



Discovering Our Way: A Young Organization's Journey Towards Creating a Sustainable Healthy Workplace





Mississauga Halton
Community Care Access Centre
March, 2011



Outstanding Care – every person, every day

Employee Engagement Survey

- 219 respondents (61%)

Dimension	2008 score (% of favourable responses)
Enablement	36% 
Communication	30% 
Training & Development	45%
Performance Management	36%
Trust & Ethics	43%
Work-Life	43%
Customer Focus	49%
Work Environment /Involvement	35%
Leadership & Direction	23% 
Engagement	39% 

We ranked 13th out of 13 CCACs across Ontario

Employee Engagement Survey

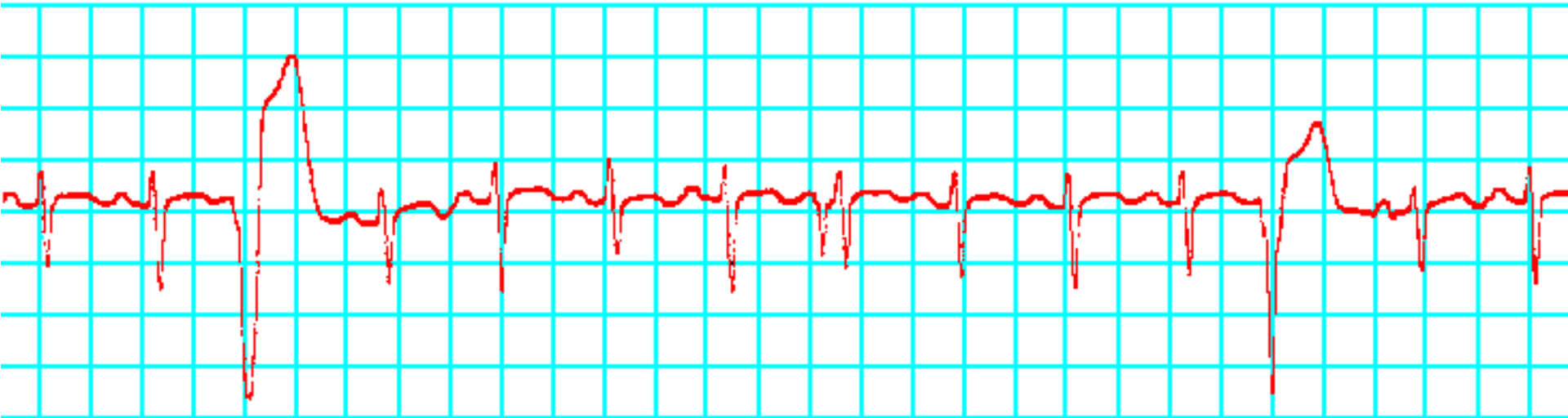
- 2008 – 61% participation → **2010 – 84% participation**

Dimension	2010 score (% of favourable responses)	% change (from 2008)
Enablement	53%	+17%
Communication	45%	+15%
Training & Development	59%	+14%
Performance Management	47%	+11%
Trust & Ethics	57%	+14%
Work-Life	53%	+10%
Customer Focus	66%	+17%
Work Environment /Involvement	51%	+16%
Leadership & Direction	40%	+17%
Engagement	57%	+18%

We now rank in the 50th percentile of CCACs across Ontario



Back in 2008...



