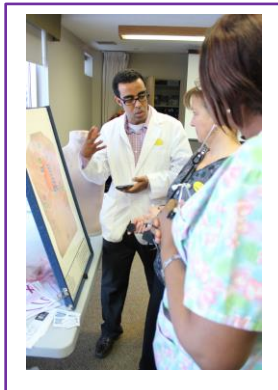
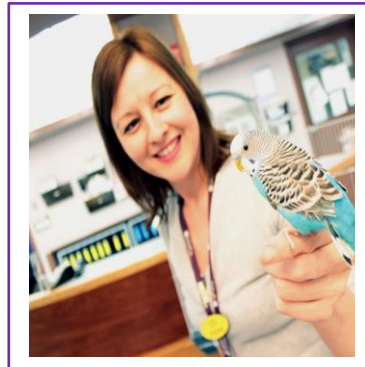




Carewest

INNOVATIVE HEALTH CARE

2017 STAFF EXPERIENCE SURVEY RESULTS



INTRODUCTION

This booklet is a summary of the results from the Carewest Staff Experience Survey that was open to staff between February and March, 2017. The surveys are submitted to a company that prepares and analyzes survey results. This is something that we are required to do by Accreditation Canada to show how we maintain confidentiality for surveys.

This year in our continued effort to be more environmental and reduce paper waste, we encouraged staff to go to an online link or request paper copies only if they could not easily access a computer. We had mixed success with more people going online but a lower overall response rate. Our survey analyst confirmed that we had enough responses to be “statistically valid”, meaning the results are likely to represent the broader population.

As with past years, we continue to achieve very positive results overall although the results in this booklet will show you that we continue to have opportunities for improvement. The results, including the samples from the comments show us that we still have variations across our programs and sites and that is something else we can continue to work on.

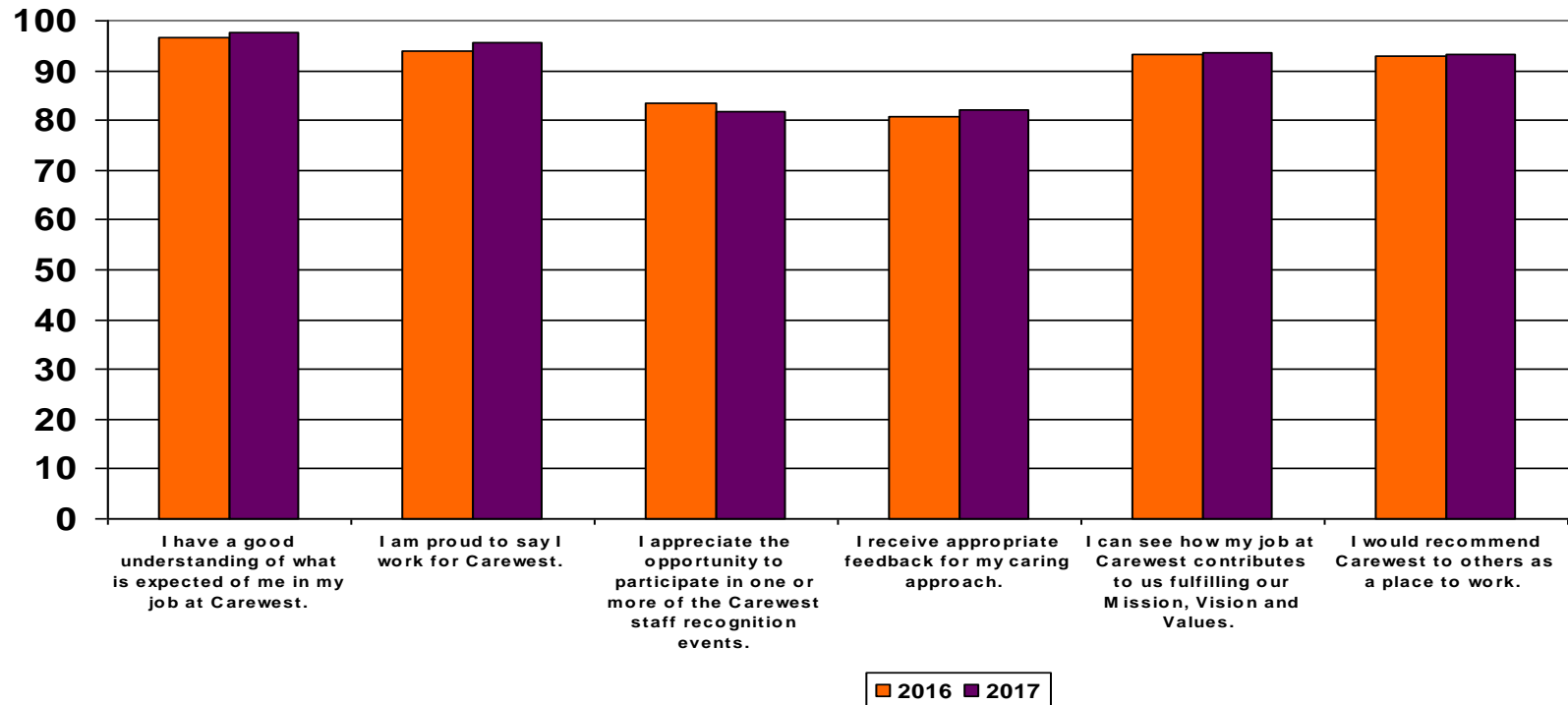
Thank you to everyone who took the time to participate in the survey as this is an important “vital sign” monitor for Carewest. Your input is always appreciated, particularly where you took the time to provide constructive comments that are fair and help us to continue to improve work life for Carewest staff.

