



2019 / 2020
STAFF EXPERIENCE
SURVEY RESULTS



INTRODUCTION

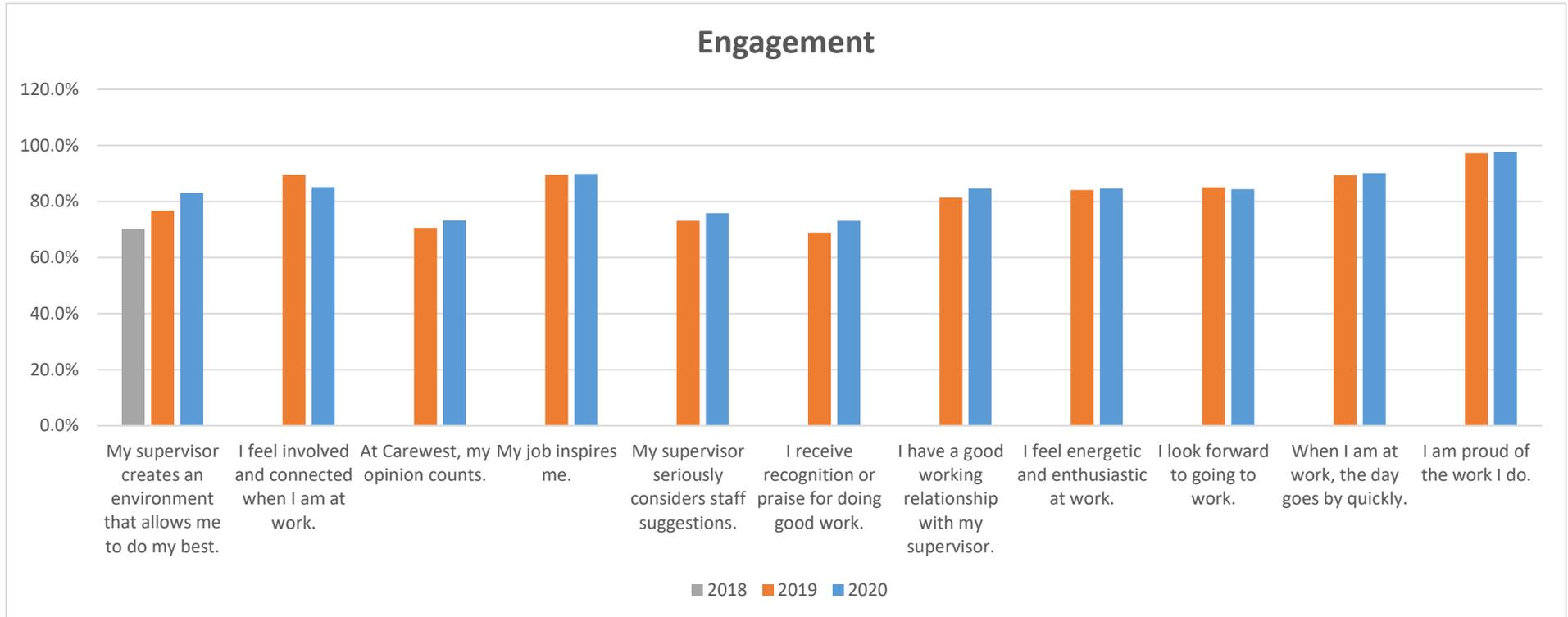
Thank you to all the staff who took the time to respond to the annual staff experience survey this year. For the first time ever, we had over 1000 responses. This represented 49.4 % of staff excluding casuals or 37.1% with casuals included in the denominator, which means the results are a good (statistically speaking) sample to represent Carewest staff. Some sites had higher or lower response rates and that does affect the analysis at the site level but even there, we have themes to look at further.

The survey was open from January 15 until February 15th with a significant change of going to fully online responses for the first time ever (75% of the responses last year were online). That makes it easier and faster to get the results and it saves trees! Your input would suggest that we are on the right track, but as always, there are some opportunities for improvement. Those successes and opportunities also vary across sites and programs but this report will focus on the general results and trends for Carewest. About one half of the responders provided constructive feedback to help us focus our efforts for improvement. These comments focused particularly on leadership, education and communication, identifying both successes and challenges for staff in the organization.

