



**2020 / 2021**  
**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.**

The survey was open from January 20 until February 17<sup>th</sup>, 2021 and fully online. That makes it easier and faster to get the results back to you and it saves trees! The same questions were asked last year and we added five questions to gauge staff satisfaction with Carewest's response to the COVID-19 Pandemic.

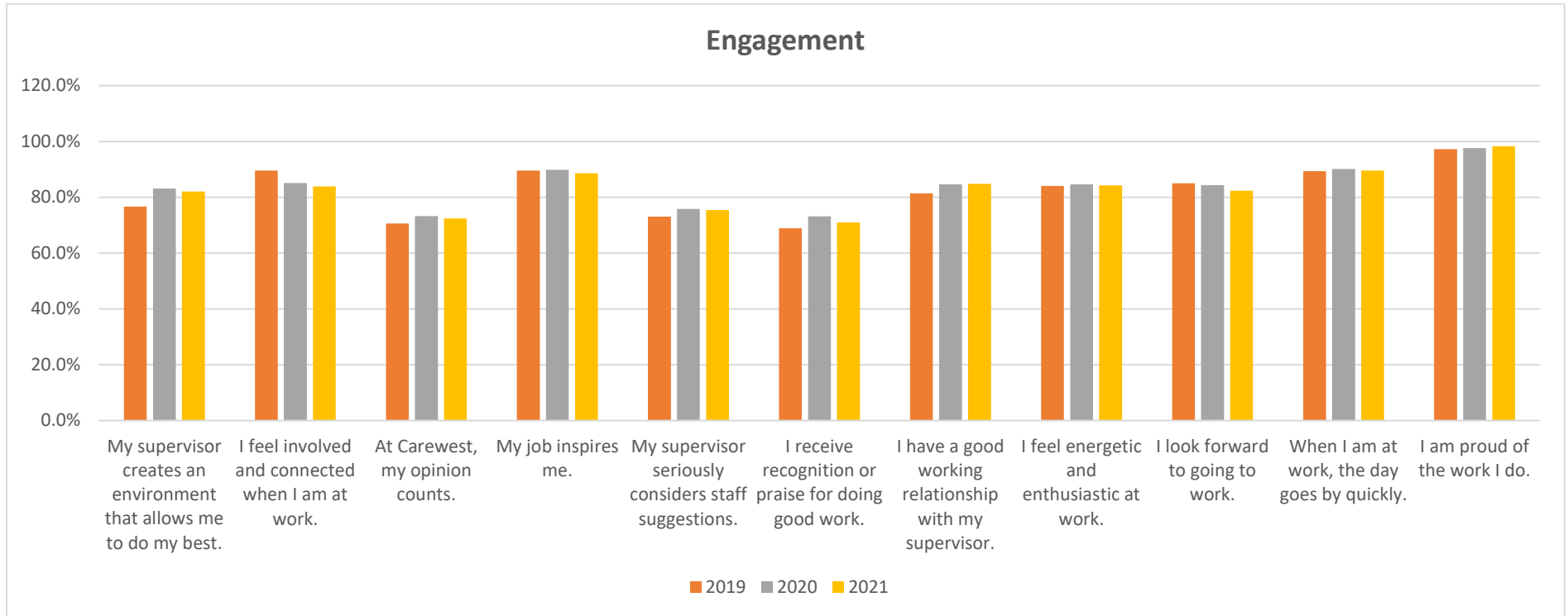
- We received **966 responses, (42.2% of staff excluding casuals or 31.0% with casuals included)**. This response rate means the results are a good (statistically speaking) sample to represent Carewest staff. Some sites had higher or lower response rates and that does affect the analysis at the site level but even there we have themes to look at further.

**These results are worth celebrating, particularly in in the midst of a challenging Pandemic year.** Dwight Nelson and I have studied the results and read every comment from all staff. Your input suggests 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. Your site leaders will have more details specific to your site. About one half of the responders provided constructive feedback to help us concentrate our efforts for improvement. Comments focused particularly on leadership, education, safety and communication, highlighting both successes and challenges for staff in the organization. The feedback shared in this booklet is just a sample of the themes pulled directly from the online survey.