SUMMARY OF RESPONSE RATES

	Carewest	Admin	Colonel Belcher	Fanning/ Nickle House	Garrison Green	George Boyack	Glenmore Park	Rouleau Manor	Royal Park	Sarcee/ Beddington C3	Signal Pointe/OSI
Response Rate (numbers)	512/2017	28/70	26/223	105/539	41/212	42/202	75/268	23/93	25/48	81/256	42/105
Response Rate (percentage)	25.4%	40.0%	11.7%	19.5%	19.3%	20.8%	28.0%	25.4%	52.1%	31.6%	40.0%
Margin of error (99% confidence rate)	5%	14%	18%	9%	14%	13%	10%	18%	14%	9%	15%

GENERAL SATISFACTION

	Carewest	Admin	Colonel Belcher	Fanning/ Nickle House	Garrison Green	George Boyack	Glenmore Park	Rouleau Manor	Royal Park	Sarcee/ Beddington C3	Signal Pointe/OSI
General Satisfaction	90.9%	92.8%	86.6%	89.8%	95.8%	95.6%	91.4%	93.7%	86.9%	88.5%	93.7%
1. I have a good understanding of what is expected of me in my job at Carewest.	97.6%	96.4%	96.2%	99.1%	97.5%	96.3%	98.7%	90.9%	96.0%	100%	100%
2. I am proud to say I work for Carewest.	95.5%	100%	96.2%	92.2%	97.6%	100%	94.6%	100%	96.0%	92.6%	97.6%
3. I appreciate the opportunity to participate in one or more of the Carewest staff recognition events (Employee Stampede Event, Employee Christmas Holiday Event, Employee Spring Event, and Staff Appreciation Week).	81.6%	85.7%	80.8%	74.6%	92.7%	90.7%	84.0%	87.0%	56.0%	81.5%	82.3%
4. I receive appropriate feedback for my caring approach in dealing with Carewest clients, families and co-workers.	82.1%	85.7%	72.0%	80.0%	87.8%	88.9%	82.7%	78.3%	80.0%	82.7%	87.8%
5. I can see how my job at Carewest contributes to us fulfilling our Mission, Vision and Values as outlined in our Frame of Reference.	93.7%	96.4%	88.0%	93.3%	97.6%	98.1%	94.7%	100%	92.0%	88.9%	97.6%
6. I would recommend Carewest to others as a place to work.	93.1%	96.4%	88.5%	93.3%	97.6%	96.3%	92.0%	100%	92.0%	87.7%	97.9%
7. Overall, I am satisfied with my job at Carewest.	92.7%	89.3%	84.6%	96.1%	100%	98.2%	93.3%	100%	96.0%	86.4%	92.7%