Accountability

Culture

Communication

Policy and Work
Processes

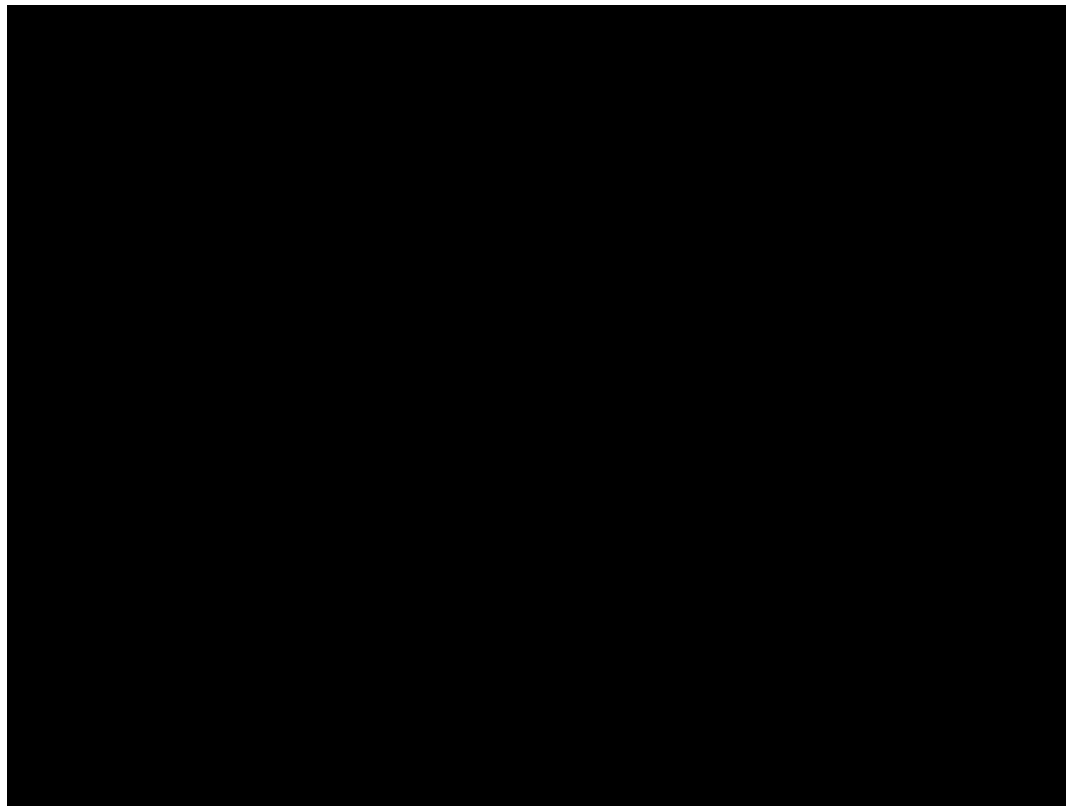
Organizational
Structure

Resources: People,
Training, Tools

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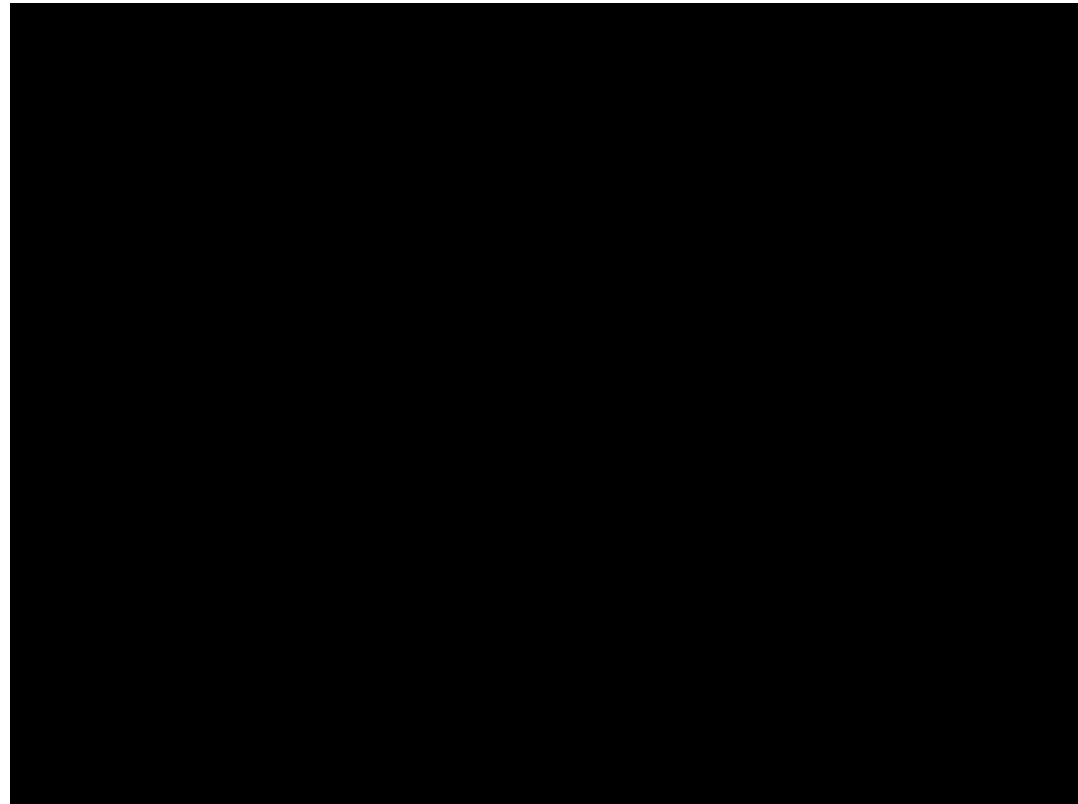




