

2132

Staff employed  
at BCHS

329

Active  
Volunteers

7.86

Average Years  
of Service

63

Average  
Retirement Age

40

Average Age of  
Staff

## RECRUITMENT & RETENTION

- Ended the fiscal year under our target vacancy rate at 8.18%
- Ended the fiscal year under our target turnover rate at 7.03%
- 375 new external employees hired, including 118 new RNs
- 501 positions filled internally



## ORGANIZATIONAL DEVELOPMENT

- 338 staff accessed the Centralized Education Fund, for a total of \$152,456 invested in professional development
- 485 students started a placement
- Launched REACH Leadership Program; including a new Emerging Leaders Program

## COMPENSATION & BENEFITS

- Non-Union cost of living wage adjustment approved and was implemented April 1
- Non-Union vacation policy changes approved and communicated to applicable staff; will be implemented January 1, 2026
- Successfully implemented changes to SEIU vacation effective April 1



## VOLUNTEER ENGAGEMENT

- Exceeded the target for total volunteers recruited and total volunteer hours for the fiscal year: 133 new volunteers recruited and 35,601 volunteer hours worked
- Patient Experience Survey role successfully piloted with C5 volunteers and expanded to many inpatient units as standalone role
- Re-introduced volunteer role assisting with Worship Services
- Second cohort of NICU/Paeds cuddler volunteers trained and starting their 4-week mentorship

## RECOGNITION & WELLNESS

- Successful planning of Awards & Recognition Night
- Celebrated National Employee Appreciation Day and Random Acts of Kindness Day
- Launched monthly Pet Therapy drop-in sessions for staff
- Installed 2 new massage chairs and created a dedicated Wellness room on A2



## HEALTH & SAFETY

- Partnership with Arjo commenced in January, with monthly safety huddles taking place to support lifts, transfers and repositioning of patients
- Kinesiology students have been working with Organizational Health to update Physical Demands Analysis requirements of all positions within BCHS
- Safe Management Group violence training improvements have been made to the De-Escalation training



## DIVERSITY, EQUITY, INCLUSION & BELONGING

- "I Belong" Campaign launched
- Cafeteria offered cultural meals for Black History month
- Wellness Wagon provided snacks during Black History month and Ramadan
- Held 5 "Pizza and Perspectives" sessions for staff, professional staff and volunteers
- BCHS website updated with DEI-B progress and initiatives
- Launched 2SLGBTQIA+ and Black Resource Groups
- DEI-B Roadmap development currently underway

## LABOUR RELATIONS

- Implemented all SEIU Bargaining language changes successfully: held management training sessions, and clerk training
- ONA local bargaining preparations underway
- Revitalized Attendance Awareness Program and policy to address high sick time effective April 1, 2025



## ON THE HORIZON FOR 2025/2026..

- Launch of new corporate program- Civility in the Workplace
- Focus on our student/learner population as part of the Health Human Resource recruitment & retention plan
- Formal launch of DEI-B roadmap
- Community engagement to promote working or volunteering at the BCHS
- Corporate orientation returning onsite May 1, 2025