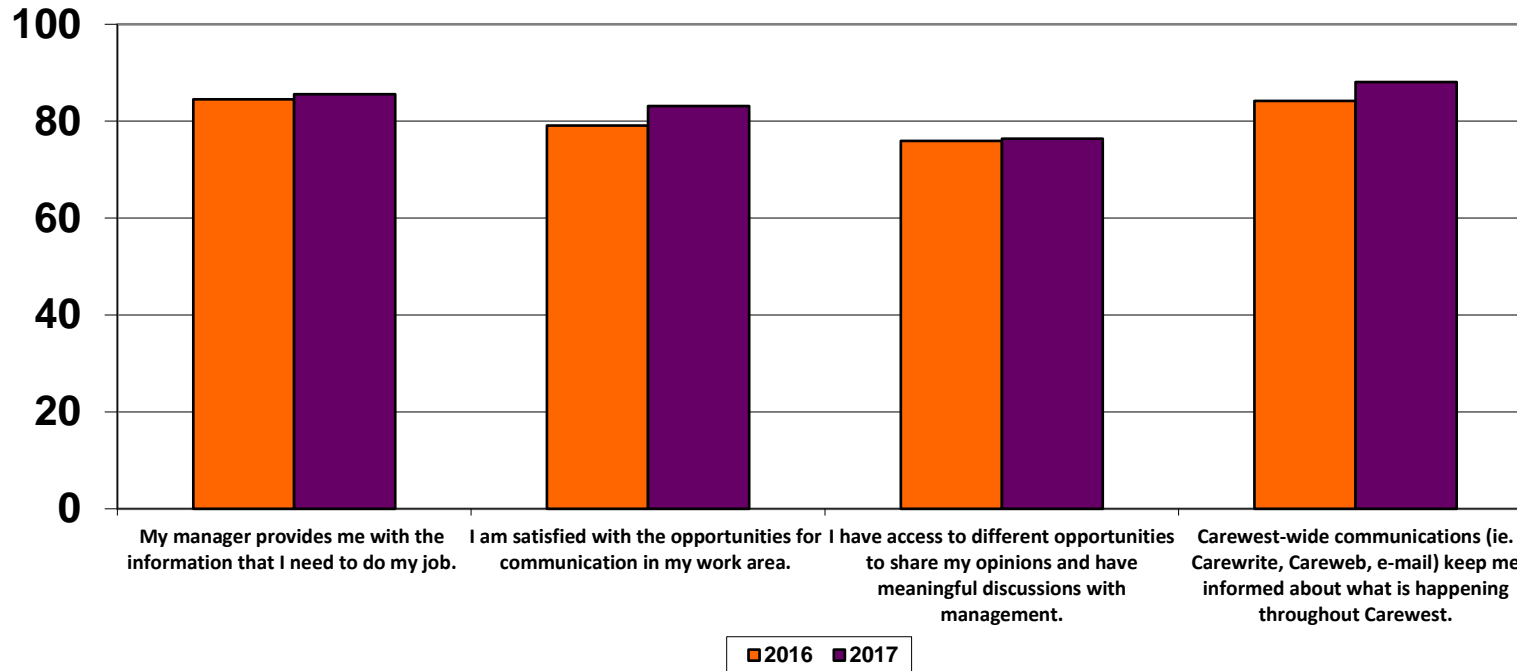


Some Comments from our staff about general satisfaction:

- Carewest is an amazing employer to work for. Awesome team and awesome work benefits. And a place to look forward to going to work.
- I find the culture is changing at Carewest and it worries me. We used to have huge campaigns about kindness and respect and everywhere you looked, it was encouraged – an important reminder that I think we need daily. That has been lacking over the last couple of years as priorities shift. I feel it’s making an impact at the front lines and eroding Carewest’s reputation as a great place to work. What’s great about kindness and respect is it’s free – no investment required but only a commitment at the leadership level.
- Would like to see more recognition of staff who present the core values of the organization by popular votes from management and entire team: example a posted picture of the employee indicating employee of the month or just a simple appreciation card of a job well done signed by management team.

