference with a positive attitude, honesty, respect, caring, compassion and empathy.

Example 1

Nick is always thinking of our clients and of ways to improve their lives. Even when he is not at work he is thinking of ways to make a difference in the lives of our clients who are living with severe and persistent mental illness and are on a very limited income.

An example would be when, one Saturday, Nick was not working and noticed that the restaurant "Harvey's" was offering free hamburgers to customers for a few hours. He phoned the staff members that were working and suggested they take some of the clients to get lunch as they are often unable to afford to go out to eat and thought it would be a nice treat for them.

Example 2

Nick advocates on behalf of ACT 3 clients on a very regular basis. A recent example was when he contacted "Sleep Country" and asked if they would be willing to donate beds to some of our clients who did not have suitable beds and were unable to afford new ones. As a result, several of our clients received brand new beds.

Example 3

Just last week Nick was passing through Streetscape (a homeless shelter next to our office) when an altercation began. One man was being very verbally aggressive, upsetting other clients. The staff at the shelter were on their way to call the police. Nick stepped in and was able to de-escalate the situation through talking to him. The man agreed to leave the shelter with Nick so that he could cool off. Nick escorted the man off the property and spent more time talking with him until he was much more calm. This demonstrates how willing Nick is to help out at all times, even when it is with someone that is not a client of his and that he is not obligated to work with. Our community partners (i.e. the Men's Mission, Streetscape, various group homes) often call on Nick for advice or assistance in various circumstances. He is well-known for having a knack for dealing with difficult clients. He is always willing to help out in order to make the lives of staff and other clients easier.

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A sense of teamwork...

A person who is a reliable team player, is dependable, excellent, and co-operative. The team members contribute to team success.

Example 1

Nick is the ACT 3 team leader. He not only takes on the administrative responsibilities of the job, but also assigns himself to see as many clients, often new and difficult clients, as other team members. For example, he organized kardexes, the depot injection schedule, liaises with pharmacy and other community agencies, but also meets with 10-15 clients per day.

Example 2

Nick is very supportive of other team members and makes himself available to support his peers even when he is not scheduled to be working (i.e. he makes himself available by phone on weekends and evenings in case there is an emergency situation where additional staff is needed).

As a recent example, a team member working one evening was dealing with an ACT 3 client who was in a crisis and needed to be admitted to hospital. Nick collaborated with this staff member to organize the admission. i.e. He liaised with the duty doctor, hospital administrative staff, and the police by telephone despite the fact that his shift was finished.

Example 3

A few months ago, an ACT 3 client suffering from severe mental illness took his own life. On the day this happened, Nick spoke to each team member himself to explain what happened in a sensitive and compassionate way. When the group met together to go over the incident, Nick emphasized the positive work that the team members contributed to this client's care. He acknowledged team member's hard work and emphasized that the team was a positive entity in the client's life and that team members should not feel a sense of responsibility or letting down the client or his family. This incident clearly represented the support that Nick provides team members on a daily basis. He very regularly acknowledges team member's contributions and thanks them for their contributions to the team.

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A customer focus...

A person or team who provides care/service with excellence, creativity, efficiency, and appreciation of the work of others.

Example 1

As many of the ACT 3 clients are or have been homeless recently, many of them have lost their identification, including their health cards. Staff members were taking clients to the Health Card office of a fairly regular basis to obtain a new card. This has been a stressful event for many of our clients who are suffering from psychiatric symptoms including anxiety. Nick recognized this and decided to find a way to make this more comfortable for our clients. He made special arrangements with the health card office so that ACT 3 clients would be able to surpass the line-up and be served immediately and in a private office.

Example 2

The ACT 3 office is in the Men's Mission as many of our clients are homeless when they are referred to us. Nick goes out of his way to befriend the people who are staying at the shelter. Although they are not our clients, he recognizes that they could be referred to us at any time. He spends the time to learn people's names and get to know their story. That way, when a client is recognized to have a mental illness and is referred to us, they already have a relationship with Nick and are more comfortable accepting treatment. This has been the case with numerous patients on our caseload. Despite the difficult time they are going through, often they see Nick as a friendly face and someone that they trust, and are willing to engage with the team.

Example 3

ACT 3 has a young male client who has a diagnosis of schizoaffective disorder. As a result of his psychosis he has committed several crimes for which he has been incarcerated. He has been in and out of jail for the past few years. Although some people see this client as a trouble maker or a hopeless case, Nick recognized that this client is a victim of his psychotic disorder. During the client's most recent incarceration, Nick advocated for him to be accepted to a specialty treatment centre out of town that works with individuals such as the one in this case. The client is now being treated in a hospital-like facility where his mental illness is understood and he is treated with respect and compassion.

The Sisters of St. Joseph Awards for Excellence

We nominate:

Nick Barden, RN, ACT 3

Full Name and Title (RN, Coordinator, etc)

Regional Mental Health Care London, ACT 3

Area/Program and Site

Liz McIntosh

Coordinator and/or Director

Nominated by:

The Entire ACT 3 team, including:

Jen Jamieson, OT

Alyson Parker, OT

Maureen Robinson, RN

Kelly Edmunds, RN

George Turcon, RN

Gord Cummings, RPN

Aida Cardenas, RPN

Susanne Godswaard, SW

Peter Houghton, SW

Gabriele Elms, secretary

Liz McIntosh, coordinator

Dr. Milo, psychiatrist

As well as:

Phyllis Brady, TQM coordinator

Contact Persons:

1. Gord Cummings, RPN, ACT 3

2. Jen Jamieson, OT, ACT 3

3. Liz McIntosh, ACT 3 Coordinator