

MEMORANDUM

TO: BOARD OF DIRECTORS
FROM: KATHRYN DUBICKI, SENIOR DIRECTOR
DATE: FEBRUARY 25, 2024
RE: HUMAN RESOURCES AND HEALTH & SAFETY UPDATE

Community Living Brant employs 264 people (as at December 31, 2023). The following is a profile of the current workforce:

	Number of Staff	Average Age	Average Years of Service
Full Time BU	142	46	17.24
Part Time BU	89	37	3.3
NBU	33	45	14.6

Bargaining Unit Employees 231
Non-Bargaining Employees 14
Management 19

The total numbers have represent a 4% increase over 2022 as a result recruitment. Note: 19 of the above were employees on leave.

Turnover Statistics:

The staff turnover statistics are as follows:

2022:

Full Time BU: 9 (3.5%)
Part Time BU: 24 (9.3%)
NBU: 6 (2.3%)
Overall: 39 (15.1%)

2023:

Full Time BU: 9 (3.5%)
Part Time BU: 23 (8.9%)
NBU: 4 (1.6%)
Overall: 46 (14.0%)

The largest turnover rate continues to be with part time employees. In previous years, the significant factor for leaving Community Living Brant was Other Employment/Conflict with Other Employment. In 2023 this represented 22%, down from 31% in 2022.

This past year we had success in moving towards a more optimal level of part

time staffing. The following are the recruitment statistics for 2023. Overall, there was a significant increase in resources directed to the recruitment process. As a result, in 2023 we had a 19% increase in the number of candidates starting in their roles after accepting a position. However, we also experienced an increase in the number of candidates that were not successful in completing their probation. This was 28% of the overall turnover.

Scheduled Interviews	228
Candidates Interviewed	173
Offers of Employment	68
Offers Accepted	53 (44 employees started)

With the improved staffing levels, we are now moving towards a more focused recruitment process. This will involve being more purposeful in the skills and experience needed in the specific vacancies.

Community Living Brant continues to utilize temporary full-time contracts in areas that are short of part-time resources. This has helped with addressing scheduling gaps as well as providing experience for part-time staff.

Sick Time Usage:

Total sick time hours paid in 2023 was 14,083 (or 4%). This is down 12% over 2022. Reduction in COVID-19 cases contributed to this. We continue to remind staff of the benefits of the Flu shot and COVID-19 vaccinations and boosters and to follow best health and safety practices in all aspects of their life—at work and home. Additionally, all new staff are required to have received a booster in the previous 6 months.

On-Line Training:

Community Living Brant must meet legislative training requirements. Regular policy reviews under Acts such as the Occupational Health and Safety Act, Quality Assurance Measures, Fire Code, and Accessibility for Ontarians with Disabilities must be completed. In order to streamline the training process, Community Living Brant continues to utilize the web-based training program Surge Learning. We are able to upload required training into the on-line data base. Employees will login and review the required material. Additionally, the program provides us with the necessary tracking and documentation. Currently we are working towards having all Agency Policies and Procedures on-line for better access and to ensure the most current documents are available to all staff.

Workplace Incidents/Injuries:

Community Living Brant is covered through the Workplace Safety and Insurance Board (WSIB).

The following is summary data of reported incidents for the past four years:

	Incident Report Only	Medical Attention	Lost Time	Total
2020	75	8	10 (1,309 days)	93
2021	40	4	6 (37 days)	50
2022	51	4	29 (287 days)	84
2023	90	8	15 (44.82 days)	113

For 2023, there was a significant reduction in the loss time claims. This was primarily due to COVID-19. There were 7 COVID-19 claims in 2023 compared to 24 in 2022. Overall, incidents were significantly up. During the year, we had some people receiving services that were experiencing some challenges. To ensure that the best information was available to implement strategies for support, we continued to be diligent with respect to the completion of incident reports.

All incidents are investigated and the reports forwarded to the Multi-Workplace Joint Health and Safety Committee for review. Through this process, we look to determine the root cause of the incident to ensure that appropriate controls are in place to prevent future incidents.

Community Living Brant continued work with employees on Return to Work and Modified Duties to reduce the number and duration of lost time claims

Group Benefits:

Community Living Brant’s Group Benefit Program is covered by Green Shield and Beneva. With the continued assistance of the Cowan Group, Community Living Brant’s broker, all systems are working well.

Multi-Sector Pension Plan:

The Multi-Sector Pension Plan (MSPP) continues to be in place for the Bargaining Unit employees. This is a targeted defined benefit plan. The MSPP became effective August 1, 2015. Since its implementation, the process has worked well, with no significant administrative issues as the plan is sponsored and managed by the participating Unions.

Note: Eligible Non-Bargaining Unit employees receive contributions to a RSP of their choosing.

Pay Equity:

In 2022, with the implementation of the Permanent Compensation Enhancement, all Community Living Brant developmental services direct support staff achieved their Pay Equity Targets. As a result, the January 1, 2023 required 1% annual Pay Equity adjustment enabled the remaining positions to achieve their Pay Equity targets. We will continue to follow the Maintenance obligations of the Pay Equity legislation.

Collective Agreement:

This past year, Community Living Brant successfully negotiated a Collective Agreement with the Bargaining Unit employees (CUPE Local 181). This new Agreement expires March 31, 2025.

Health and Safety:

Community Living Brant continues its ongoing commitment to promoting health and safety for all employees and people receiving services.

A Multi-Workplace Joint Health and Safety Committee is in place. The Committee meets monthly to review workplace incidents and inspections, policies/procedures, plan training/workshops for staff, and to discuss other health and safety issues.

Community Living Brant continues to be a part of the WSIB Excellence Program. This program assists us in focusing on specific topics of our Health and Safety Program each in order to work towards best practices.