COMMUNICATION

	Carewest	Admin	Colonel Belcher	Fanning/ Nickle House	Garrison Green	George Boyack	Glenmore Park	Rouleau Manor	Royal Park	Sarcee/ Beddington C3	Signal Pointe/OSI
Communication	83.3%	96.4%	82.5%	85.6%	90.2%	91.0%	79.2%	90.3%	84.0%	77.9%	74.1%
9. My manager provides me with the information that I need to do my job.	85.6%	100%	84.6%	88.6%	87.8%	92.9%	86.7%	82.7%	84.0%	79.0%	70.7%
10. I am satisfied with the opportunities for communication in my work area.	83.1%	96.4%	84.0%	86.5%	92.7%	90.5%	76.0%	91.3%	92.0%	70.1%	77.0%
11. I have access to different opportunities to share my opinions and have meaningful discussions with management.	76.4%	92.9%	76.9%	79.8%	85.4%	90.5%	68.9%	91.0%	72.0%	76.1%	58.5%
12. Carewest-wide communications (ie. Carewrite, Careweb, e-mail) keep me informed about what is happening throughout Carewest.	88.1%	96.4%	84.6%	87.6%	95.0%	90.2%	85.3%	96.0%	88.0%	86.3%	90.2%

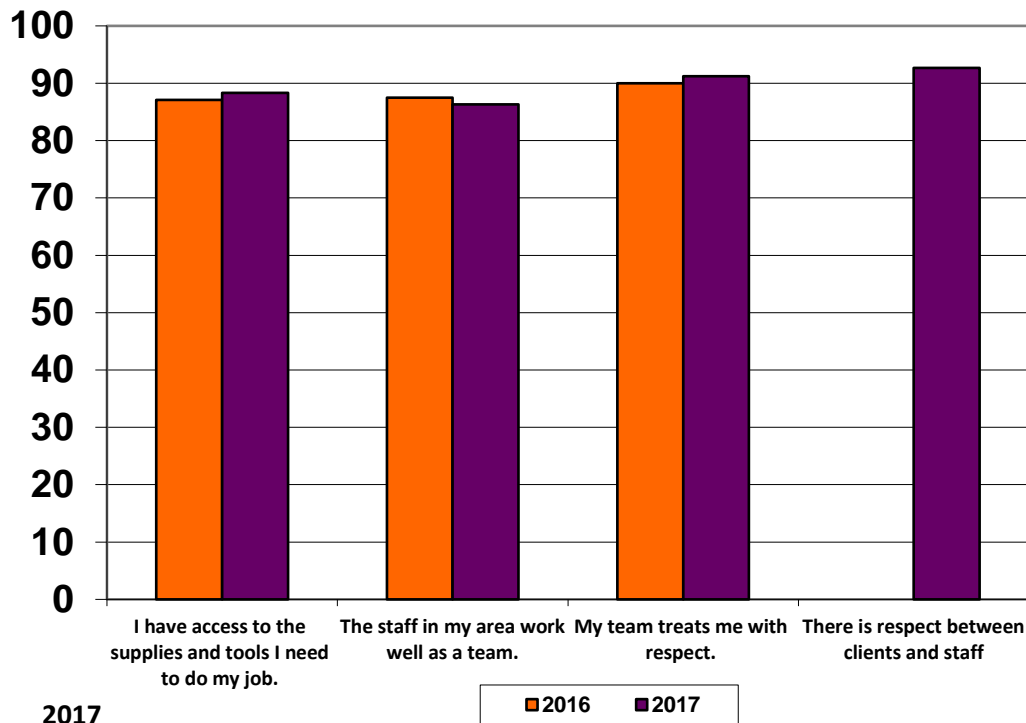


Some comments from our staff about communication:

- We have very general communication. A question for Carewest is whether we should consider more targeted communication – information for residents/clients, information for staff and information for management.
- Carewest should be miles ahead when it comes to use of technology in the workplace to improve/enhance productivity. We lack basic systems and tools that impact our effectiveness.
- There is more positive talk skill needed in the staff so they can show respect to each other when they communicate.
- I feel that one performance appraisal a year isn't sufficient enough when your manager doesn't provide you any other feedback throughout the year. I only get feedback when I have my personal appraisal. It would be nice to know I'm doing my job at other times of the year as well, then there is no surprises with the appraisal.