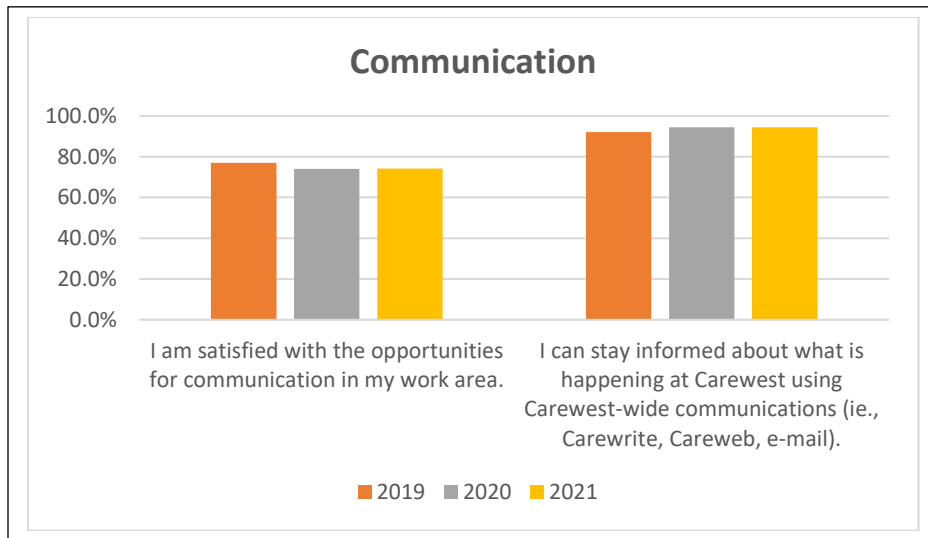
Thank you again to everyone who took the time to participate in the survey as this is an important “vital sign” monitor for Carewest. Your input is always appreciated, including constructive comments that are fair and help us to continue to improve work life for Carewest staff.

\* **Margin of error** is a statistical method to help identify how likely the results will reflect all of the population. For example, 88.6% of Carewest staff were in agreement that ‘My job inspires me’. With a margin of error of 3% (based on overall response rates), we can be 99% sure that between 85.6% and 91.6% 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



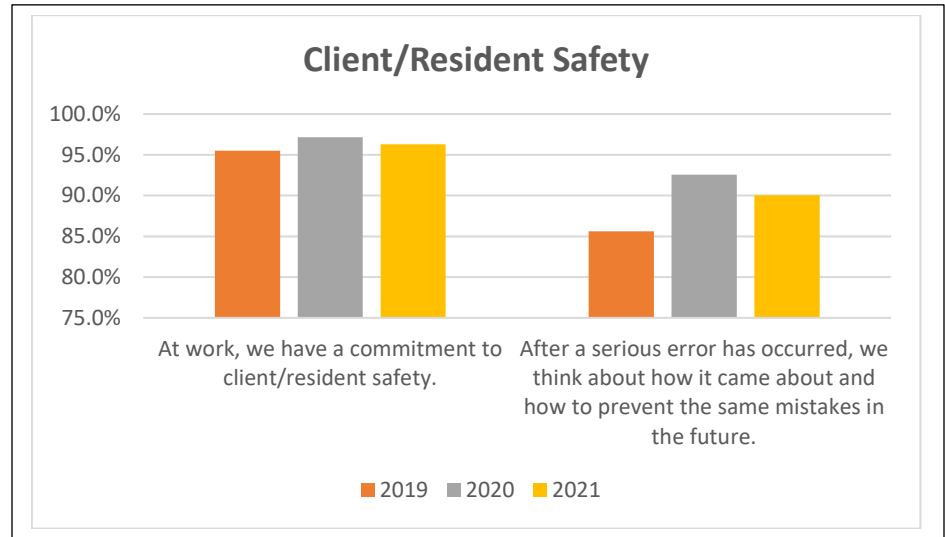
- I love Carewest as it is the best place I ever worked. My manager is great, she supports us and encourages us all the time.
- I have very much appreciated the understanding my direct leadership has offered regarding the pandemic and supporting my needs to do my job well.
- Promote staff engagement through stress management and conflict resolution, team building and support staff who come forward with issues
- As staff we would appreciate if the management would listen to our concerns to take our opinion and suggestions it would really reflect good communication with the management.



