

MEMORANDUM

Date: October 17, 2023

File: 195-20

CLIFF: 1065528

To: All BCEHS employees

Re: **Culture Actions Update**

As part of my commitment to provide regular updates on actions being taken to improve our culture, I am pleased to provide this update. Since my July update found [here](#), we have been working with our advisors and key partners to finalize our BCEHS People Plan. This plan sets out timelines and articulates responsibilities and deliverables over the coming three years. It is our organization's first People Plan and it will put our employees first, guide our work and keep us on track and accountable for making the changes needed at BCEHS.

So far, feedback on the draft People Plan has been sought from BCEHS and PHSA leadership and CUPE 873. Broader feedback sessions with employees at all levels throughout BCEHS and groups like the Women in Paramedicine Special Interest Group and the 2SLGBTQIA+ committee will begin later this fall. Improving our culture and our ability to lead and better support our teams was the focus of a session in late September for excluded BCEHS leaders across the province. A similar event is being planned for early next spring for our frontline supervisors and unit chiefs, as we begin to roll out the plan and the supporting training that is part of it.

We are continuing to strengthen our employee recognition program and our annual long service awards celebrations were recently held to recognize the milestone achievements of 158 employees. Together, these employees have given a remarkable 4,845 years of combined service to our organization and the patients and communities in which they provide care.

We are also continuing the work to build a dedicated team that will support our efforts to improve our culture. This includes a Chief, People, Diversity and Equity position that we are recruiting for currently, a Director, Diversity, Equity and Inclusion position and a Director, Culture and Leadership position, both of which have been posted and will be hiring team members underneath. As this team builds, we will see significant progress in areas critical to our growth and improvement as a caring, learning, safe and inclusive workplace.

We are continuing to implement training in conflict resolution for all leaders, to help them confront inappropriate behaviours effectively and address their negative impacts. This training is part of a broader training and leadership improvement component of the People Plan.

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Thanks to all of you who have committed yourself to doing the work needed to improve our organization and to those who continue to share their experiences as we push forward. Our dedicated phone line remains available at 1-877-522-1590 for anyone experiencing or witnessing sexual harassment, bullying, or discrimination. All HR business partners answering the phone line are trauma informed practitioners that have received training.

There is much more work underway, as you will see when the People Plan consultation process begins in the coming weeks.

Together we can work to ensure BCEHS becomes a workplace where every employee is able to thrive, to learn, be healthy and safe, and effectively apply their professional expertise to the work they do.

Sincerely,

Leanne Heppell
Chief Ambulance Officer
BCEHS