

City of London - Application for Appointment to a City of London Board or Commission

Application

Please choose the Board or Commission you are interested in serving on: **London Police Services Board**

Contact Information

Name: **Amanda Smith**

City: **London**

Province: **ON**

Postal Code: **N6C2Y8**

Experience and Qualifications

1. Serving on the Police Services Board requires monthly, full-day meeting attendance; each meeting requires 4-6 hours of reading in advance. Can you describe your ability to participate and contribute this minimum amount of time monthly?:

I will be able to participate I have the ability to work with my professional work responsibilities. I am able to attend these meetings in person or via virtually

2. What skills, education, community involvement and/or experience (including lived experience) do you have that will assist you in a role on this specific board?:

I strive for continuous improvement through education and have enrolled in professional regulated bodies which has allowed me to successfully take on new roles and gain a wide range of experiences in the medical field. I enrolled in the Elder Law certificate which has provided me with knowledge on the legal, financial and health related challenges that the Elderly face in the community. Professionally I ensure that the department operations were aligned with the mission, vision and values, while working collaboratively to successfully achieve the department's strategic objectives.

- Managed day to day department activities, including the management of human, financial and material resources.**
- Create support for a healthy workplace, risk and utilization measurements, and facilitation of improvement initiatives and change management.**
- Fostering effective working relationships and networks within the team and with internal and external stakeholders across the city (LHSC, St. Joseph's Healthcare London, Middlesex London EMS, London Police Services, Western University etc.).**
- Managed a nursing, administrative and staffing portfolios with 74 direct reports. Lead in creating strategic communication improvements with the public community and organization.**
- Managed daily access and flow challenged for the Emergency Service program.**
- Demonstrated successful experience in leading continuous improvement and change management initiatives and projects that shape culture and enhance departmental and organizational efficiency well working within a limited budget.**
- Creating and implementing a new role of Medical Laboratory Assistants (MLA) in the emergency department to support and improve patient care.**
- Assisted in the implementation of standardized protocols to screen and refer the high-risk elderly in the emergency department, including ongoing education and training.**
- Made recommendations for care for frail seniors and assist in their implementation within the emergency department, and other hospital services, including specialized geriatric services.**
- Assisted in the development of linkages with community services.**
- Developed innovative solutions to address concerns with patient transfers between the ER and other community providers (may include education, development of protocols) with a view to building capacity in the system.**
- Educate patients/families/staff both formally and informally regarding the particular needs of the elderly and the specialized care they require in the ED.**
- Participated in research and in ongoing ED quality improvement initiatives, including**

collecting outcome data for the GEM service.

- Provide support to the emergency department in developing elder-friendly emergency health care environment.
- Work collaboratively within the CE-LHIN GEM Project (all 5 hospitals) to provide support, education and sharing of ideas to facilitate success beyond the organization.

3. If you have experience on a Board, Commission or Committee (in London or elsewhere), please provide the details. If you have not previously served on a Board, Commission or Committee, please describe why this appointment is of interest to you.:

I have participated in many committees and project work within my current profession both as front line staff as well as chairing and leading committees. I have participated in Fit to Sit program as chaired our PAQIT committee, I have also led many new initiatives. I am excited to participate in this appointment as I feel I can provide a unique perspective to the board. I have interacted with the Police Services regularly in my profession and can identify and sympathize with the challenges and constraints that they face on a daily within our community, the increase in volumes, support needs, demands of service from the public all while working within a limited budget. These are the same constraints and challenges that I face within my profession and working within the healthcare system. I am able to advocate for innovation but also be able to identify aspects that can be changed within the current environment but also not afraid to work towards a bigger goal in the future.