**Joanna,
Team Assistant**

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**Paulette,
Placement Coordinator,
Co-chair of Social Committee**

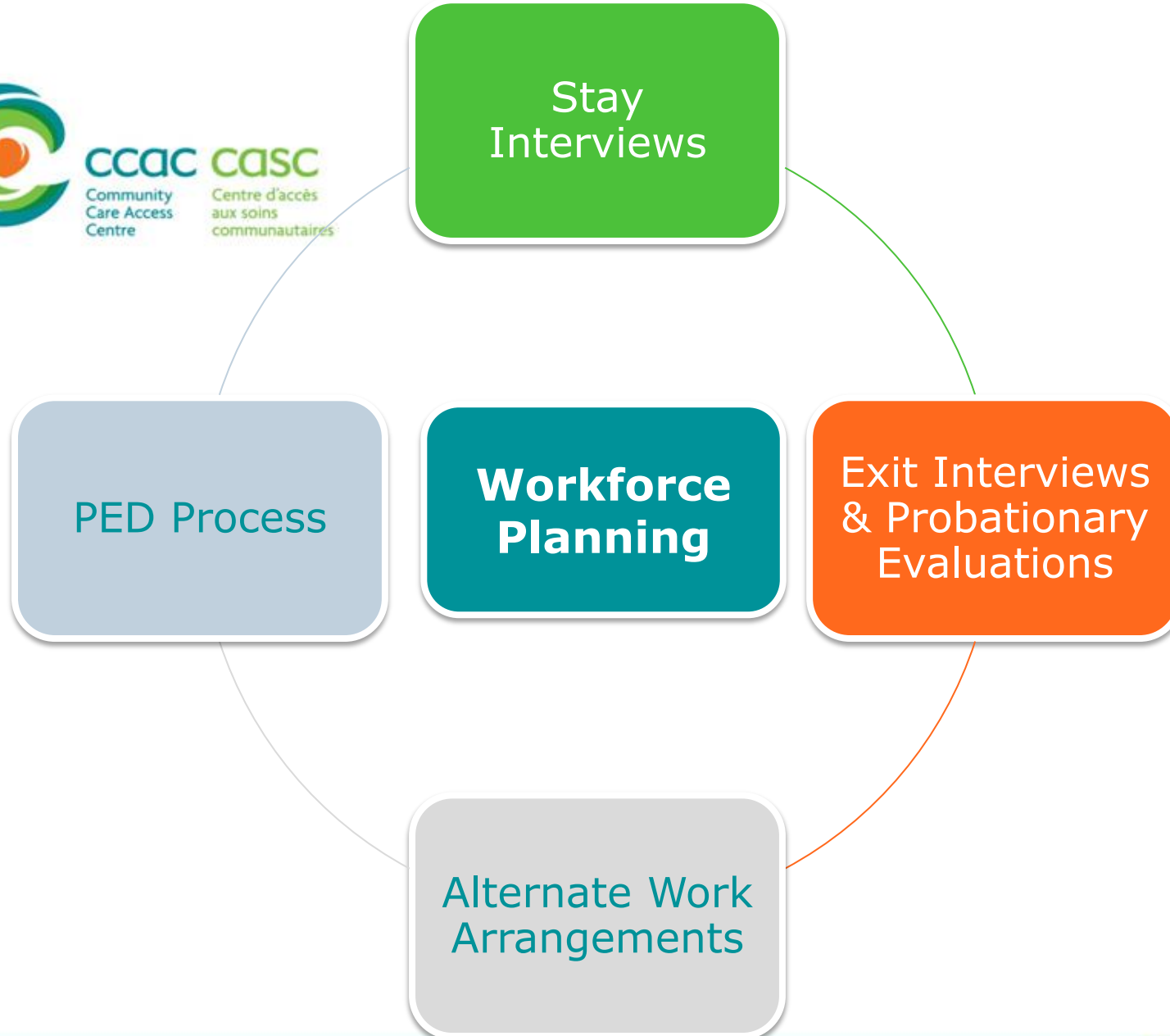
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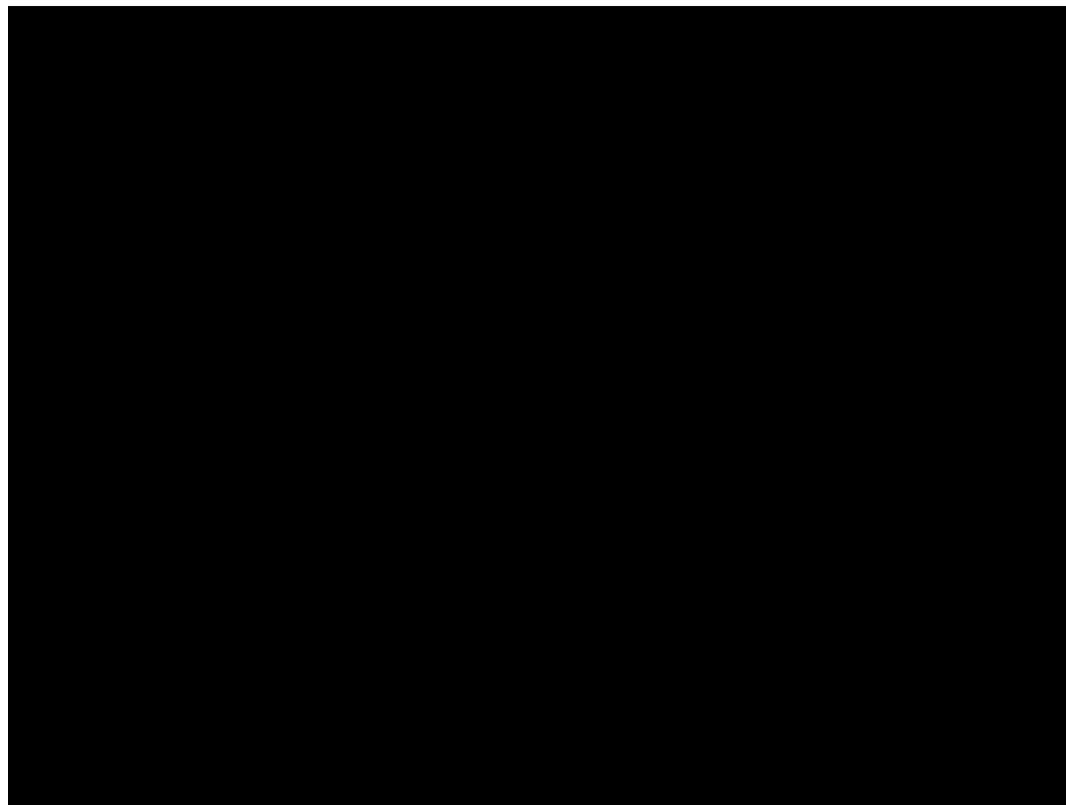


