

## **Nancy Balfort**

### **Department Manager**

### **Pathology and Molecular Medicine**

As Manager of the Department of Pathology and Molecular Medicine, Nancy represents McMaster with professionalism and confidence at many levels. Nancy has an especially welcoming presence to new faculty and staff and promotes an atmosphere of inclusion and community.

Nancy is the perfect poster person for 'Working at McMaster'; rising through the ranks from her first position as program assistant in 1973 to manager of the Department of Pathology and Molecular Medicine in 1999, Nancy's varied career at McMaster has spanned over an impressive 36 years. Not only has Nancy given many years of service in various positions within the University, she also played a vital part in the planning and implementation of the Michael DeGroote School of Medicine building.

Nancy embodies McMaster's reputation as a highly professional place of employment and learning, where each individual is encouraged and supported in their quest for excellence. One of Nancy's proudest accomplishments is receiving her Bachelor of Commerce degree from the Michael DeGroote School of Business in 1997.

Nancy not only demonstrates innovation in her personal work life but, more importantly, inspires and encourages innovation in her staff. Nancy consistently supports staff in finding better, quicker, more cost effective ways of doing business and also actively seeks ways to encourage faculty and staff to create better working relationships in their workplace. Nancy is an avid supporter of self improvement and encourages her staff to take advantage of the many educational opportunities available through McMaster's Centre for Continuing Education and the annual Inspiring from Within conference.

## **Meghan Burchell\***

### **Instructional Assistant**

## Anthropology

Meghan Burchell has enhanced McMaster University's reputation provincially and nationally, partly as the result of her efforts to catalogue and manage archaeological and ethnographic collections in the care and trust of the University, but especially through her work to involve undergraduate students in the development and scholarly presentation of original research projects based on those collections. Meghan worked tirelessly with representatives of the Ministry of Heritage and Culture, Province of Ontario and the Canadian Museum of Civilization to document McMaster's archaeological collections and has played a critical role in facilitating access to those collections for undergraduate and faculty research in Ontario archaeology.

With another colleague, Meghan co-organized a session at the Annual Meeting of the Canadian Archaeological Association entitled "The Future of the Past: Undergraduate Research in Canadian Archaeology," which included thirteen students from five Canadian universities; seven of which were from McMaster.

Meghan has worked continuously to create and develop new opportunities to enhance undergraduate education in Anthropology. She has been a co-applicant with six different faculty members on five successful internal award applications to enhance teaching and learning, for a combined total of \$28,000 in funding. On her own initiative, Meghan founded the 'Open Lab' volunteer program open to any McMaster student wanting to gain more hands-on experience in archaeology. Sixty students have participated in the program since it began in 2003. The program was a model for a similar program now run out of the Physical Anthropology teaching lab.

Another of Meghan's recent initiatives is the ASK (Anthropology Skills and Knowledge) mentoring program for students in Anthropology. This program recruits graduate students to serve as mentors for undergraduate students to answer questions on anything from employment and graduate school opportunities to how to put together an effective research proposal or resume. In the past year, Meghan has also developed pamphlet, poster and high school liaison campaigns to recruit new students to McMaster's Anthropology program.

\* Denotes 2009 Award Recipient

## **Eric Catania**

### **Research Engineer**

### **Civil Engineering**

Eric Catania's work helps to strengthen both the reputation of the Civil Engineering Department and McMaster Engineering overall. His work opens doors to new donations from the government, utility companies and from local partners. His work also provides internship opportunities to students at McMaster. These allow students to get hands-on experience that could further their education and prepare them for a career in related fields. Eric's work also supports the ideologies of the Sustainability at McMaster office through promoting energy conservation.

Eric has developed energy models for Public Works that are intended to predict changes in energy consumption. The intention is to allow Public Works to reduce energy consumption in a large number of their buildings. He has also helped to develop an innovative program to provide energy audits for a large number of buildings in a fraction of the time. This program could revolutionize the way energy audits are performed in the future, especially for large office buildings.

The partnerships that Eric has built with both Union Gas and Public Works promote McMaster as a University that inspires innovation and research success. These partnerships are intended to reduce operating costs of buildings and their carbon footprint.