4. We value the contributions of Londoners with diverse experiences and welcome applications from individuals who share our commitment to reconciliation, equity and inclusion. Please describe how your work, community or lived experience will enhance these efforts through Board and Committee work. (max. 3000 characters):

I have always enjoyed serving my community regardless of which city I am in. Since a young age I enjoyed serving the public through volunteering and in my profession. Having a nursing background, I understand and emulate my commitment to reconciliation, equity and inclusion. Through my practice I have been on the front lines caring and advocating for our vulnerable populations and the community as a whole. I understand the needs to advocate equity and inclusion for people who do not have a voice. Since taking on more of a leadership role professionally I have developed an even greater passion for advocacy for our patient population, community and providers. I have the confidence to support change when change is needed while working within constraints and limits. I know the importance of understanding collective agreements and have an understanding and knowledge of budget developments. I am able to work collaboratively with different disciplines, populations and services to create a successful work environment by keeping an open and respectful line of communication daily. I have the ability to assess request and implement the required needs, for example having a shortage of nursing staff what resources are required to support this current challenging environment so the public and receive timely and equitable care. I was able to assess the situation identify an affordable resource to work within the budget and implement it to the front lines allowing additional support for staff and care for the public. I believe a big part of my learning and experience has come from my role in healthcare and can benefit the board and committee work. I have a passion to serve the public and drive to learn and grow my professional and personal experiences. When I am face with a challenge or the unknown I make goal to learn everything I am able to in order for me to be successful and bring my best self forward. Having demonstrated this quality will only benefit the growth of the community to ensure safe and equitable service is provided by both the City of London and the London Police Services Board.

Attach resume or other document here (optional): **ASBoardpositionresume.pdf**

Confirmations

I declare the following: I am at least 18 years old.; I am not a City employee or Council member.; I understand that my application and any attachments will be included on a public agenda that is published on the City website.

To help inform our outreach activities, please tell us how you heard about this opportunity: (optional): **Word of mouth**

Submitted on: **3/19/2023 2:20:28 PM**



Amanda Smith RN, BScN, MHS, ENCC

March 19 2023

RE: The London Police Services Board

To Whom It May Concern

Please accept my cover letter and resume as consideration for a position with The London Police Services Board.

I have a passion for emergency service and the benefits that they provide to the people within the London community. This is evident throughout my career path. I began my career as Registered Nurse at London Health Sciences Centre (LHSC) in the Emergency Medicine program, my path has led me into leadership roles, including Geriatric Emergency Management Consult and now my current role as Clinical Manager of Emergency Services at Victoria Hospital.

These roles have provided me with experience in strategic planning, project management and increasing operational excellence. My passion for emergency services and commitment to serving the people in the community encourages me to continue to strive for excellence in my profession. This has allowed me to lead initiatives that create positive organizational change with a focus on positive patient outcomes. My experienced educated base makes me an ideal candidate to support the City of London and the London Police Service.

Though I have not been part of the bargaining unit process, I have experience in both a union and nonunion environment. This has provided me with the understanding of the nuances of multiple different collective agreements.

I am excited for the opportunity to bring my knowledge and experience of emergency services to the board. I enjoy reviewing and contributing to policies and procedure development. I have chaired a variety of committees and understand the importance of innovation, policy reviews, being able to identify any short comings including financial. As well as working within a limited budget identifying what is priority to pursue and what can be tabled to revisit at a later time.

In addition to my attributes, I am goal-oriented and dedicated to my profession. I am a passionate and positive leader who strives for personal excellence and who can align my vision with the city's strategic goals, vision and core values. I have had the benefit of

interacting with the London Police Service (LPS) throughout my career and I believe I can provide a different lenses and voice for what the London Police Service and our community needs.

I understand and have witnessed the challenges and constraints that LPS and our community is currently facing. I would like the opportunity to bring my passion, knowledge, and experience to the London Police Service Board to serve both the police and the City of London.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amanda Smith', with a stylized, cursive script.

