

PHSA submits first Carbon Neutral Action Report to the government

PHSA has a history of showing leadership in adopting environmentally-friendly initiatives and we have an active program to reduce energy consumption. In 2007, the provincial government passed the [Greenhouse Gas Reduction Targets Act](#) which requires the public sector to be carbon neutral by 2010. In response, we expanded our focus to include broader initiatives to reduce waste and greenhouse gas emissions, and review use of resources. Areas of focus included reduced use of materials, energy/electricity and automobile fleet emissions.

In May, we submitted our first Carbon Neutral Action Report to the govern-

ment to provide an update on PHSA's status toward becoming carbon neutral. The report details actions for reducing greenhouse gas emissions in the required areas of paper, fuels and electricity, as well as other environmental impacts in a range of areas, including purchasing, waste management, and alternative transportation.

"In 2008, we set out with more than 25 objectives, and achieved them all," said Ruth Abramson, corporate manager, Environmental Sustainability. "This was a real team effort and could not have happened without dedication of scores of PSHA staff."

Highlights include:

- PHSA's 2008 energy retrofits have offset total electricity use by 20 percent over 2007 while saving enough to power 400 homes annually.
- 230 staff members are now enrolled in our Employee Transit Pass Program and we have plans to increase the number in 2009.
- PHSA planned a workshop for 40 participants designed to make sure that PHSA purchases are energy efficient while encompassing other sustainability priorities such as waste reduction and cost savings.

PLS offers online booking for interpreters

Looking for an easy alternative to booking an interpreter for your next appointment with a non- or limited-English speaking patient? The Provincial Language Service (PLS) Interpreting Services is pleased to introduce FITS© CSM, a quick and efficient process for booking interpreters online. CSM (Customer Service Module) is a web-based application that allows PHSA staff to review, submit, and update interpreter job requests as well as generate and view reports, simply by logging into PLS's secure site. CSM is accessible 24/7 through the PLS web-

site at www.phsa.ca/pls.

As part of the initial testing phase, CSM was trialed by several of PLS's high-volume customers as an alternative to booking an interpreter via telephone. Now the module has been updated and we are pleased to offer the service to all of our PHSA customers.

CSM is an easy-to-learn, easy-to-use application that does not require the installation of any software. It allows customers to book appointments online quickly and efficiently at any time of day, as long as the appointment is at least 48 hours in advance. Simply by

logging into your account, each department can see scheduled upcoming appointments, as well as modify, delete, and duplicate requests for those patients who may require multiple visits. In addition, CSM can provide detailed reports such as statistics by month or language and request histories.

To sign up for CSM, or if you have any questions, please contact PLS Interpreter Services today at 604.875.2000 x 4911 or plee7@phsa.ca.