

Report From Human Resources Department

Submitted by Karen Foster, Human Resources Manager

The purpose of this report is to provide an update of the Society's Human Resources activities and performance for the past year, April 1, 2006 – March 31, 2007. Listed below are updates on the major areas of the Human Resources Department, including Recruitment and Retention, Orientation and Training, Labour Relations, Benefits Administration and Claims Management, the Attendance Enhancement Program and Wellness.

Recruitment and Retention

During the time period of this report, there were a total of 75 new employees hired by GVCSS, of which 2 were regular, unionized employees, 71 were casual, unionized employees, and 2 were permanent non-contract employees. This is a 42% increase in the number of people hired over last year.

Internal recruitment was very active as well, with 88 postings being circulated in the Agency during the year. There were 46 internal vacancies for Community Living, 31 for Simon Fraser HandyDART, 7 for Richmond HandyDART, and 4 for Home Support Administration. Of the internal vacancies, 85 were filled by GVCSS employees, and the remainder were filled by external candidates or remained vacant.

HR advertised through multiple venues to source new employees this year. In particular, the most common recruitment sources utilized over the past year include the following paid media: The Vancouver Sun/Province, local newspapers (Vancouver Courier, Richmond Review, Northshore Outlook, Burnaby/New Westminister Leader, Westender), Charity Village website, language specific newspapers (Ming Pao, Sing Tao), BC Human Resource Management Association, and Med Hunters. In the last fiscal year, the cost of advertising for vacancies was approximately \$10,700.00. Common no cost media used for recruiting display ads included: Human Resources Development Canada website, post-secondary institutions (Justice Institute of BC, SUCCESS), Mainstream Association for Proactive Community Living, word of mouth and the GVCSS website.

The turnover at GVCSS amongst regular employees was very low during this past year, as

can be demonstrated by the Turnover Statistics 2006 table in Appendix 1. There was a 52% decrease from the turnover rate of 2005. Voluntary turnover includes resignations, and involuntary turnover includes terminations, layoffs, deceased employees and mandatory retirements. There were 16 regular employees who exited the Agency, which equated to a total turnover percentage of 4.7%, of which voluntary turnover was 2.35% and involuntary turnover was 2.35%.

Turnover of casual employees was much higher than that of our regular employees. There were 58 casual employees who exited the agency in 2006, which equates to a total turnover percentage of 24.30%, of which voluntary turnover was 16.8% and involuntary turnover was 7.50%. This is demonstrated on the Turnover Statistics 2006 table in Appendix 2. The turnover for casual employees this year was the same as the last year. The high turnover could be related both to a very competitive job market currently occurring in the Lower Mainland as well as casual employees not meeting the availability requirements of the collective agreement.

Orientation and Training

This year the new employee orientation was made more interactive by introducing a PowerPoint presentation format. This also includes games and a question and answer section. To welcome employees to the Agency, all new hires receive a gift. The gift that was purchased for this year was a GVCSS lunchbag as well as a pocket sized day book/calendar.

Health and Safety training is held on a monthly basis for all new employees. This is a 2 hour session including fire safety, bomb threat, earthquake, power outage, flood and medical emergency/critical incident. Half of the training is conducted by the nursing team and teaches infection control and WHMIS. Home Support employees are given an additional 4 hours of training on Meds, Catheter Care and other skills essential for their personal safety and their client's safety at work.

Labour Relations

The 2006-2010 Community Subsector Collective Agreement was ratified on May 1, 2006. This was achieved without a strike. This report will highlight

some of the major changes, however, it will not provide an exhaustive list of the new collective agreement provisions. As the negotiations for the renewal of the agreement were concluded by March 31, 2006, the Minister of Finance paid a fiscal dividend to each bargaining unit employee. General wage increases were as follows:

- April 1, 2006 – general wage increase of 1.5% plus an additional 3.5% special adjustment for a total increase of 5%
- April 1, 2007 – general wage increase of 2%
- April 1, 2008 – general wage increase of 2%
- April 1, 2009 – general wage increase of 2%

The new Memorandum of Agreement extended wage protection to employees who have a superior wage rate and choose to post into a position that is classified the same or higher than their currently held position. If they post into a new position they do not have to move onto the wage grid.