Amanda Smith RN, BScN, MHS, ENCC



Amanda Smith RN, BScN, MHS, ENCC

OBJECTIVE

To obtain a position on London Police Service Board

EDUCATION AND QUALIFICATIONS

- Pre Health Nursing-Lambton College
- Bachelor of Science in Nursing, 2008-The University of Windsor Ontario
- Master of Health Studies with a focus in teaching 2020-Athabasca University
- Elder Law Certificate- OsgoodPD- Continuing Education 2021
- Member in good standing with the College of Nurses of Ontario
- Member of the Registered Nurses' Association of Ontario
- Member of Canadian Nurses Association
- Member of Canadian College Health Leaders -enrolled in February cohort with LHSC
- September 2022 completion of LEADS program through LHSC
- Enrollment of Lean Sigma Six Certification
- Manager representation on the Drug Therapeutics Committee at LHSC
- Certified Health Executive (CHE)- Completion year 2024

SUMMARY OF PROFESSIONAL STRENGTHS

- Demonstrated successful experience in a management role; positive and proactive leadership capabilities, adept at leading a diverse group of employees, contracted services and consultants.
- Demonstrated successful continued education and professional development related to my professional field
- Ability to develop, implement and lead effective change management strategies.
- Established project management skills with the ability to align projects with strategic goals and operational objectives while managing operational day to day activities
- Proven ability to establish purposeful relationships and work effectively with senior leaders, bargaining units, front line staff and senior management.
- Understanding of financial budgeting principles to develop financial models, forecasts and analyses for operational and capital planning.
- Demonstrated successful experience in leading continuous improvement and change management initiatives and projects that shape culture and enhance organizational efficiency.
- Exceptional communication skills with the ability to converse with, write reports for, and deliver presentations to all levels of the organization.

- Demonstrated ability to inspire the people they lead through productive and honest dialogue, with personal integrity and actions.
- Ability to work collaboratively as part of the multidisciplinary team and as an individual contributor
- Focused critical problem-solving skills and the ability to implement innovative outcomes and solutions
- Self directed professional who embraces changing environments and continuous learning
- Recognized and regarded peer leader and mentor
- Demonstrated excellence in oral and written communication
- Excellent interpersonal, problem solving and teaching skills
- Advanced knowledge of the nursing process, the consultation process program planning, research methodology and crisis management
- Demonstrated ability to provide effective professional practice leadership
- Knowledge of College of Nursing of Ontario standards of practice and standards of practice in area of specialty RGP GEM CNS Role
- Ability to identify potential for patient risk and intervene appropriately
- Knowledge of adult learning and learning theories
- Proven analytical thinking and problem-solving skills
- Knowledge of current and future trends in area of specialty in nursing
- Practice in accordance within specific professional standards
- Seek help and accept guidance when a gap in competence is identified
- Maintain own clinical and professional competency
- Maintain membership in professional role-related organizations
- Commitment to lifelong learning and continually seeks ongoing education

PROFESSIONAL EDUCATION:

- Up-to date LHSC Mandatory Training
- CNA Emergency Nursing Certificate
- Advanced Cardiovascular Life Support, 2020
- Basic Life Support for Healthcare Providers ,2020
- ECG Interpretations Course, 2015
- Ability to effectively navigate and utilize LHSC supported technology such as First Net, Power Chart, Word Processing, Excel and Outlook
- Able to work safely and effectively during scheduled and non-scheduled electronic downtimes
- LHSC IV start and blood draw certification
- Canadian C-Spine Training
- Canadian Triage and Acuity Scale
- ECG Interpretation
- 12 Lead ECG Interpretation
- Trauma Nursing Core Course (exp)
- Emergency Nurse Certificate Canada 2021
- Exploring the Path to Leadership Session
- Emotional intelligence course
- Influencer Course
- Trauma 2018 Annual Scientific Meeting & Conference

- Charge Nurse Boot camp February 13th 2017
- Health and Safety Supervisor Training Course March 30th, 2017

PROFESSIONAL WORK EXPERIENCE

Clinical Manager, Emergency Services

Adult Emergency (Victoria Hospital, London Health Sciences Centre July 2021-Present)

