

MEMORANDUM

To: All BCEHS Employees

RE: Bi-monthly Culture Update

It's been a very busy few months across BCEHS, and as we move into fall I hope you took some time for yourself and those you care about during the summer to disconnect from work and recharge. We continue to make progress in key areas, I wanted to take this opportunity to provide you with an update on initiatives that are helping to shape the culture we want to have across the organization.

As part of our ongoing engagement work, leaders forum sessions were recently held for 160 front line unit chiefs, supervisors and managers from the Fraser and Coast regions. These were our final sessions for 2024, having done sessions with the Island and Northern/Interior leaders earlier this year. The sessions included topics such as Psychological Health and Safety, Diversity, Equity and Inclusion, as well as training in Having Difficult Conversations and Conflict Resolution. I heard from our front line supervisors that we have more work to do – and I want you to know we are committed to continue making improvements and appreciated the honest and productive conversations.

I spent much of last week in meetings with some of our senior team engaging with local mayors and councils at the annual Union of BC Municipalities conference in Vancouver. We heard about their concerns and challenges and had productive conversations. Our managers and unit chiefs have been doing a great job over the past year building these important relationships in community and it was reflected in the improved understanding local elected officials had about improvements in our staffing and service over the last year. Time and time again, we heard how valued the services you provide in communities across the province are and how much your work is appreciated.

We have also been hearing from employees, getting great feedback on our Culture Commitment and [People Plan](#) at 12 engagement sessions held over the summer. July marked one year of continuous monthly calls with excluded leaders across BCEHS on culture related topics, tools, and reporting on our progress on implementing our People Plan. The new BCEHS Employee Experience team is now fully in place and work is well underway to support the delivery of our People Plan initiatives as well as our short and longer term culture transformation initiatives. The team has four certified leadership coaches, who have already completed five team coaching sessions and have another nine coaching projects underway.

We have also been busy celebrating our 50th Anniversary year, which started July 1st. If you haven't, please go to www.bcesh.ca/50 to read stories and watch videos about our history, our accomplishments and our amazing employees. As part of these celebrations, celebratory events have been happening at stations and in communities throughout the province throughout the summer, and continue this fall. We are also looking forward to awarding the inaugural 25 year service medals later today at our annual celebration of our long service employees. We have 176

staff from around the province invited - with 7 celebrating 45 years and 3 celebrating 50 years of service!

Thank you for everything you do to build a positive and caring experience for your patients, your team members and our organization.

Sincerely,

Leanne Heppell

EVP & Chief Ambulance Officer
BC Emergency Health Services