Reflect

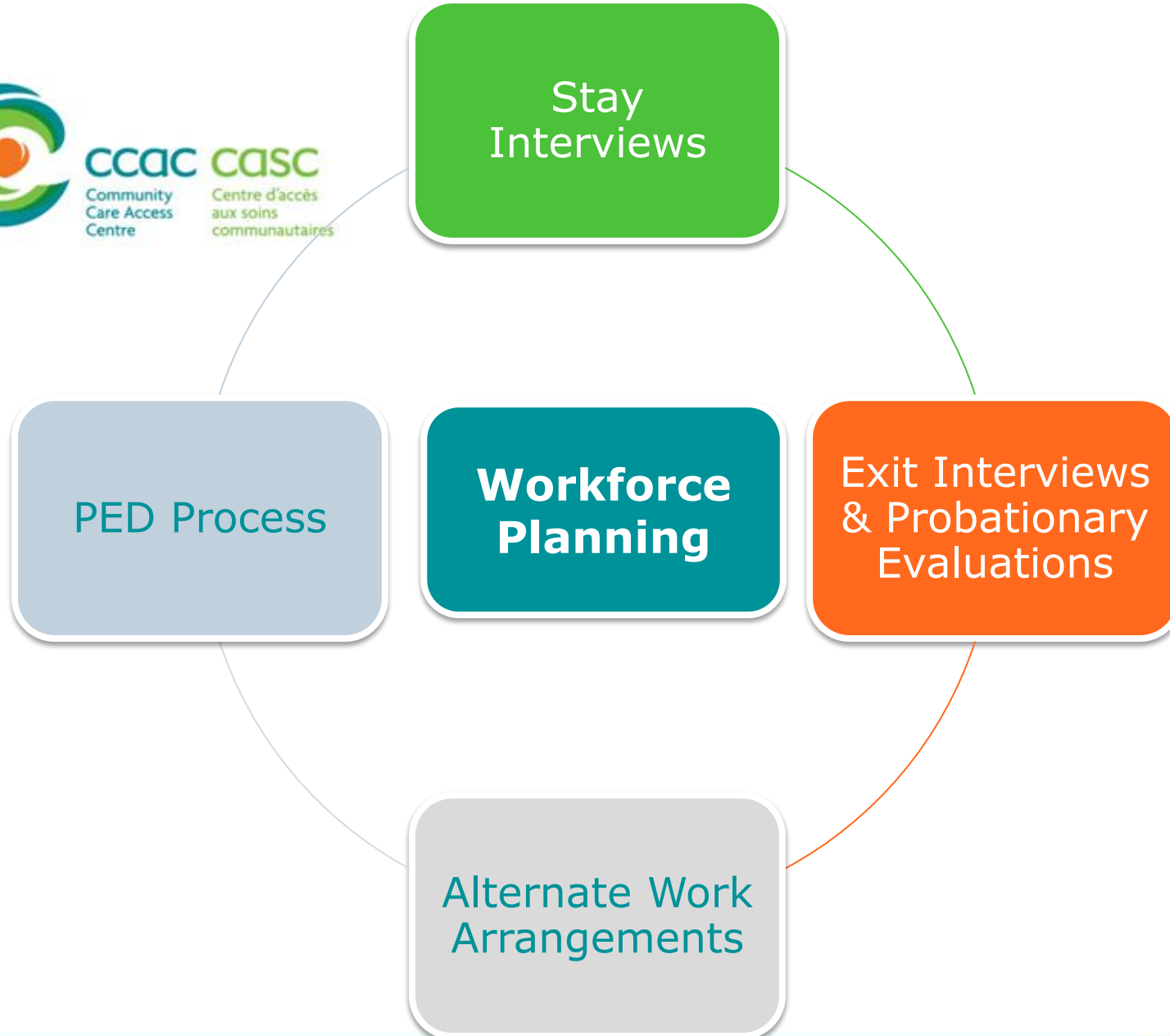
&

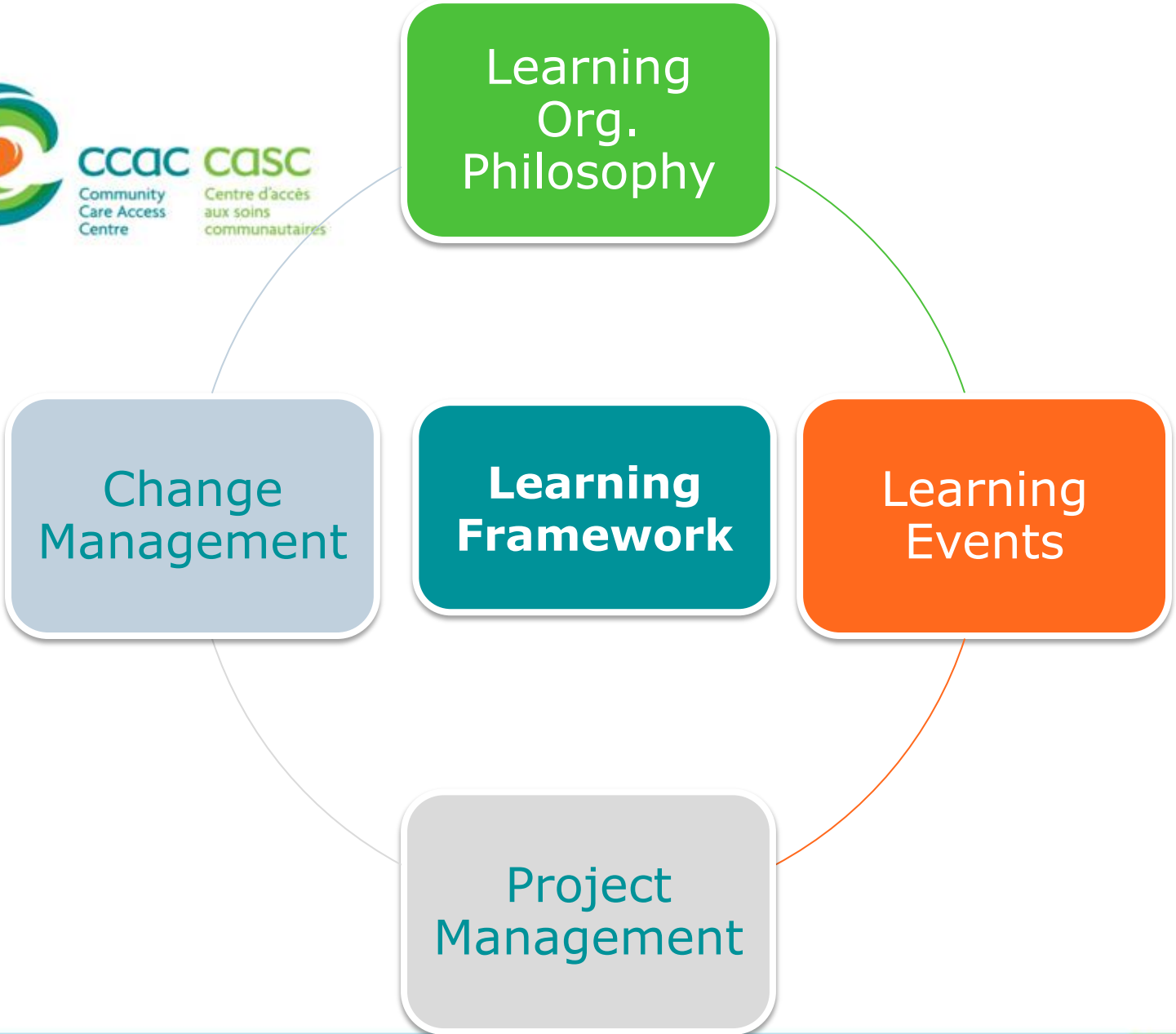
Share

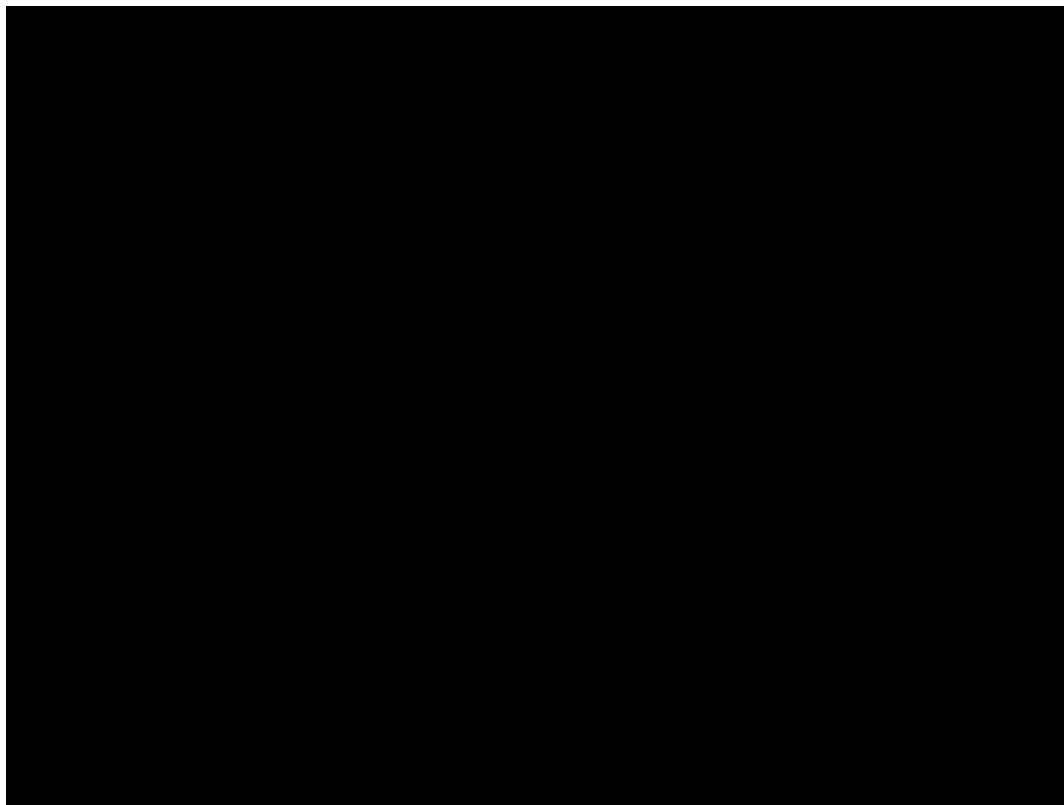




Shelley, Community Case Manager







Hazim, Manager, Contracts

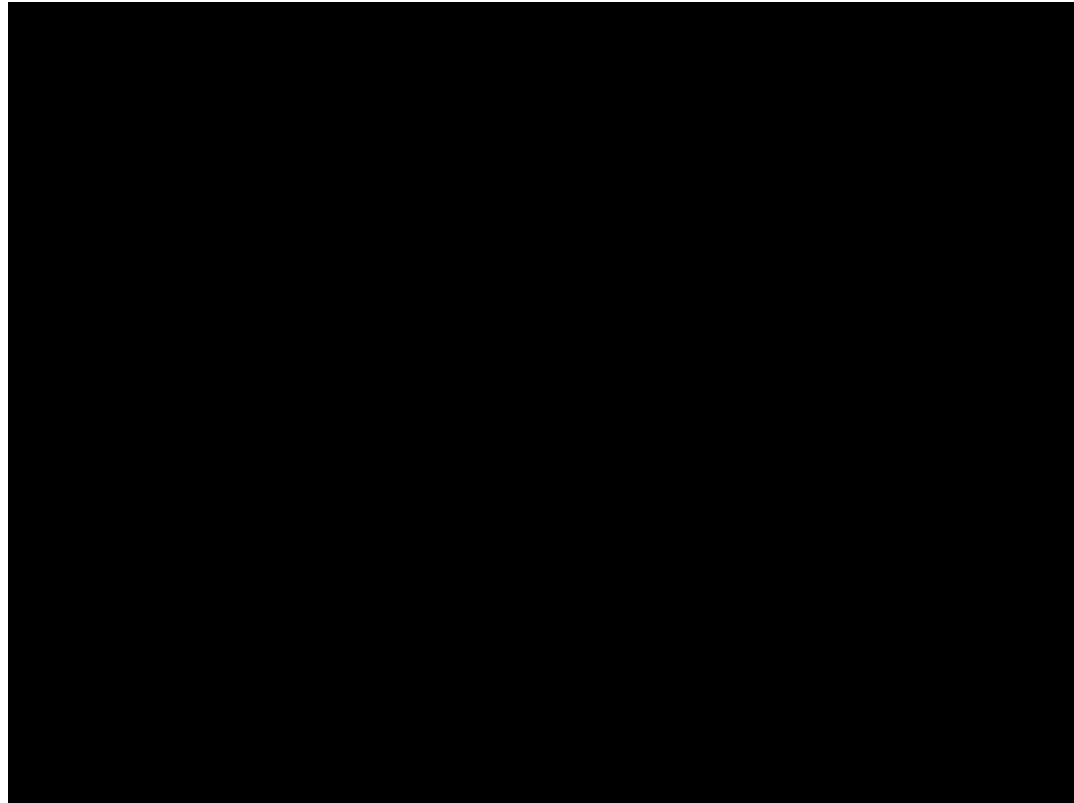


Mississauga
Halton LHIN

Partnerships
&