- Ensured the team and department operations were aligned with LHSC mission, vision and values, while working collaboratively to successfully achieve the department's strategic objectives.
- Managed day to day department activities, including the management of human, financial and material resources.
- Create a support of a healthy workplace, risk and utilization measurements, and facilitation of improvement initiatives and change management.
- Fostering effective working relationships and networks within the team and with internal and external stakeholders across the city (LHSC, St. Joseph's Healthcare London, Middlesex London EMS, London Police Services, Western University etc.)
- Managed a nursing, administrative and staffing portfolios with 74 direct reports.
- Lead in creating strategic communication improvements with the public community and organization.
- Managed daily access and flow challenged for the Emergency Service program
- Proficient in completing follow up with LHSC AEMS process
- Demonstrated successful experience in leading continuous improvement and change management initiatives and projects that shape culture and enhance departmental and organizational efficiency.
- Creating and implementing a new role of Medical Laboratory Assistants (MLA) in the emergency department to support patient care and flow.

Geriatric Emergency Management Clinician (GEM)

(University Hospital, London Health Sciences Centre 2020-2021)

- Assist in the implementation of standardized protocols to screen and refer the high-risk elderly in the emergency department, including ongoing education and training.
- Provide appropriate assessments and consultation to identify acute symptoms, underlying health conditions, physical, functional, emotional and cognitive status, home environment issues and home supports needed for the at-risk elderly identified in the emergency department.
- Make recommendations for care for frail seniors and assist in their implementation within the emergency department, and other hospital services, including specialized geriatric services.
- Assist in the development of linkages with community services
- Develop innovative solutions to address concerns with patient transfers between the ER and other community providers (may include education, development of protocols) with a view to building capacity in the system
- Educate patients/families/staff both formally and informally regarding the particular needs of the elderly and the specialized care they require in the ED.

- Participate in research and in ongoing ED quality improvement initiatives, including collecting outcome data for the GEM service.
- Provide support to the emergency department in developing elder-friendly emergency health care environment.
- Work collaboratively within the CE-LHIN GEM Project (all 5 hospitals) to provide support, education and sharing of ideas to facilitate success beyond the organization.
- Participate in program evaluation and reporting requirements.
- Participate in provincial GEM liaison group and the Regional Geriatric Program - Geriatric Emergency Work Group activities and maintain links with other GEM nurses beyond the CE-LHIN.

Registered Nurse, Adult Emergency Department, London Health Sciences Centre (Victoria Hospital, London Health Sciences Centre), 2008-2020

- Provide clinical assessments and decision making in a fast-paced, constantly changing environment
- Effectively triage high volumes of health complaints/individual needs
- Compassionately and empathetically listen and communicate in highly stressful scenarios
- Proficiently assess and identify potential available inter-hospital and community resources that assist in the safe discharge of patients to home
- Manage the care of a diverse population of clients and their emergent health care needs, inclusive of complex senior care
- Serve as a resource person with specialized skills that assist and support my colleagues in unfamiliar situations

In Charge Person (ICP), Adult Emergency Department, London Health Sciences Centre (Victoria Hospital, London Health Sciences Centre), 2017-2020

- Provide guidance and experience to staff.
- Make assignments and request staff needs
- Field complaints from patients/visitors
- Serve as a liaison with doctors and other hospital staff as well as outside hospitals
- Strong leadership skills and flexibility
- The ability to remain calm and assertive in high-pressure situations

Accomplishments

- Highly organized employee who provides safe and dignified care to patients at all stages of their health.
- Peer Mentor/Resource for newly hired staff supporting their needs
- Assisted with staff education during the Emergency Nursing Update Days 2016, 2017, 2018, 2019
- Assisted with RED to GREEN role in the Emergency Department
- Preceptor to nursing students in consolidation phase, providing real-time experience in the workplace and demonstrating high standards of patient centered care
- Selected by Management Team maintain and overview the Standards of Practice in the Adult Emergency Department to support Accreditation Canada preparation.
- Selected by Management Team to be part of the interdisciplinary group to develop a Fit2Sit program in collaboration with Middlesex -London Paramedic Services

- Selected by Management to create a Charge Nurse Resource Binder for ICP/CN at Victoria and University Campus at LHSC.