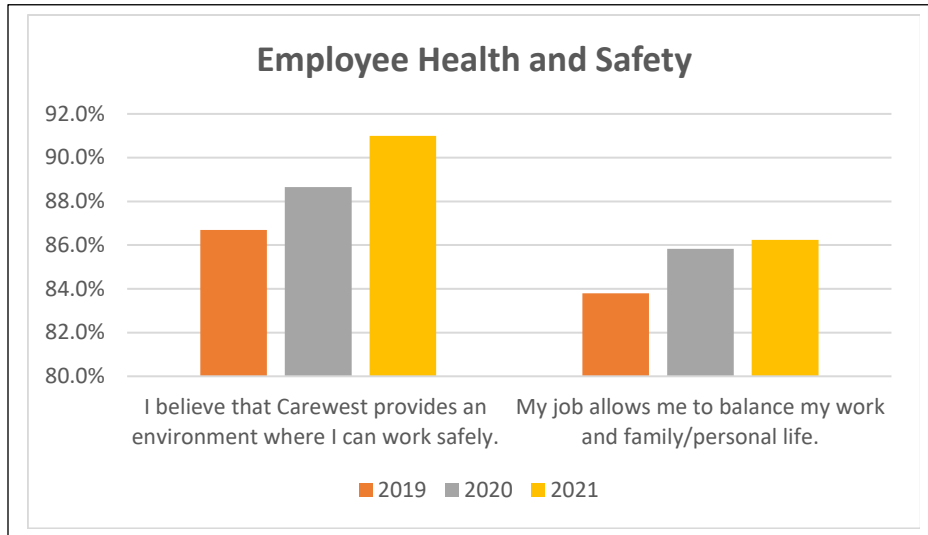
- ✚ Carewest is doing a fantastic job in communicating with staff on what is going on during this pandemic
- ✚ Timely, consistent communications from Sam and ELC has been simply outstanding.
- ✚ Communication between departments/teams should be improved to address clear expectations of the position profiles.
- ✚ Non-clinical staff are often overlooked in any communications.

## CLIENT / RESIDENT SAFETY

- ✚ I think we have taken a very strong stand to maintain the safety of our residents, very well done! I'm proud of our safety culture where staff and residents are concerned.
- ✚ Carewest upholds a very high standard of caring both for the residents/clients and staff...
- ✚ There needs to be follow through on site unit with safety concerns, ongoing training for HCA as well.
- ✚ One recurring concern at work is being short-staffed and this compromises client and staff safety.