TEAMS

	Carewest	Admin	Colonel Belcher	Fanning/ Nickle House	Garrison Green	George Boyack	Glenmore Park	Rouleau Manor	Royal Park	Sarcee/ Beddington C3	Signal Pointe/OSI
Teams	89.6%	95.5%	84.3%	90.0%	95.1%	94.6%	86.8%	96.5%	94.9%	86.1%	92.7%
14. I have access to the supplies and tools I need to do my job.	88.3%	96.4%	65.4%	90.5%	95.1%	97.6%	77.8%	87.0%	96.0%	86.4%	95.1%
15. The staff in my area work well as a team.	86.3%	96.4%	80.8%	88.5%	95.1%	90.2%	82.7%	95.7%	92.0%	77.8%	85.4%
16. My team treats me with respect.	91.2%	96.4%	84.0%	93.2%	92.7%	92.9%	93.2%	100%	96.0%	85.2%	92.7%
17. There is respect between clients and staff.	92.7%	92.9%	87.5%	91.4%	97.6%	97.5%	93.3%	72.3%	95.5%	95.0%	97.6%



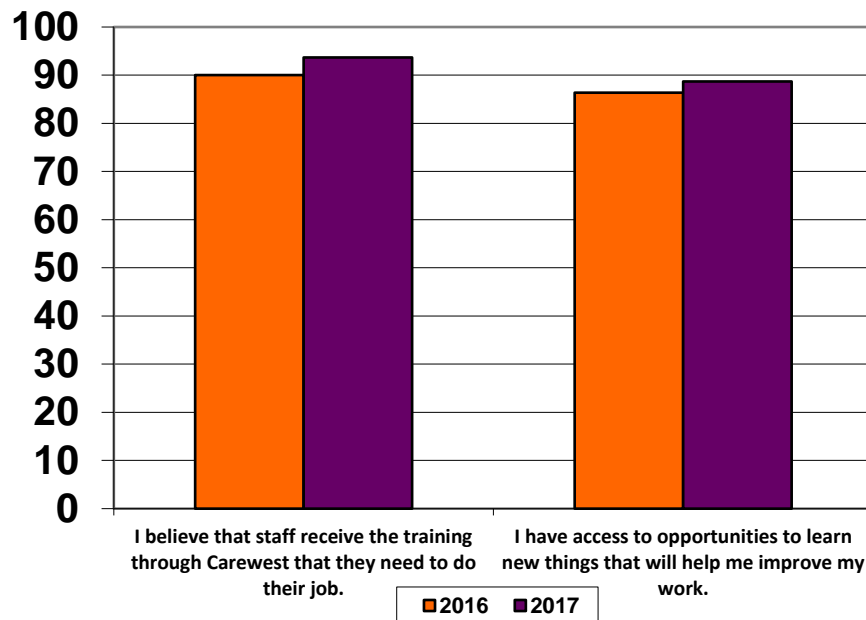
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Some Comments from our staff about teams:

- We have a great team environment on our unit where respect and collaboration is the norm and greatly appreciated.
- I feel that all employees should have to go through a Philosophy of Care training annually because I don't feel as though many staff exemplify the Philosophy of Care.
- Daily, I see staff demonstrating their lack of respect for clients (i.e. speaking a language other than English when providing care to a client, ignoring a client to carry on a non-English conversation with a co-worker, etc.). I think the colleges need to do a better job of training staff to be respectful

EDUCATION

	Carewest	Admin	Colonel Belcher	Fanning/ Nickle House	Garrison Green	George Boyack	Glenmore Park	Rouleau Manor	Royal Park	Sarcee/ Beddington C3	Signal Pointe/OSI
Education	91.2%	85.2%	92.3%	90.0%	95.1%	97.6%	89.2%	87.9%	94.0%	92.6%	96.4%
19. I believe that staff receive the training through Carewest that they need to do their job.	93.7%	96.4%	92.3%	91.4%	95.1%	97.6%	93.3%	82.6%	96.0%	96.3%	97.6%
20. I have access to opportunities to learn new things that will help me improve my work.	88.7%	75.0%	92.3%	88.6%	95.1%	97.6%	85.1%	93.1%	92.0%	88.9%	95.1%

