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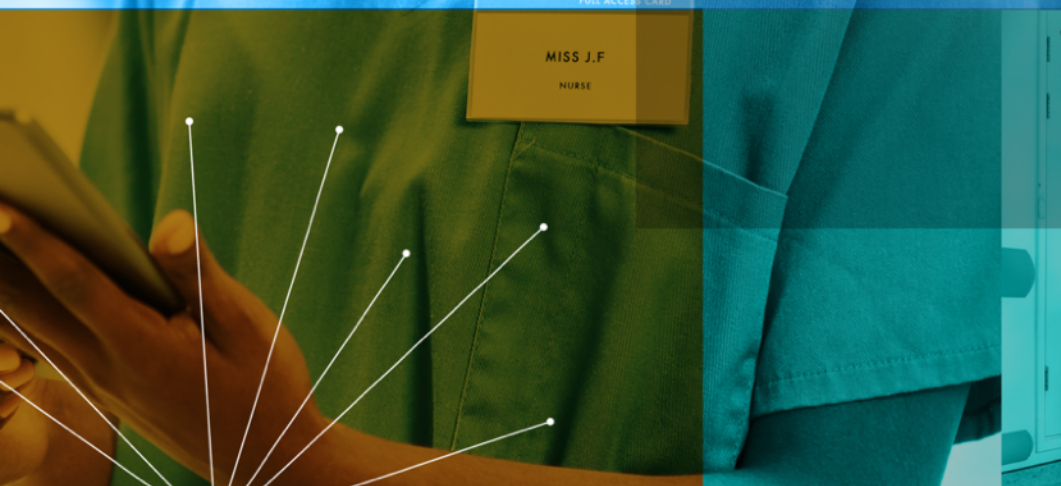


**Workforce Planning Board of Grand Erie**  
Commission de planification de la main-d'œuvre de Grand Erie

# Healthcare and Social Assistance: Quality of Work in Grand Erie 2023



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# Healthcare and Social Assistance

According to WPBGE's 2022 workforce survey, 22% of job seekers in Grand Erie indicated they were looking for work in the healthcare and social assistance sector.

In 2023, the Workforce Planning Board of Grand Erie conducted a study to assess quality of work in local workplaces.

24 healthcare and social assistance businesses were surveyed. The results showed:

## Top benefits offered by healthcare and social assistance employers

1. **Skill development/training opportunities** during working hours – **96%**
2. **Protocol/policies for employee grievances** – **92%**
3. **Fixed working hours** – **83%**
4. **Annual (or more frequent) job performance assessment** – **83%**
5. **Recognition** for outstanding work and/or length of service – **83%**
6. **Paid sick leave** – **79%**
7. **Flexible job structure**/order of responsibilities (i.e. employees can decide the order in which they want to complete their tasks) – **79%**
8. **Financial support** for skill development/training/education (e.g. paying for courses) – **75%**
9. **Pension plan or RRSP** Contribution Plan – **71%**





# Healthcare and Social Assistance



## Top benefits being considered by employers:

1. Mentorship/Career pathways coaching/guidance
2. Annual (or more frequent) pay raises based on inflation/cost of living
3. Remote/hybrid work arrangements
4. Annual (or more frequent) pay raises based on performance/merit
5. Job sharing between 2 or more employees





# Healthcare and Social Assistance

**When businesses were asked about barriers to better supporting quality of work:**

- 83%** said they had financial constraints
- 46%** said they were unable to hire more staff to distribute workload
- 25%** said they had too many competing priorities
- 21%** said they lacked of awareness about where to find the appropriate resources/supports
- 17%** said they were unable to free up the time to offer additional training/ coaching

**8%** of healthcare and social assistance businesses indicated they cannot consider offering any more benefits/quality of work supports.

# Healthcare and Social Assistance

## Best Practices:

**“We have a very large group of individuals who have requested to go casual, where they get to pick and choose when they want to work. This work wells for individuals and our organization has so much work available that there is no real risk financially.”**



# Healthcare and Social Assistance

## Best Practices:

“We have a deliberate policy in place to **increase hiring racialized people and Indigenous** in the last few years, so for the most part, we know **the demographics of our team match that of the community**”

# Healthcare and Social Assistance

## Best Practices:

“We have monthly **meetings** that are led by the team members **to identify people who have career or educational goals.** We’ve had people transfer to different departments and supervisory roles as a result of this.”



# Healthcare and Social Assistance

## Best Practices:

**“Making sure that everybody feels like they are supported** is really important to us this year, so we’re going to continue with our wellness program - regular check-ins, giving them fitness credits **and offering flexibility where we can.”**

# Healthcare and Social Assistance

## Best Practices:

“Making sure that the **managers execute and complete their performance reviews** is really important, because the staff need that feedback. I think that has fallen off during COVID, so to bring that back in is really important. **We want to give employees a platform to voice their concerns with no repercussions.**”



## Healthcare and Social Assistance

### Best Practices:

“We definitely are looking to support **equitable hiring and making sure that our staff represent the clients that we’re helping.** That is definitely considered in our hiring practices. We have an equity, diversity and inclusion (EDI) team within our agency that meets, across representation, across all of our departments, to review EDI tasks across our agency. And it’s within our job postings that we're supportive, looking to accommodate and hire and do whatever we can. It’s definitely a practice, **something that we’re continually trying to evolve and get even better at.”**

# Healthcare and Social Assistance

## Best Practices:

**“We're always looking to try to provide professional development and different ways to upskill our staff that are here so they stay. We see the Canada Ontario Job Grant program sell out every year. We're very invested in it, and we know other employers are as well. Obviously in a labour shortage you want to keep the talent that you have.”**



# Healthcare and Social Assistance



## Resources:

Ontario Nurses Association: <https://www.ona.org>

Ontario Association of Social Workers: [www.oasw.org](http://www.oasw.org)

Ontario Association of Children's Aid Societies: [www.oacas.org](http://www.oacas.org)

Ontario Hospital Association (OHA): [www.oha.com](http://www.oha.com)

Ontario Long Term Care Association (OLTCA): [www.oltca.com](http://www.oltca.com)

Ontario Municipal Social Services Association: [www.omssa.com](http://www.omssa.com)

Ontario Public Health Association (OPHA): [www.opha.on.ca](http://www.opha.on.ca)

Ontario Social Service Worker Association: [www.osswa.ca](http://www.osswa.ca)

Chiefs of Ontario – First Nations advocates health portal: [www.health.chiefs-of-ontario.org](http://www.health.chiefs-of-ontario.org)

Chiefs of Ontario – Social Services Coordination Unit: [www.chiefs-of-ontario.org](http://www.chiefs-of-ontario.org)

Human Resources Professionals Association: [www.hrpa.ca](http://www.hrpa.ca)