Eric's research has earned him an honorable mention at the Innovation Showcase held at McMaster's Innovation Park in 2009. Eric's project involves numerous public clients, which is having great effect on energy conservation and awareness in the community. Eric will definitely stand out as someone who raised McMaster's reputation in sustainability and conservation of energy for years to come.

## **Carolyn Colwell\***

### **Administrative Coordinator**

### **DeGroot School of Business**

Through her dedication to McMaster's PhD program, Carolyn has used her managerial expertise to increase its profile and reputation, by improving the PhD program's recruitment processes, materials, and website. During her tenure at McMaster, Carolyn has also helped the PhD program to expand from two fields in 2004 to five fields in 2010. This significant undertaking was made feasible by Carolyn's innovative approaches to finding efficient ways to manage the PhD application process, the methods that we use to select students for scholarships, as well as other important administrative procedures.

Carolyn's outstanding contributions go well beyond the call of duty. Carolyn has added value to McMaster's Ph.D. program internally as well as externally. Internally, her innovative and dedicated work has benefited the program in many ways. These include; streamlining various administrative procedures resulting in a more efficient operation of the program, initiating the development of a full-day orientation session to ease the transition of new students into the program, organizing yearly scholarship application workshop aimed at increasing the success of our students in national and provincial scholarship competitions, implementing a better monitoring system to track annual supervisory reports, and providing timely information on students progress both of which have helped to improve the overall time-to-completion rate for our program.

Externally, Carolyn's contributions have helped to project a more positive image of our Ph.D. program. She has developed an interactive website for the program and responds to applicant inquiries in a very thoughtful and timely manner all of which have helped us to generate better interest about our program among prospective students. Her very concerned and caring dealings go a long way in enriching the student experience and developing a committed alumni base. The program would not have had nearly such success without Carolyn's contributions.

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## **Kristine Espiritu**

### **Administrative Assistant**

### **Health, Aging & Society**

Kristine provides excellent service. She anticipates the work that needs to be done in managing graduate students and the graduate program. There are many details involved in a graduate program that must be taken into consideration when admitting students, guiding prospective students, finding scholarship and funding opportunities and checking the work of faculty and colleagues. Kristine does this work effortlessly and effectively.

Kristine is extremely conscientious about all aspects of her work. She does a significant amount of work for both the Undergraduate program, and the new MA program, and yet she is never too busy to give her time and attention to helping students and faculty.

With a new graduate program, improvements and tweaks to courses and their requirements are necessary. Kristine has helped to sustain and enhance the program for existing and prospective students. Kristine also plays a key role as the hub of information and knowledge exchange in the department. She helps to link people with similar interests and create networks among faculty and students.

In a diverse program like Health, Aging and Society, it is crucial to have someone with excellent interpersonal and organization skills. Kristine has gone above and beyond and has not only helped bring the department together but has allowed the department to move forward with a revised undergraduate program and new graduate program.

## **Carolyn Fairlie**

### **Human Resources Advisor**

### **Human Resources Services**

Carolyn has exceeded the expectations of McMaster's HR Advisors with respect to quality of service, knowledge of her field and patience with her clients. Carolyn has been integral in providing service to McMaster's departmental administrators for time capturing purposes - a major headache for MACVIP users.

Carolyn's educated work ethics and lead-by-example conduct have made her a shining example for the HR department. These qualities, combined with her pleasant and welcoming attitude have made her a popular team member at the new HR Service Centre. Carolyn thrives at establishing a good working relationship with her clients and peers and maintains that relationship at every given opportunity.

Since the merge of HR, Payroll and the Pensions & Benefits departments, Carolyn has gone above and beyond the call of duty to insure a smooth transition and to provide our clients and customers the best service possible. Carolyn is a dedicated and hard working individual that exemplifies the qualities expected from a McMaster service-based employee.

Carolyn is efficient, competent, and has an excellent rapport with people. She is able to balance priorities and work with demanding timelines. Carolyn was able to follow complex directions in a thorough and detailed manner and also worked very independently without close supervision when it was appropriate. Carolyn is an organized individual who can work on multilayered tasks and balance multiple projects concurrently.

## **Paul Gatt\***

### **Technician**

### **Chemical Engineering**

Paul Gatt has worked at McMaster University for almost thirty years. Paul's support to researchers includes design and fabrication of apparatus that cannot be purchased commercially and does not exist conceptually. Quite literally, Paul and the researcher create and design from scratch the equipment needed to conduct the researcher's experiment. Paul shows extraordinarily high levels of commitment to the department and his competence is exceptional.