Collaboration

Service
Provider
Partners

Hospital
Partners



**Susan,
Palliative Care Initiative Team Member**

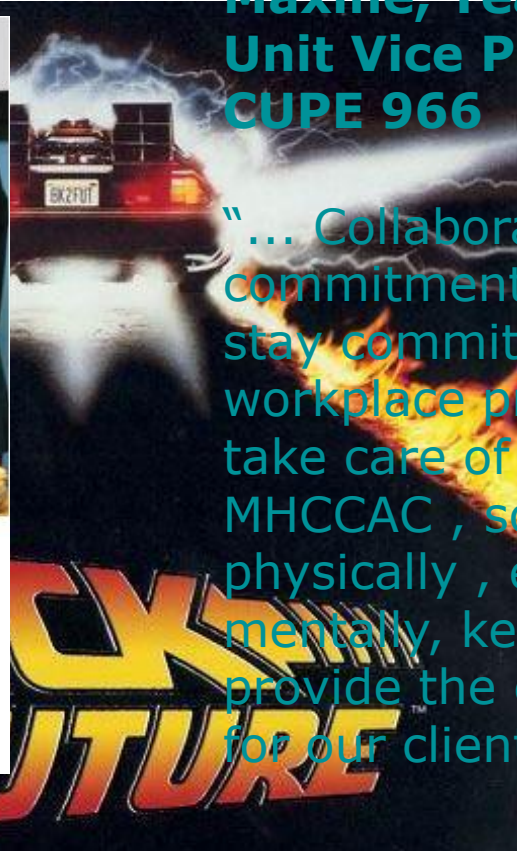
Lessons Learned

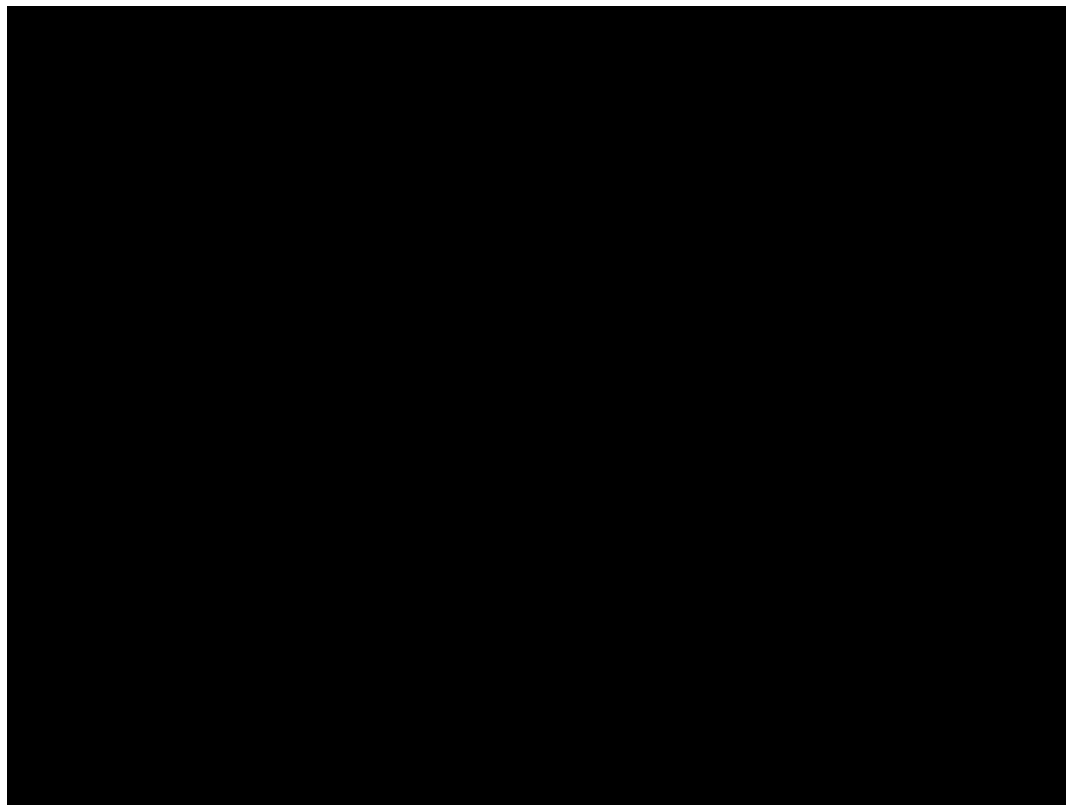


The charter was signed by (L to R): Barb Headly (Senior Director, Human Resources & Organizational Development), Maxine Laing (Unit Vice President, CUPE), Caroline Brereton (Chief Executive Officer), Astrid Lakats (Board Chair).

Maxine, Team Assistant, Unit Vice President, CUPE 966

"... Collaborative commitment... ensure we stay committed to healthy workplace practices... we take care of ourselves at MHCCAC, so we can physically, emotionally, mentally, keep continuing to provide the excellent care for our clients."





Caroline Brereton, CEO

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Questions



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