

# **C&ES Work Environment Survey**

## **Progress Update**

Emergency & Community Services Committee  
February 6, 2017

# CE&ES Divisions' Priorities

DIVISION	PRIORITIES
Children's & Home Management Services	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Career Growth: Hiring process</li> <li>• Interaction Between Staff and Management</li> </ul>
Recreation	<ul style="list-style-type: none"> <li>• Selection process for positions</li> <li>• Career Growth and Skill Development</li> <li>• Performance Feedback and Recognition</li> </ul>
Macassa & Wentworth Lodges	<ul style="list-style-type: none"> <li>• Recognition / Regular feedback on performance</li> <li>• Benefits</li> <li>• Career Growth and Promotion based on merit</li> </ul>
Housing Services	<ul style="list-style-type: none"> <li>• Physical space</li> <li>• Breaking Down Siloes</li> <li>• Communication</li> </ul>
Neighbourhood & Community Initiatives	<ul style="list-style-type: none"> <li>• Clear Direction for Future</li> </ul>
Hamilton Paramedic Services	<ul style="list-style-type: none"> <li>• Implement New Ideas &amp; New Ways of Completing Work</li> <li>• Meaningful Recognition</li> <li>• Career Growth in the Department</li> <li>• Communications Plan (for above items)</li> </ul>
Ontario Works	<ul style="list-style-type: none"> <li>• Employee Input</li> <li>• Manageable workload</li> <li>• Leadership Communication</li> </ul>
Finance & Administration	<ul style="list-style-type: none"> <li>• Career Growth</li> <li>• Communication</li> <li>• Continuous Improvement</li> </ul>

# **Division's Progress**

## **A Closer Look**



# ONTARIO WORKS





Employee  
Input



Manageable  
Workload



Leadership  
Communication



**PRIORITIES**



## Employee Input: Activities

**“Innovation Time” to be added to team meeting agendas**

***“I have the opportunities I need to implement new ideas.” (46.5%)***



**Formalize process to allow staff to provide input**



## Employee Input: Activities

**Establish an online innovation lab to acquire ideas and suggestions from staff**

***“I have opportunities to provide input into decisions that affect my work.” (45.0%)***

***“ When making decisions, management seeks input from the employees who would be affected.” (51.1%)***





## Manageable Workload: Activities



***“My workload is manageable”  
(45.3%)***

- Explore options for quick wins for managing workload during the transition

***“My work-related stress is manageable”  
(55.6%)***

- Promote Wellness Committee Activities
- Promote Services offered through Employee Family and Assistance Program (Homewood Health)







## Leadership Communication: Activities

Develop a communication strategy based on  
best practices



- Video series from Director
- Reintroduce division days

***“Management provides clear  
direction for the future.” (44.2%)***

***“There is trust and confidence in  
the job management is doing.”  
(45.4%)***

# C&ES Departmental Priorities



# Next Steps

- » Complete Department Action Plan
- » Implementation of Action Plans
- » Measure and Communicate Progress
- » Corporate Survey and Revision of Action Plans

