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I began working in the UGME February 2, 2016, and realized soon after that I did not have the capacity or propensity to do my job without assistance for all things financial. Karen Amundson had been supporting the first year of Pre-Clerkship since November 2012 and did so with high proficiency. I approached Karen in July 2016 and proposed a new role for her in the UGME, supporting tracking of invoices and managing reconciliation for the UGME. Karen was eventually convinced to trial doing this work.

Karen's evolution from someone who managed the flow of funds rapidly evolved to the person that managed faculty contracts, the day to day and the preparation and submission of the annual UGME budget templates, tracks changes and budget requests all year long, provides monthly tracking and quarterly forecasting, is the expert on all things CONCUR, and in general resource for all staff, faculty, and students in relation to payment and/or reimbursement. In general – 'If you do not know, ask Karen. If Karen does not know, she finds the answer. The more complicated the issue, the harder Karen works to resolve it.'

Karen's knowledge and resourcefulness extends beyond the UGME. Karen is a source for departmental new and existing financial administrators and clerical staff, as well as deans' office financial staff and anyone else that used to work in the UGME. Karen is always game to help and provide information, willing to dig in to help fix someone else's oversight – she is the epitome of *collegial* and patient.

I do not believe you are trusted with managing large sums of money without demonstrating that you are *ethical, honest, and have integrity*. Karen understands that physicians deserve timely remuneration and works diligently to provide payment for services rendered and has worked tirelessly to improve processes; this directly impacts faculty engagement with teaching in all settings. She also monitors payments to ensure that payments are *fair* for the services provided and what the UGME has agreed to, her attention to detail is second to none.

Karen is a great team member and quietly contributes to UGME activities and morale. If our coffee maker is broken, she has an extra one for the team to use. The UGME has cans and bottles to recycle and she takes them to Sarcan. Karen was admitted to RUH while she waited for surgery, and she requested a day pass so she can get her work done in the UGME. Karen gives *respect* and her knowledge, actions, treatment of others garners *respect*.



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Recognizing that Karen works closely with various members of our team, I reached out to a few of them for their perspectives. Here is a sample of what her colleagues had to say:

*One of the things I highly value about having Karen on our team is how she role-models collegiality and respect in all her interactions. Karen is frequently (perhaps daily) asked to find solutions for a variety of finance and remuneration-related issues by faculty, other staff and program leadership. She looks on each new problem as an interesting challenge to tackle, and provides timely answers in a supportive, collegial tone regardless of who is asking the question. She contributes in very meaningful ways to engaging faculty through her service orientation. When faculty ask me questions that I don't know the answer to, I often hear back from them "Don't worry, I'll just ask Karen, she will figure it out". She always gives people the benefit of the doubt and treats them with kindness. She continually seeks to expand her own knowledge and skill set, including in areas of equity, diversity and inclusion. She truly lives her values, and in doing so, she elevates our undergraduate medical education team through her example.*

Meredith McKague, Associate Dean UGME

*Karen has been a pleasure to work with since I have been in the UGME office starting in 2017. She is someone that has always loved her job since I met her. You can tell she is very committed to it in many ways. Even with her busy role she is always willing to lend a hand to any of the office duties that may need tending to such as cleaning the kitchen, ensuring we have coffee, creamer to enjoy, taking the dish towels home to wash, and she does it all without wanting credit, or thanks, she just loves to help!*

*She has respect for all her coworkers and is always open to meeting with the new staff to train or help show them their way around UGME. I always feel I can count on Karen if I need anything at all. When I have had my own personal appointment, I know she would help cover any task in my absence, and she is happy to do so. She volunteers to help with any event we have from the White Coat event to Potlucks in the office or anything at all, you can count on her. She is a highly respected member of our team that is very deserving of the Living our Values Staff Award.*

Shannon Bay, Executive Assistant, UGME



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*I have worked with Karen off and on over my 6 years with the College of Medicine (CoM). In that time, I have always known her to be a wealth of institutional knowledge. Additionally, she has always been very flexible, friendly, and willing to take on new challenges and requests. More recently, I have worked closer with her on UGME finances, and I have seen firsthand how much value she adds to the department. She manages day to day finances with detail and is consistently able to speak to any questions or concerns I may have. Additionally, Karen's commitment to her team is nothing short of remarkable, which was evident this past fall when she managed a challenging couple months personally, while at the same time working to complete the CoM quarter 2 report and the fiscal 25 budget. I will always be quick to volunteer to work with Karen, and I am proud to call her a colleague in the College.*

Chris Pylypchuk – College of Medicine Finance Business Advisor

I am so grateful to Karen for agreeing to try something new and completely outside her comfort zone. Her transformation from supporting cast to leader has been gratifying to witness. The UGME will struggle to replace Karen's institutional knowledge and the relationships she has created with teams in the College of Medicine and units all over Usask, if/when she eventually chooses moves on.