Temporary job postings are now posted after 4 months rather than 60 days giving supervisors more flexibility. As well, casual employees who post into temporary job postings are now able to accrue their 6% vacation benefit to take as time off versus having it paid out on every pay cheque.

Benefits Administration and Claims Management

The cost of certain benefit premiums increase each year, and Long Term Disability, Extended Health and Dental premiums are particularly costly. This year Long Term Disability rates increased by 10% and Extended Health rates increased by 12%. There was no increase in Dental and Life/AD&D rates for this year.

In the last fiscal year there were 21 employees who were receiving Long Term Disability benefits.

This is a small decrease from the 24 employees who were receiving LTD benefits in 2005.

Attendance Enhancement Program and Wellness

The Attendance Enhancement Program has been developed at GVCSS in order to reduce the amount of sick time taken by employees, in an effort to improve continuity of client care, minimize service and operational disruptions and to reduce costs associated with sick time.

In the last year, from April 1, 2006 to March 31, 2007, there were 162 meetings held with employees who utilized an amount of sick time that was above the Agency average.

Employees who have made many efforts to attend work on a regular and consistent basis, have been recognized for their excellent attendance through an annual recognition program. This year a GVCSS umbrella and thank you memo were presented to 90 employees who had strong attendance records with less than 4 sick days utilized per year.

For a complete listing of the number of attendance meetings and number of employees recognized by each department, please view Appendix 3.

This year a wellness program highlight was the Substance Abuse in-service. An alcohol and drug counselor held a session educating employees with facts about substance abuse, signs and symptoms, how to discuss the issue with youth and the elderly and treatment options. This information proves to be valuable to employees in both their work and personal lives.

It was an exciting and dynamic year in Human Resources and we look forward to the opportunities and challenges of 2008.

Appendix 1

TURNOVER STATISTICS - 2006					
Turnover for Regular Employees by Department					
Department	Employee Count March 31/07	Number of employees who left from April 1/06 -March 31/07	Percentage of voluntary turnover	Percentage of non-voluntary turnover	Percentage of total turnover
Simon Fraser HandyDART	60	1	1.60%	0%	1.60%
Richmond HandyDART	22	0	0%	0%	0.00%
Community Living	64	3	3.00%	1.00%	4.00%
Home Support	163	7	1.80%	2.40%	4.20%
Home Support Administration	12	2	8.30%	8.30%	16.6
Administration	18	3	5.50%	11.10%	16.6
Turnover for Regular Employees Organization-wide					
	Employee count March 31/07	Number of employees who left in 2006	Percentage of voluntary turnover	Percentage of non-voluntary turnover	Percentage of total turnover
GVCSS Employees	339	16	2.35%	2.35%	4.70%
*Voluntary turnover includes resignations. Involuntary turnover includes terminations, layoffs and mandatory retirements.					

Appendix 2

TURNOVER STATISTICS - 2006					
Turnover for Casual Employees by Department					
Department	Employee Count March 31/07	Number of employees who left from April 1/06 -March 31/07	Percentage of voluntary turnover	Percentage of non-voluntary turnover	Percentage of total turnover
Simon Fraser HandyDART	34	24	50.00%	20.00%	70%
Richmond HandyDART	21	3	4.80%	9.5%	14.30%
Community Living	41	6	9.70%	4.9%	14.60%
Home Support	140	22	10.70%	5.00%	15.70%
Home Support Administration	2	1	50.00%	0%	50.00%
Administration	0	2	0%	0%	0%
Turnover for Regular Employees Organization-wide					
	Employee count March 31/07	Number of employees who left in 2006	Percentage of voluntary turnover	Percentage of non-voluntary turnover	Percentage of total turnover
GVCSS Employees	238	58	16.80%	7.50%	24.30%
*Voluntary turnover includes resignations. Involuntary turnover includes terminations, layoffs and mandatory retirements.					

Appendix 3

Attendance Enhancement Meetings - April 1, 2006 - March 31, 2007	
Department	Number of Meetings
Administration	7
Home Support Administration	3
Home Support	65
Community Living	27
Richmond HandyDART	8
Simon Fraser HandyDART	52
Total Meetings	162

Attendance Enhancement Annual Recognition - 2006	
Department	Number of Meetings
Administration	9
Home Support Administration	6
Home Support	52
Community Living	11
Richmond HandyDART	9
Simon Fraser HandyDART	3
Total Meetings	90