Paul's work lies at the heart of many of the undergraduate teaching experiments and many of the projects conducted by research groups. Given that much of the equipment is not available commercially, and has never been built or conceived previously, it is fair to say that without Paul several of the department's teaching experiments and research projects would not exist. In an institution whose primary purposes are teaching and research Paul's work has had a tremendous impact.

Paul provides excellent support for all members of the department, faculty, staff, graduate students, undergraduate students, post doctoral fellow, and visitors. He has established very smooth working relationships within the department and with other departments in the University. Paul's skills are also known to other universities, requests are received for Paul to design and fabricate research apparatus for other universities across Canada.

His technical knowledge is at the very highest level which attracts students and researchers to him for advice. He is more than willing to provide help to anyone who needs it and goes out of his way to do so. His work ethic presents a superb example to the students and researchers in the department.

\* Denotes 2009 Award Recipient

## **John Hemmer\***

### **Maintenance Coordinator**

### **Facility Services**

John Hemmer goes above and beyond the call of duty when it comes to his position at McMaster University. John is responsible for coordinating all of the maintenance trades at McMaster University and makes sure that all the work required is high quality and above safety standards. With about 25,000 different jobs required by the University each year, John's position is demanding. The dedication and skill that John must bring to work each day to make sure that every job is complete, is proof of the excellent service that John provides.

Even when he is under pressure, or understaffed, John always presents himself professionally, with an even temperament and manages to get jobs done in a timely fashion. He is dependable and trustworthy. John is a pleasure to work with and is a definite asset to Facility Services.

To increase office efficiency and ensure that the tradesmen available are dispatched efficiently John has changed numerous paper records into online Google documents to help make sharing information across multiple offices easier and simultaneous, while saving paper and making the office more sustainable. The new mic cell phone system helps tradesmen communicate with John's office as well as each other to get their jobs done faster.

Working for John is great. The best three words to describe John are fair, professional, and respectful. John recognizes hard work and is always the first one to show thanks on behalf of McMaster.

\* Denotes 2009 Award Recipient

**Dr. Steve Kornic \***

**General Instrument Specialist**

**Chemistry**

Dr. Steve Kornic does an excellent job in all roles, and over his four years at McMaster University has made dramatic improvements in facilities' operations and in user training. With more instrumentation per capita than almost any chemistry department in Canada, maintaining all this equipment in top working condition is a significant challenge for anyone. Steve has been a major asset to the operations of both facilities.

Steve's turn around time for industrial samples and internal samples is faster than many other businesses offering the same services. Steve also provides a careful review of his work before sending out results and maintains a network of connections for sample analyses so that if he doesn't have the instrumental capability, he can often find someone who can analyze the sample.

Since his arrival, Steve has helped direct the purchase of new infrared and Raman spectrometers; instruments which represent significant upgrades over those previously available.

Steve takes the initiative to regularly upgrade his knowledge of GMP and GLP by taking courses that are up to date with the current regulations so that the facilities can remain current with pharmaceutical companies' documentation requirements.

Dr. Kornic's influence in making CAOS a first-rate facility, his dedication to his position and his willingness to go above and beyond what is expected demonstrate a strong contribution to McMaster University's reputation of excellence.

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## **Claire Kostyshyn\***

### **Program Administrative Assistant**

### **Psychiatry and Behavioural Neurosciences**

Claire's work ethic and dedication to the residency program has ensured that the psychiatry program at McMaster University enjoys a national reputation as one of the best in Canada. Claire consistently puts in effort above and beyond what is required, giving hours of her own time to ensure high standards are met. Claire is seen as a resource, a mentor, a confidante and a leader to the residents as well as new faculty, whom she guides in a caring and efficient manner. She is the ultimate professional and an outstanding ambassador for McMaster University.

Claire was instrumental in bringing online evaluation to the residency program. Claire has devised innovative and useful tracking documents used beyond her home program (some of which have been submitted for publication). As the coordinator of the psychotherapy program until 2006, she was instrumental in implementing many of the innovations that exist today in the nationally recognized program. Claire regularly brings back new and innovative ideas from conferences and introduces them for program improvement on campus.