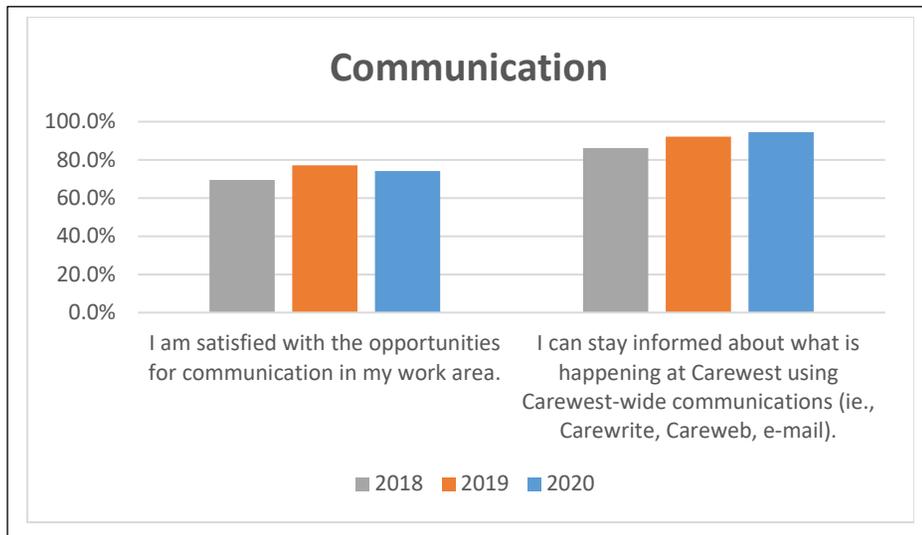
Thank you to everyone who took the time to participate in the survey as this is an important “vital sign” monitor for Carewest. Your input is always appreciated, including adding constructive comments that are fair and help us to continue to improve work life for Carewest staff.

* Margin of error is a statistical method to help identify how likely the results will reflect all of the population. For example, 89.6% of Carewest staff were in agreement that ‘My job inspires me’. With a margin of error of 4% (based on overall response rates), we can be 99% sure that between 85.6% and 93.6% of all staff would respond the same way. The lower the margin of error, the more likely the result represents all staff (statistically speaking)

ENGAGEMENT (NEW in 2019)



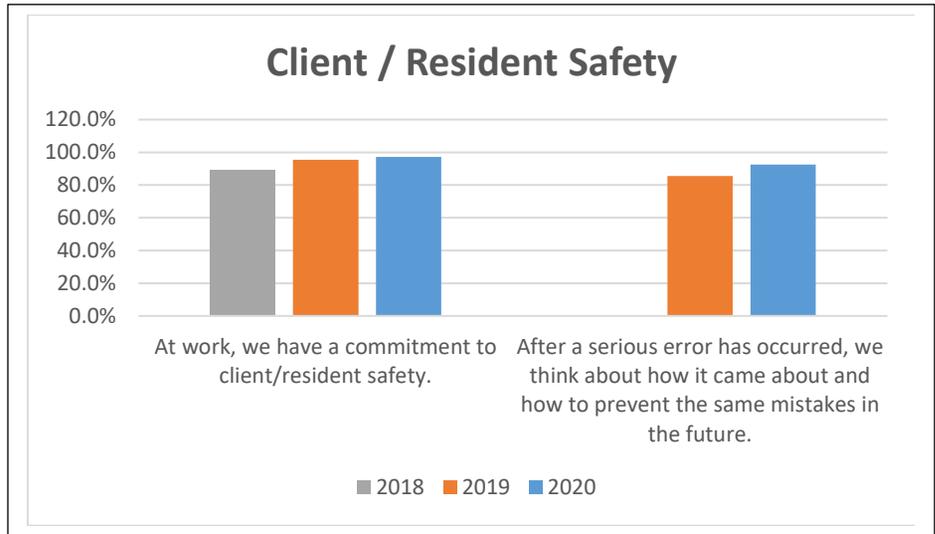
- I feel that empowering the newer recruits of the department with additional leadership / mentorship opportunities would secure engaged staff for the next generation.
- I have no issues with my job, staff, resident or management. I think management is doing a great job! I know I can talk to her if I need to. I love my job and where I work. I wouldn't change it
- I take pride in my work at Carewest and always love to come in to work. I am privileged to work at Carewest. Thank you
- I do think that my manager values my role within the team. Any frustrations I have would be with communication across the team and uncertainty of "who does what" sometimes.
- I feel that informal employee recognition could be strengthened by creating more formal opportunities for managers/supervisors to do it. For example, a calendar reminder every week to remind managers/supervisors to tell one of their reports that they are doing a good job.