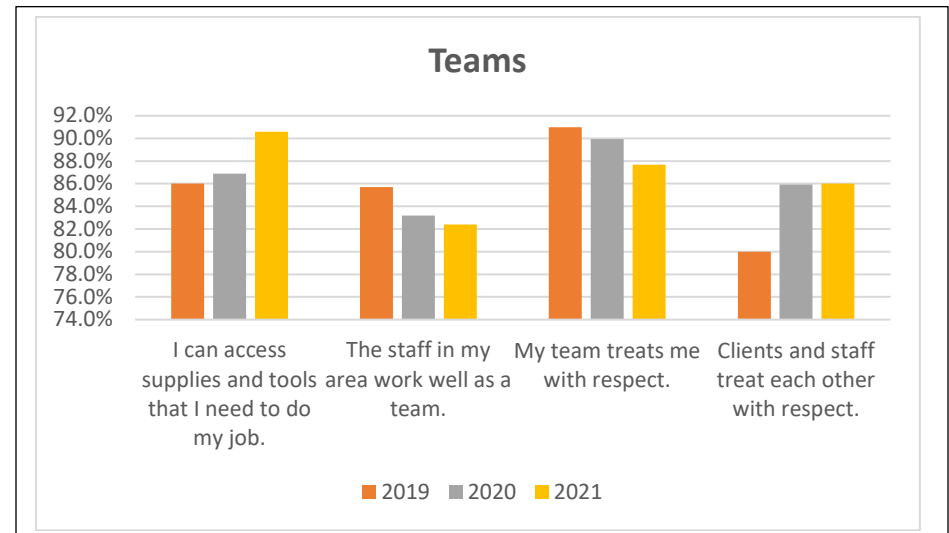
## EMPLOYEE HEALTH and SAFETY



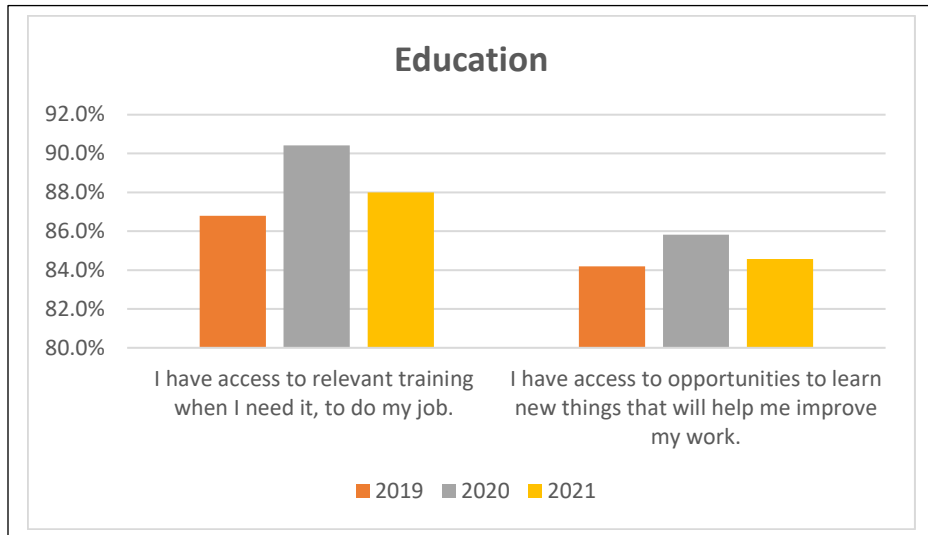
- ✚ ...I have felt safe everyday coming to work over the past year. Stresses of the Pandemic are evident, however, managers and staff have shown their resilience, commitment, teamwork and compassion during this challenging time, going above and beyond!...
- ✚ Due to this pandemic we had to work short staffed which increases workload.
- ✚ Being understaffed during pandemic has really taken a toll on my excitement and stamina at work and at home.

## TEAMS

- ✚ My experience with Carewest has been great. I haven't come into a situation where staff has refused to help me or give me new opportunities to learn, observe and do skills and experiences. I never feel like I am afraid to approach the staff for questions and have felt like I was incompetent for asking questions. I think the staff here work well together and since day 1 I never felt out of place or left out. Whenever there is something wrong, we work as a team to think of our next steps instead of feeling like you're are on your own.
- ✚ Over the last few years and surveys I have consistently suggested staff need better tools and technology to perform their jobs better. I am pleased to see some small steps in that direction...

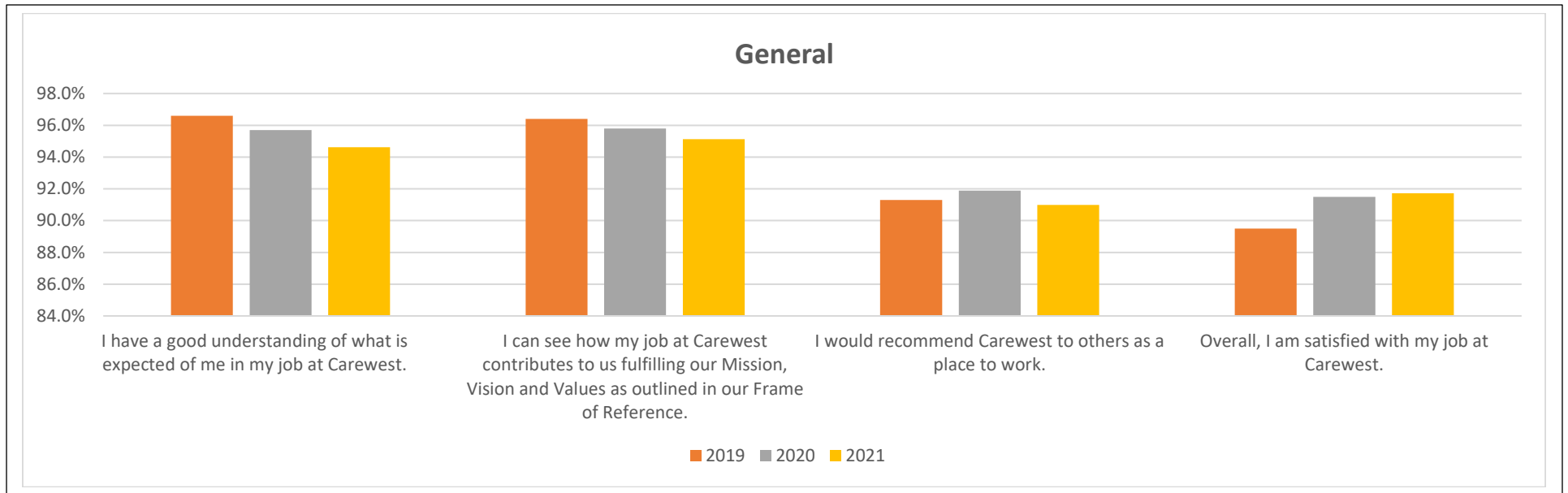


## EDUCATION



- ✚ I am eager for a standardized LEADS program for front-line staff!
- ✚ Staff orientation highly recommended for redeployed staff to provide care.
- ✚ Education/in-service should be available for night staff as days and evening staff do. Working nights and coming on days for education is hard on our bodies. For short in-services, night staff do not need to get up in the middle of the day to attend a 30 min to 1 hour education...
- ✚ Education is minimal for non clinical staff...