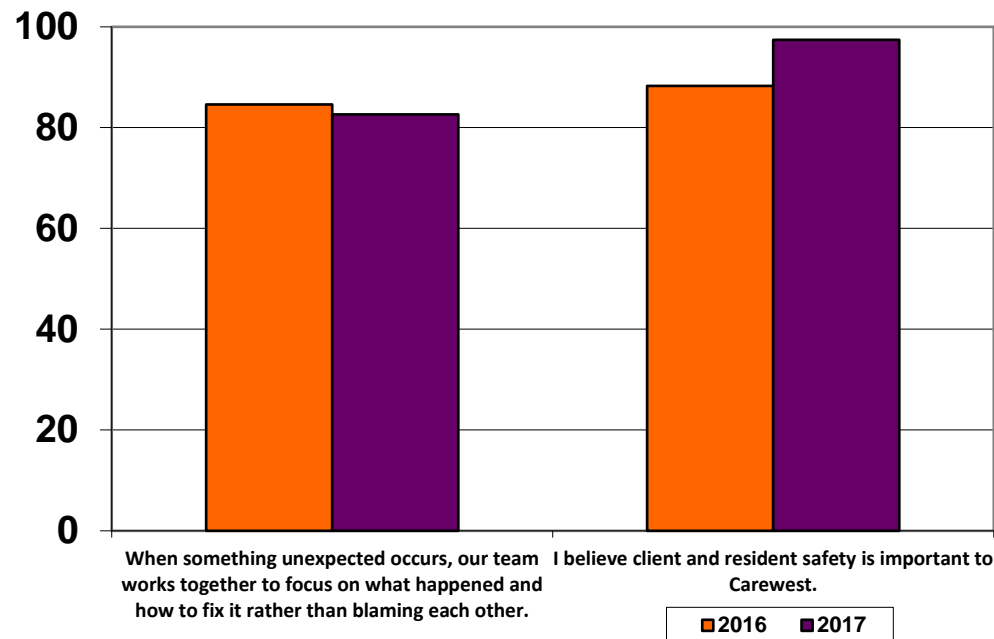


Some comments from our staff about education:

- I am so impressed with how Carewest supports education – if not through the organization itself, it has been supportive of access to external education resources.
- It would be helpful to have more online learning opportunities. It would also be helpful if all staff had access to the Internet.
- Education needs to be streamlined and targeted. Currently too many resources are committed to orientation, new staff and mandatory training. We need support on the units directly for complex clients, behaviours, clinical presentations, etc.
- There is no education opportunities through Carewest that directly apply to my current position but my manager is very open to external education opportunities for staff. There is a need for more mental health education resources

CLIENT SAFETY

	Carewest	Admin	Colonel Belcher	Fanning/ Nickle House	Garrison Green	George Boyack	Glenmore Park	Rouleau Manor	Royal Park	Sarcee/ Beddington C3	Signal Pointe/OSI
Client/Resident Safety	90.0%	94.7%	86.6%	95.5%	96.4%	95.3%	88.7%	91.4%	97.9%	85.2%	86.90%
22. When something unexpected occurs, our team works together to focus on what happened and how to fix it rather than blaming each other.	82.6%	89.3%	76.9%	91.0%	95.1%	92.9%	77.3%	87.0%	95.8%	72.8%	88.10%
23. I believe client and resident safety is important to Carewest.	97.4%	100%	96.2%	100%	97.6%	97.6%	100.0%	95.7%	100%	97.5%	85.70%