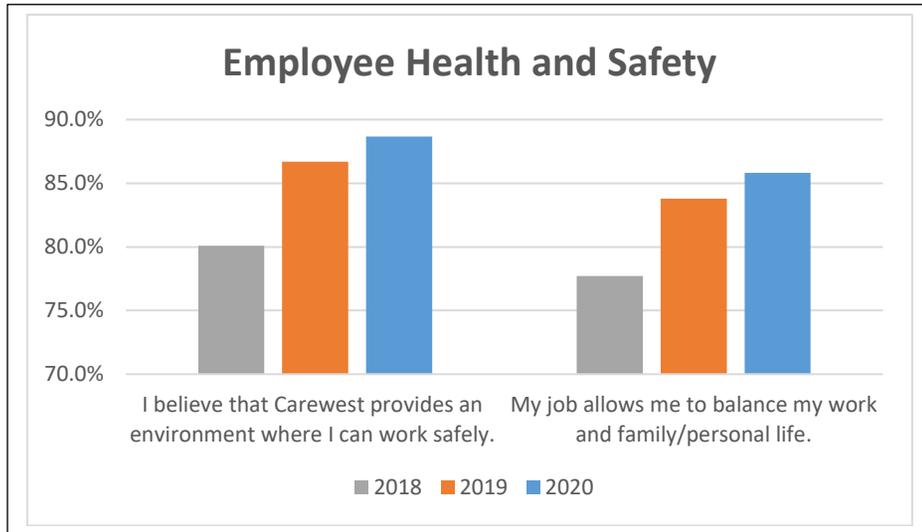
- ✚ Keep lines of communication open. All staff need to do their part to keep the unit running smoothly.
- ✚ Supervisor and staff continue to work as a team with open communication, honest, respect each other's input to improve the quality of care for our clients and staff's welling beings.
- ✚ Keep lines of communication open. All staff need to do their part to keep the unit running smoothly.
- ✚ Communication is better though sometimes there is miscommunication between team members, team should emphasize in clear communication
- ✚ I feel communication between staff could use more work to establish better relationships as a team.

CLIENT / RESIDENT SAFETY

- ✚ Carewest is a great organization providing excellent care to its residents.
- ✚ Everyone's perspective is invited and included and all together we deliver amazing care to the resident's every day.
- ✚ I like how they treat their clients
- ✚ For safety of the unit specially evening and night shifts I suggest visiting hours should be limited like before. Sometimes I still see people being blamed for errors although the system or processes contributed greatly to the error in the first place.