## GENERAL SATISFACTION



✚ I am proud to be a member of the Carewest team. During the past year of challenges I have drawn strength from the resilience, creativity and good humour of my colleagues and leadership. It has been exhausting at times but I am proud of Carewest.

✚ Carewest lives its values and is a great place to work. Good people all around.

✚ Great place to work!

✚ Great working environment.

✚ Working in Carewest is one of the best opportunities.

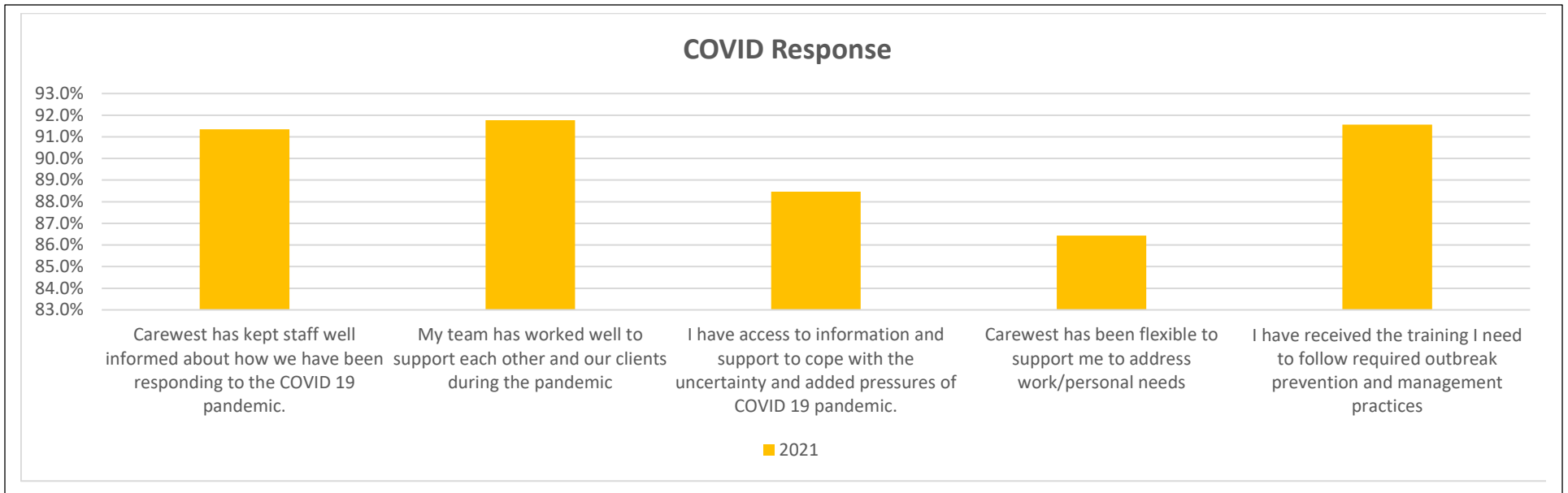
✚ I love my job we are like a little family.

✚ Carewest is #1 place to work

✚ More open and non-biased treatment for all staff.

✚ Best place I've ever worked. Carewest is a company that actually believes in the values it has and that isn't always the case.

✚ All staff need to speak English, not their language, too much other language spoken.



- ✚ You can tell a lot about people and organizations when things are tough, as they have been this year. I am so impressed with how everyone has responded to this pandemic. The communications from Samara and Dwight have been so honest and compassionate – great job!
- ✚ Just continue to communicate with staff about whatever is happening with COVID-19.
- ✚ I would like to commend our CSM, IP&C, Director of Operations and everyone involved in helping staff and clients navigate these difficult and unprecedented times.
- ✚ Wonderful team effort. I hope Carewest celebrates coming out of pandemic with something significant and appropriate for all staff.
- ✚ Communication has been very helpful throughout the pandemic.
- ✚ Sometimes hearing conflicting messages about Outbreak protocol between units i.e. what activities are permissible, whether or not we can move between units/office. Things change and so do messages, sometimes hard to keep up.
- ✚ This year with the pandemic my energy and enthusiasm is low, my work-life balance has worsened uncertainty is creating anxiety and stress.
- ✚ I feel Carewest did a good job in responding to something totally new and unprecedented. Not perfect but pretty good all things considered.