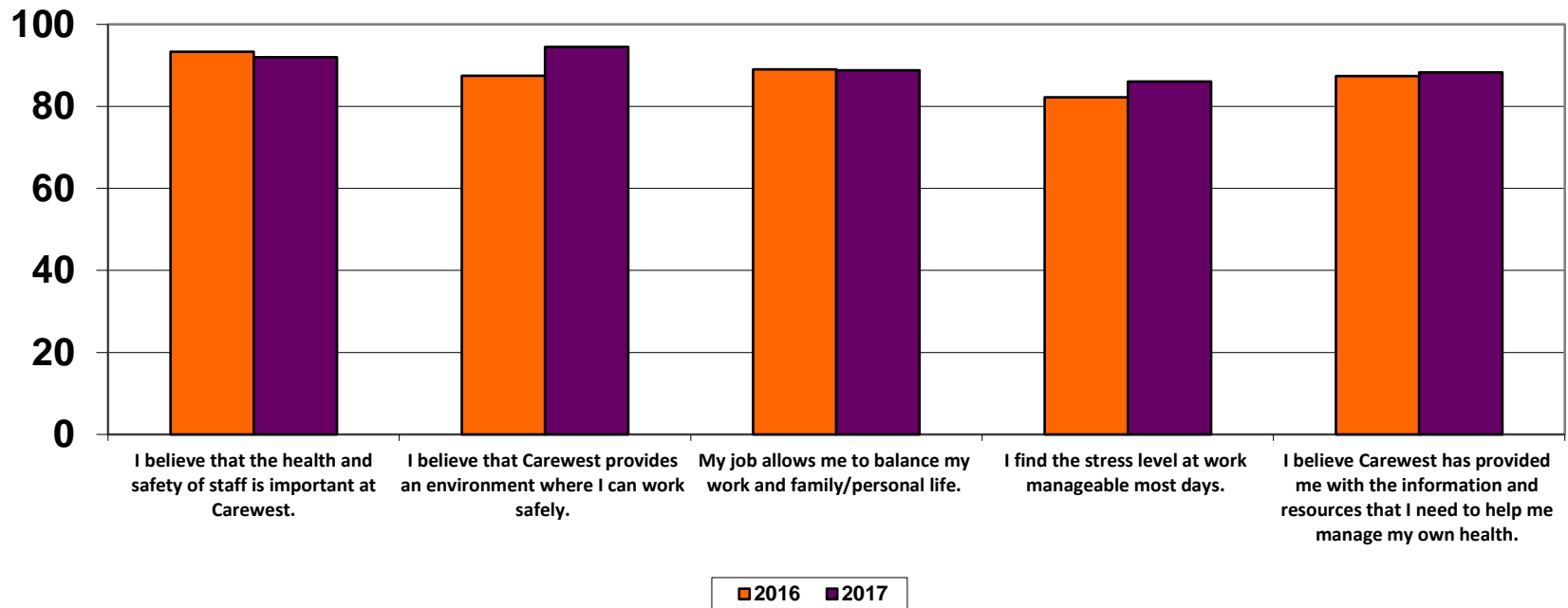


Some comments from our staff about client safety:

- There is virtually no culture of blame at Carewest and the managers all advocate for learning and improvement, rather than laying blame. So important and very much appreciated.
- I strongly believe that Carewest works hard for the sake of the client. All clients and staff are happy to be taken care of at Carewest.
- People are scared to be investigated. They often deflect blame to other staff members instead of using it to learn from mistakes.
- Management does an excellent job assessing what went wrong and supporting staff in finding solutions, however staff often jump to blame (in the absence of a manager).
- It is everyone's responsibility.

STAFF SAFETY

Employee Health and Safety	89.7%	97.9%	84.6%	91.7%	94.6%	95.2%	90.1%	93.7%	87.4%	85.2%	79.10%
25. I believe that the health and safety of staff is important at Carewest.	92.0%	100%	84.6%	96.2%	95.1%	100%	90.7%	91.3%	92.0%	88.9%	81.00%
26. I believe that Carewest provides an environment where I can work safely.	94.4%	100%	88.5%	96.2%	95.1%	97.6%	100%	82.6%	96.0%	90.1%	78.60%
27. My job allows me to balance my work and family/personal life.	88.2%	92.9%	84.6%	93.3%	100%	92.9%	88.0%	95.5%	75.0%	81.5%	73.80%
28. I find the stress level at work manageable most days.	86.1%	96.4%	76.9%	86.7%	90.2%	90.5%	85.1%	95.5%	87.0%	82.7%	78.60%
29. I believe that Carewest has provided me with the information and resources I need to help me manage my own health.	87.9%	100%	88.5%	86.3%	92.7%	95.2%	86.5%	90.9%	87.0%	82.7%	83.30%