Claire is supremely organized, efficient and competent in her role. In her modest "behind the scenes" manner she is instrumental in the smooth operation of the residency program. In addition to being highly skilled Claire always had "an open door" policy for residents and has indeed been described as "the heartbeat" of the residency program.

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## **Lisa Kush**

### **Graduate Assistant**

### **Biochemistry & Biomedical Sciences**

Lisa has enhanced the University's reputation through her planning and welcoming of students at our annual Graduate Open House. Students from other universities have commented on her professionalism in dealing with them compared to staff at other universities. In addition, Lisa has also been part of the Department's staff committee that has raised several thousand dollars over the last few years for Hamilton Food Share. Lisa has also developed a data base to track all aspects of our graduate students program.

Lisa's contribution to the department far exceeds those of any administrative assistant. From tall tasks, such as hosting the graduate recruitment event, and planning the department picnic, to small details, such as judging the annual pumpkin carving contest, Lisa is involved in all aspects of life in the Biochemistry and Biomedical Sciences Department.

Lisa comes to work everyday with a luminous disposition and uncanny ability to provide calm and expert support for a number of driven and edgy Professors. Lisa simply makes the department and McMaster University a better place to work.

## **Dina LoPresti\***

### **Payroll Supervisor**

### **Graduate Studies**

Dina has an outstanding work ethic and a genuine understanding of, and commitment to, the perpetual deadlines in payroll. Most importantly, Dina always puts students first. Dina's attitude towards customer service exemplifies patience, understanding, and accessibility; she makes herself available to students and administrators to solve challenges quickly and effectively, providing careful advice to help everyone learn how to ensure payroll is delivered more effectively and efficiently as time goes on.

Dina is the go-to-person across all Faculties because of her deep understanding of the current and historical contexts of collective agreements, tax law, and internal policies as well as the unique nature of each Faculty. Dina's knowledge and professionalism set a standard to which other staff can aspire, and serves as an inspiration to all.

Over the past 24 years, Dina has participated in the innovation of processes key to McMaster's functioning. The most recent example was during the development and implementation of ViP. Dina determined that the normal hiring process within ViP would not work for graduate students. Dina then worked collaboratively with staff within SGS, UTS and the ViP project team to develop a new process that was appropriate for more than 2000 new hires per year. This single electronic file transfer process saves hundreds of hours of work each term for departmental, Human Resources, and SGS staff.

Dina is a wonderful and dedicated employee to the University. She is always a pleasure to work with and always sees the positive side of things. Dina has a wonderful sense of humour and is a great ambassador for this University.

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## **Karen Neumann**

### **Undergraduate Lab Coordinator**

### **Chemistry and Chemical Biology**

With almost 30 years of employment at McMaster University, Karen has worked her way up from a first year to a Senior Chemistry Undergraduate Technician. Upon the retirement of her supervisor, Karen gladly took on the responsibility of the position of Undergraduate Coordinator while still maintaining her technical duties for the Senior Chemistry Program. Karen has maintained this dual position for over thirteen years.

Karen has never turned anyone away who has asked for help and this includes graduate students and outside clients who need space or equipment or how to go about some experimental procedure. She has helped parents with children to pursue summer projects and assists every year with the summer camp programs that run here at McMaster University.

Karen is an outstanding undergraduate laboratory coordinator, and has played a significant role in ensuring that the new Chemistry and Chemical Biology laboratory courses are a success. She has offered invaluable input into some of the new labs, with respect to the way the labs will run, the cost of the labs, and safety issues. Karen took the initiative to write up a document on glove usage in the lab. Her primary focus is on the safety of the undergraduate students and ensuring that they have an incident free laboratory experience. Karen's many years of experience working in the undergraduate labs is a great asset to the department, and overall to McMaster University.

## **Florence Rosato**

### **Graduate Program Administrator**

### **Mechanical Engineering**

Florence is the face of McMaster University, for many graduate students. A large proportion of the students in the Mechanical Engineering Department are international. Florence's respect for other cultures and constant patience for those who do not use English as a first language is critically important for McMaster's reputation abroad. Many students attend McMaster University because of word-of-mouth. The quality of her work and her reputation as a good employee only enhances the reputation of McMaster University.

