



INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	December 8, 2015
SUBJECT/REPORT NO:	Community & Emergency Services Work Environment Survey (CES15062) (City Wide)
WARD(S) AFFECTED:	City Wide
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SIGNATURE:	

Council Direction:

Not applicable

Information:

Background

For over a decade, the Community and Emergency Department's (C&ES) leadership has focused on engaging, developing, and recognizing employees in order to create a strong culture that results in excellent service to the community.

In support of the Corporate Culture Pillars introduced in 2013 and the corporation's ongoing commitment to continuous improvement, the Department moved forward with plans to research, develop and implement a survey to collect employees' opinions of their work environment and identify areas for improvement.

The Survey

In February and April of 2015, the C&ES Work Environment survey was administered to staff. The survey consisted of 57 statements with which respondents were asked to rate their level of agreement. The statements indicated elements of a healthy work environment. The survey also collected demographic information.

The purpose of the survey was not only to engage employees by gathering their input, it was also meant to identify areas of the work environment that required strengthening. Furthermore, the survey would act as a baseline measure against which future survey results could be compared.

Results

54% of C&ES employees completed the survey, that is, over 1,300 people. Overall, the results are positive. The majority of respondents reported that they are aware of the City's Code of Conduct, are proud of the work they do, know what they are expected to do at their jobs, have positive working relationships with co-workers and feel that their work makes a real contribution to the success of the Department. The Department scored highest on the Sensational Service pillar.

While this is overall a good news story, the purpose of the survey was to help identify opportunities for improvements and continue to strengthen areas where positive results were achieved. Results show that respondents feel there is a need to select persons for positions based on merit, provide more opportunities for career growth within the Department, provide benefits that meet their and their family's needs, seek input from staff who would be affected when making decisions and ensure a fair process when selecting a person for a position. There is also opportunity for growth in the area of Courageous Change as this was the pillar with the lowest score.

Next Steps

By the end of 2015, the results of the survey will be shared with staff in a variety of ways, such as through a series of presentations, videos, email messages and infographics posters displayed in common staff areas and on intranet sites (attached as Appendix A to Report CES15062).

In 2016, staff will be engaged to help identify priorities and develop actions. This will take place using various methods such as workshops, planning days, focus groups, etc.

By the end of March 2016, action plans that also include how progress will be measured and communicated will be in place and ready to implement in the short/medium/long term.

Progress will also be gauged based on the results of the forthcoming corporate-wide survey in October 2016 aimed at measuring similar aspects of the workplace culture.

APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report CES15062: C&ES Work Environment Survey 2015 Departmental Results infographics