Sherry Pederson, Manager, UGME



To the nomination committee:

I would like to nominate Sue Schmidt, Student Affairs Coordinator at the Regina Campus for the 2023-24 Living our Values Staff Award.

Sue is a remarkable colleague who I feel exemplifies many of the College's values in her everyday work and makes a huge impact on our Regina campus community. "Making an impact" is a phrase that comes out of Sue's mouth frequently; she is a champion of others and quick to praise a colleague or student's helpful actions or good work. I feel as though Sue deserves to be recognized herself for the impact she makes for our Regina campus and the College as a whole.

1. Collegiality:

Sue is a campus leader when it comes to collegiality. Within the Regina campus, Sue works closely with members of both the Pre-Clerkship and Clerkship teams, as well as campus leadership. Sue is willing to lend a hand on any campus project (albeit often a behind-the-scenes task, by her own preference) and checks in regularly on her colleagues to see how we are doing. This past year, Sue coordinated the second annual Regina campus "Fun Facts" trivia contest as part of our Christmas holiday celebration, which brings staff from UGME, PGME, Student Affairs, Deans Office, and IT together in a fun week-long trivia game. While it may seem like a frivolous activity, it is a highly engaging experience that brings colleagues together for some lighthearted fun and helps improve relationships by learning a bit about each other.

Sue leads by example and is a role model for our learners as they learn and practice collegiality with their peers as well. She works closely with the Regina cohort of Peer Learning Network leaders, who have, with Sue's guidance, played an instrumental role in student orientation, providing campus tours, and continue to support first-year students as they navigate the challenges of adjusting to medical school.

Sue also works collegially with her student services colleagues at both Regina and Saskatoon campuses and is an advocate for improving relationships and workflows between campuses.

2. Fairness and Equitable Treatment:

Sue exemplifies these values in her work with student affairs. Sue advocates tirelessly for all students and provides timely, compassionate support for students in need. As part of her work, Sue works closely with students with accommodations, and this past year has worked to introduce improvements in the administration of anatomy lab exams to ensure the fair and equitable treatment of students with accommodations within this specific exam environment. Sue has also worked hard with admin teams to develop consistent exam delivery practices among all Clerkship rotations in Regina, as well as aligned processes between Pre-Clerkship and Clerkship programs making it easier for students with accommodations to transition into Clerkship.

3. Inclusiveness and Respect:

Sue is a champion for inclusivity. In addition to the work outlined above, Sue's daily interactions promote inclusivity at our campus. Sue is a master of introductions - whether it is introducing students to a new staff member, introducing a new or incoming student to a cohort of current students, or simply making sure everyone involved in a meeting or office conversation

know each other's names and positions. In a busy college like ours, these gestures can often be overlooked, but Sue takes care to make people feel welcome, settled, and comfortable. Sue "meets you where you're at" – while her office door and window blinds are often open and inviting, Sue can often also be found checking in on students in the library, student lounges, or hallways in between classes. She is approachable, visible, and available – in a learning and working environment, this goes a long way to build community and a sense of safety, comfort, and respect.

4. Integrity, honesty and ethical behavior:

Sue is a steady source of support for students and her colleagues. Sue is cognizant of the complex working relationships and sometimes competing interests within the College's structures. When dynamic and complicated situations arise involving student support, academic difficulty, or inter-personal issues involving students, she can be counted on to help ensure everyone "stays in their swim lane." Sue has built trust with students at all levels of Pre-Clerkship and Clerkship. Sue puts a lot of effort into building relationships with students so that they feel comfortable seeking support for a variety of issues.

Sue is a well-respected and important member of our Regina campus community and the student services team. I hope this letter captures the embodiment of the College's values that Sue brings to her daily interactions and approaches to work within the student affairs department and beyond. Without a doubt, Sue "makes an impact" and empowers others to do the same.

Sincerely,

Meghan Nelson

Pre-Clerkship Coordinator, Regina Campus