Florence is constantly involved with graduate student life including encouraging the organization of social events. Florence is also responsible for setting up and running graduate recruitment events, which are important to bringing in the best and the brightest to our department and University.

Florence is the glue that binds the Mechanical Engineering Department. She must deal with a variety of personalities (from professors to students) and ensure that each member is helped accordingly. Besides the obvious work relationships within the department, Florence is very well-known amongst the administration throughout the University. Her commitment to providing excellent service to graduate students and faculty make her a valuable asset to McMaster University.

**J.P. Talon**  
**Undergraduate Laboratory**  
**and Research Technician**  
**Mechanical Engineering**

J.P. constantly sets a fine example to all the students who require help in the Mechanical Engineering Department machine shop. J.P. not only has a positive and optimistic attitude but he takes the time to properly explain to students how to complete their tasks. J.P. has constantly gone out of his way to explain concepts to students and make them feel comfortable in a machine shop setting. He is extremely deserving of recognition and sets a fine example for others to follow.

J.P. is extremely experienced with his work and most importantly easily approachable and has an extra-ordinary helping attitude. These unique qualities of Mr. Talon made a lot of student's life easier as most of the students are not expert using machine tools and easily make errors. His presence accelerates overall work progress without any doubt.

J.P. is always innovative and has great ideas when the department is stuck with issues in material selection or design of processing of a fixture, holder and anything related to machining. J.P. has distinguished himself by consistently helping the students, being easy to approach as well as having good technical skills. He is very friendly to work with and knows about all the machines available in JHE, and always thinks of all possible ways to solve any difficult research projects.

## **Linda Timmins**

### **Staff Accountant (Investments)**

### **Treasury Operations**

Linda handles the financial aspects of donations of securities that come to the University. These can range in value from a few thousand dollars to over a million. Many of these donations come to the University in the month of December. Donations of securities often have unique features that require special handling and can be time consuming. Linda makes a personal commitment to work with Advancement Services, brokers and custodians to ensure all the details are handled professionally.

Linda provides excellent customer service to campus staff and external donors to McMaster. She is always willing to help answer questions and solve problems using a positive approach and her comprehensive knowledge of the University. Every question is respected and answered with patience. She demonstrates incredible attention to detail and the ability to get to the bottom of an issue or problem. The time and effort she invests goes well beyond duty.

Linda was instrumental in the implementation of McMaster's current automated cash receipt system. In addition, she worked closely with Financial Services staff to develop an improved financial statement reporting system for McMaster's pension plans. The major impact of Linda's work involves fund raising. During 2009 McMaster received approximately \$3.5 million in gifts of securities. Handled well, her functions are almost invisible. Handled poorly, prospects for future donations would be reduced and additional management attention would be required to solve problems with donors.

Linda's personal dedication to doing whatever is necessary to comply with donor wishes and make the transactions go as smoothly as possible at a time of the year that is already very busy is one of her key strengths. Linda is an important link between the University's Donors, Advancement and Treasury Operations.

## **Kate Whalen\***

### **Manager, University Sustainability**

### **Vice-President (Administration)**

Kate is a great asset to McMaster University as she has established the University as a leader in sustainability in a very short period of time and with a limited amount of financial resources. Kate has been able to create a culture of Sustainability at McMaster because she has effectively fostered many relationships across campus. Her ability to work in a collaborative manner and facilitate sustainable initiatives is also what enables her to successfully bring these initiatives to life.

Kate's passion and engagement is not only reflected in the work she does, but in the presentations she gives and conversations she has with all members of the campus community. Kate, being a McMaster Alumni and continuing her education by working towards her M.A. in the School of Geography & Earth Sciences, truly values research and education. Kate takes every opportunity to enhance students' learning experiences by connecting their research with practical and ongoing initiatives taking place on campus.

Kate has already been triumphant in completing 16 of her 21 sustainability initiatives. Kate's vision has been vast and complex. The Sustainability Office has been successful at becoming the second University in North America to ban the sale and distribution of single-use plastic bags. Kate has gone as far as installing water fountain retrofits to support water bottle refilling.

Every initiative Kate undertakes in the Chief Strategy Office is carefully planned and executed. It is her extraordinary poise and style in contributing her best to all of her undertakings that creates an environment that draws the very best from her colleagues. Kate has made a tremendous contribution to the environmental, social and economic Sustainability of McMaster University.

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