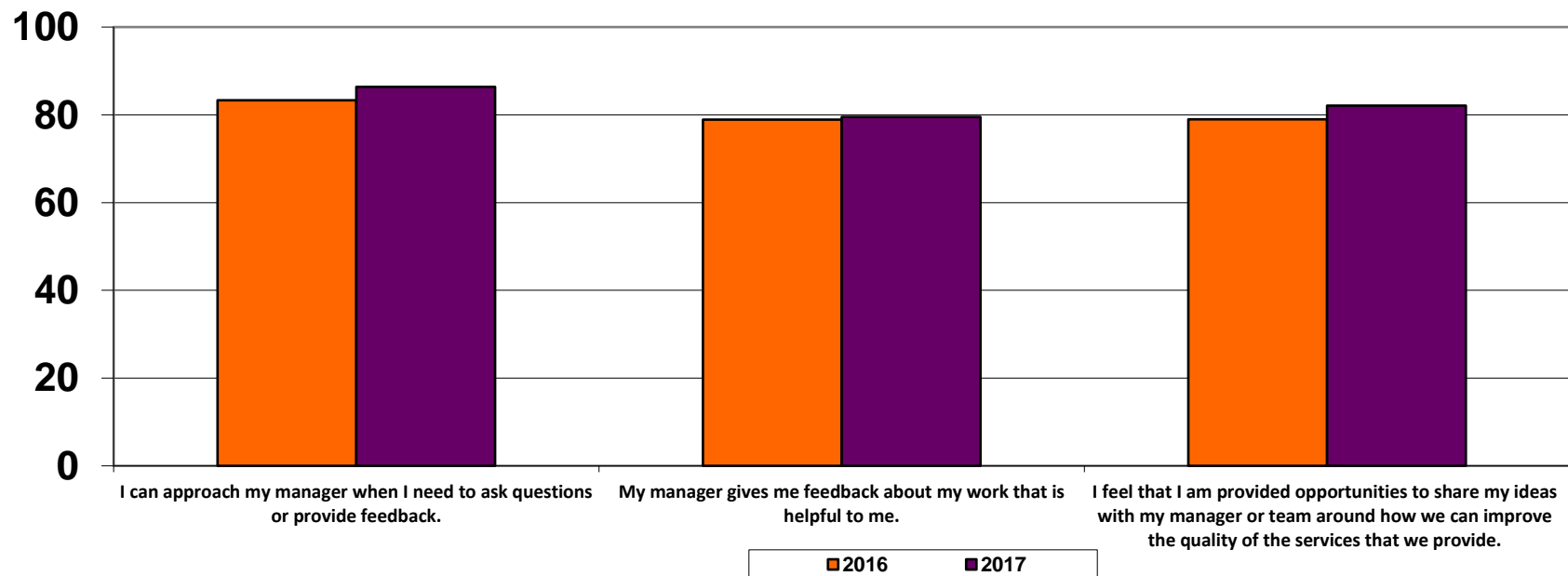


Some comments from our staff:

- I've always felt this is an area of strength for Carewest. The dedicated Health and Safety department works hard and actually cares for the health and safety of staff here. I feel well-looked after as an employee here.
- Make sure work areas and tools are in good order.
- Health and safety staff with Carewest are wonderful people and very involved. We have ongoing safety practice meetings, which I appreciate. I believe the hallmark of Carewest is a homeostatic environment with respect and safety always on the forefront.
- Physical safety is addressed but emotional and psychological is often forgotten. There are some in leadership positions who regularly treat others in non-leadership positions disrespectfully. This is evident in their voice tone, non-verbal. Often, they are dismissed.
- I wish there was a gym specifically for staff.

LEADERSHIP

Leadership	82.7%	97.6%	72.7%	87.6%	92.7%	94.3%	76.8%	85.5%	89.3%	78.1%	58.70%
31. I can approach my manager when I need to ask questions or provide feedback.	86.4%	100%	80.8%	93.3%	95.1%	95.2%	82.2%	91.3%	88.0%	80.3%	61.90%
32. My manager gives me feedback about my work that is helpful to me.	79.5%	96.3%	69.2%	82.9%	92.7%	92.7%	75.3%	82.6%	88.0%	72.8%	57.10%
33. I feel that I am provided opportunities to share my ideas with my manager or team around how we can improve the quality of the service that we provide.	82.1%	96.4%	68.0%	86.5%	90.2%	95.1%	73.0%	82.6%	92.0%	81.3%	57.10%



Some comments from our staff about leadership in Carewest

- Our CSM always goes above and beyond to ensure our team is heard and provides applicable support when needed. Her kind nature makes it easy to approach her and discuss challenges and concerns. She also recognizes good work and communicates this to those who apply.
- My manager is great at listening to my opinions and providing constructive feedback. I really feel supported.
- One of the things that gives me a high level of job satisfaction is that my manager gives me the opportunity and encouragement to express and implement ideas.
- My manager is one of the best managers I have ever had the pleasure of working with. She balances 'having to manage' & call the shots with being personable and understanding. She is an excellent resource, support and boss!
- I don't feel that our manager knows what really goes on. There is not an open door policy. If you try to bring up concerns, you are usually shut down quickly and not really listened to.
- I feel my manager is very fair, open, honest and collaborative. I feel my opinion is respected and there is a free-flow of communication. My manager is someone I can look up to, learn from and laugh with. Very open leadership, willing to entertain new ideas. I have always felt very supported by leadership here.