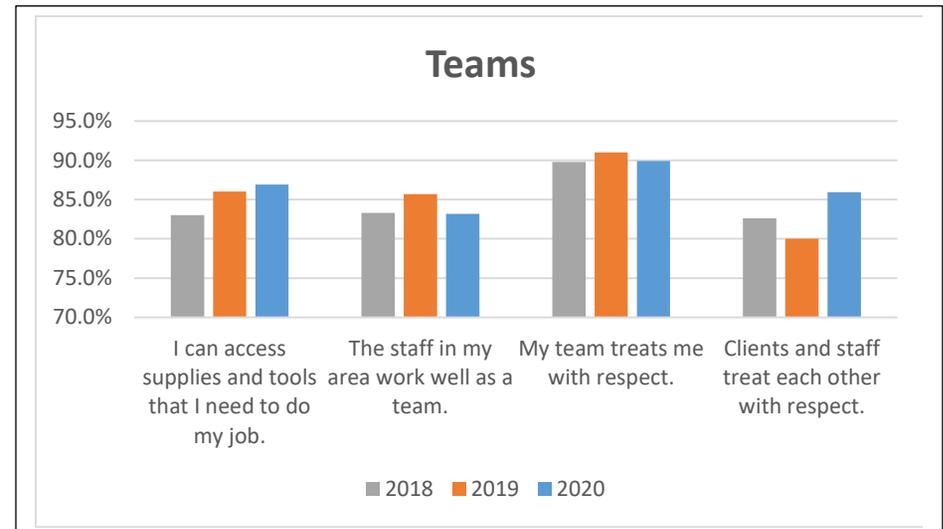
EMPLOYEE HEALTH and SAFETY



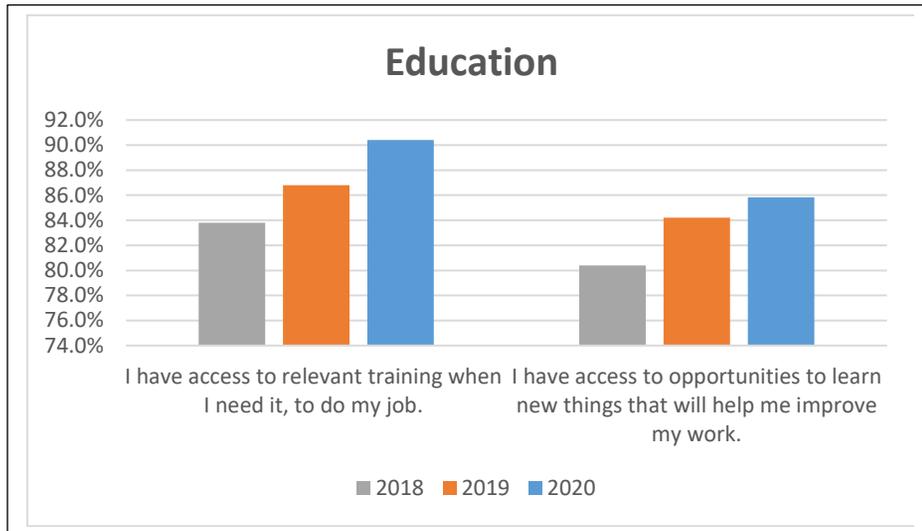
- I find the flexibility that my Director allows directly contributes to my loyalty and the fulfillment that I enjoy in my position.
- External cameras around buildings to prevent theft, accident incidents
- I believe management needs to support staff in balancing work and there personal matters at times of need
- On a regular basis we work short on our unit which does not allow us to be at an optimal safety level considering the complex needs of our clients.
- I believe Carewest needs to do a better job in managing verbally and physically aggressive residents. Staff members do not feel safe at work anymore. Staff complains falls on deaf ears. There are great reasons why the sick calls are so high.

TEAMS

- I am proud to be a part of the team and look forward to how the organization continues to improve and evolve into a stronger player of healthcare in the mental health division.
- Love the teamwork
- We are proud of our teams accomplishments
- I love my job!! I really appreciate that I can try new things, bring ideas to my team/management and get support. I love that everyone on the team has a voice and that we solve problems together. I feel safe sharing my ideas because no one is every put down for their ideas/suggestions. This is the best team I have ever been a part of.
- I have the most amazing team of committed people who are supportive of each other and the work that we need to do.

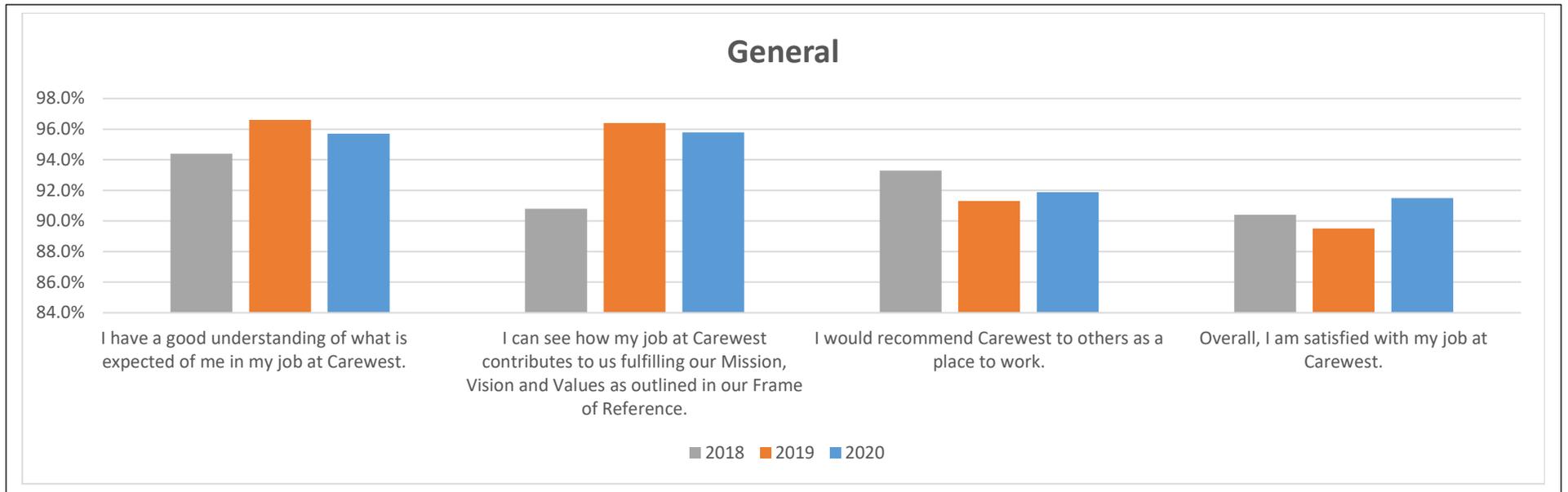


EDUCATION



- ✚ Make all the important quizzes accessible online.
- ✚ Education resources need to be reassessed to better encompass the diversity of clients at Carewest. Dementia/ elderly clients are a big part of our business but not the only part.
- ✚ Leadership education/coaching/mentoring for front line staff.
- ✚ I have found that accessing peer training/support has been challenging.
- ✚ Provide more opportunities to frontline therapy staff to keep knowledge up to date and relevant
- ✚ There is very little opportunity for training and professional development for non-clinical staff.

GENERAL SATISFACTION



- ✚ I worked here years ago on a temp basis and am so happy to be back permanently. Carewest is for me the best workplace I've had my entire career. It's the only workplace that operationalizes the vision, mission, and guiding principles.
- ✚ Excellent place to work
- ✚ Excellent team work! Would recommend to a friend to at Carewest
- ✚ Overall, Carewest is a great place to work and I have often asked people if they have considered this as a place to apply when looking for work.
- ✚ Our visibility wall, we communicate with our client manager, it's every Thursday, and our monthly meeting helps us and communicate our problem ton our wing.
- ✚ I find the environment that I work in to be supportive, creative and motivating.
- ✚ I would enjoy more opportunities to get to know other staff in my building, and more discipline-specific opportunities for sharing of knowledge between other OTs in the building
- ✚ There appears to be great pride in all of the leadership team who has gone through the LEADS training but I have yet to see any direct changes from this program in any leadership styles and practices across the organization.
- ✚ More feedback from Management for casual employees - how their performance is doing, how to improve, and how to progress in their career with Carewest from a casual employee to more permanency and job security.