






STATUS UPDATE
OMBUDSMAN REPORT, RECOMMENDATION 33

Report Socialization			
Action	Objective	Deliverable	Timelines
Report Socialization	<ul style="list-style-type: none"> - Familiarize employees with content of report 	<ul style="list-style-type: none"> - Direct communication with employees about content of report and plans for ministry response <ul style="list-style-type: none"> • Direct emails to all staff from Deputy Minister about report; updates provided in response to report 	April 2017 Complete
	<ul style="list-style-type: none"> - Provide opportunity for discussion between employees and ministry Executive 	<ul style="list-style-type: none"> - Deputy Minister and other members of Executive to meet with all ministry divisions to discuss report, formally apologize and answer questions <ul style="list-style-type: none"> • Deputy Minister hosted meetings with all divisions • Deputy Minister met with staff who requested 1:1 meetings 	June 2017 Complete
Action Plan Development			
Action	Objective	Deliverable	Timelines
Action Plan Development	<ul style="list-style-type: none"> - Create team with responsibility for recommendation 33 response 	<ul style="list-style-type: none"> - Create project team within ministry to manage implementation of action plan <ul style="list-style-type: none"> • Strategic Change Initiatives team created • Communication liaison identified 	July 2017 Complete
	<ul style="list-style-type: none"> - Identify plan for implementation of recommendation 33 	<ul style="list-style-type: none"> - Develop Action Plan for implementation of recommendation 33, including opportunity for employees to influence content of plan through consultation <ul style="list-style-type: none"> • Action plan developed and shared • Timelines and deliverables identified 	July 2017 Complete

Status Update Legend		Completed		In Progress		Not Started
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Action Plan Development CONT...			
Action	Objective	Deliverable	Timelines
Action Plan Development	<ul style="list-style-type: none"> - Communicate plan to ministry employees and partners 	<ul style="list-style-type: none"> - Create communication plan <ul style="list-style-type: none"> • Communication plan completed focusing on using a variety of channels (online, in person, poster and brochures) 	August 2017 Complete
Employee Consultation			
Action	Objective	Deliverable	Timelines
Employee Consultation	<ul style="list-style-type: none"> - Gather input from employees 	<ul style="list-style-type: none"> - Plan and develop consultation sessions for all ministry staff to acquire feedback on the current Ministry culture and where opportunities for improvement exist - Develop alternative ways for staff to participate in consultation sessions (suggestions boxes, online survey) - Hold consultation sessions based on Ministry employee streams – included, excluded supervisors, Directors, Executive Directors <ul style="list-style-type: none"> • 30 consultation sessions held (6 in Lower Mainland) • 465 participants in in-person sessions • 40 completed online surveys • 40 suggestion boxes distributed through ministry offices 	Oct 2017 In Progress

Status Update Legend		Completed		In Progress		Not Started
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Employee Consultation CONT...			
Action	Objective	Deliverable	Timelines
Employee Consultation	<ul style="list-style-type: none"> - Communicate to employees 	<ul style="list-style-type: none"> - Establish regular communication providing updates on consultation session progress and themes <ul style="list-style-type: none"> • Weekly blog on Health eplace providing updates on consultation session attendance and themes • Posters distributed throughout ministry offices • Key messages provided to ministry leadership • Emails from Deputy and Executive members 	Oct 2017 In Progress
Data Collection and Analysis			
Action	Objective	Deliverable	Timelines
Data Collection and Analysis	<ul style="list-style-type: none"> - Establish baseline data 	<ul style="list-style-type: none"> - Gather information to determine current state of ministry. Information to include: <ul style="list-style-type: none"> • Previous Work Environment Survey results • Previous Employee Advisory consultations and surveys • Short term leave statistics (STIIP) • Staff turnover rates • Grievance information • Project team leading the gathering of baseline data 	Oct 2017 In Progress

Data Collection and Analysis CONT...

Action	Objective	Deliverable	Timelines
Data Collection and Analysis	- Establish best practices	<ul style="list-style-type: none"> - Complete a literature review providing an assessment of the current approach to improving workplace health and safety to support the culture change initiative <ul style="list-style-type: none"> • Health & Human Services Library completed literature search • Project team leading the literature review 	Oct 2017 In Progress
	- Identify themes in data collected from employee consultations	<ul style="list-style-type: none"> - Review and analyse data collected from employee consultation <ul style="list-style-type: none"> • Data collected and recorded at individual level • Themes identified at cross-ministry level and for each employee group (Executive Directors, Directors, excluded, included) 	Oct 2017 In Progress
Governance			
Action	Objective	Deliverable	Timelines
Governance	- Establish a governance structure to support employee reconciliation and action plan implementation	<ul style="list-style-type: none"> - Establish Steering Committee with accountability for moving action plan forward, eliminating barriers, ensuring funding and resources available <ul style="list-style-type: none"> • Committee structure confirmed (DM chair, Executive and employee membership) 	Oct 2017 In Progress

Governance			
Action	Objective	Deliverable	Timelines
Governance	<ul style="list-style-type: none"> Ensure external partners are involved and informed 	<ul style="list-style-type: none"> Establish Advisory Committee with membership from BCGEU, Excluded Employees Association, PSA, Employee Advisory Forum <ul style="list-style-type: none"> Advisory Committee convened; meetings held Sept 12, 27 Next meeting planned for Oct 11 	Sept 2017 Complete (meetings ongoing)
Open Space			
Action	Objective	Deliverable	Timelines
Open Space	<ul style="list-style-type: none"> Acknowledgement of work to date and next steps 	<ul style="list-style-type: none"> Recognition of staff participation and communication of themes identified during consultation sessions - Deputy Minister and Executive team participation (scheduled for October 25, 2017) <ul style="list-style-type: none"> DM to present themes from consultations Executive will attend and participate in the event All staff are encouraged to participate Communication across the organization Project team leading the coordination 	Oct 2017 In Progress

Open Space CONT...			
Action	Objective	Deliverable	Timelines
Open Space	<ul style="list-style-type: none"> - Validate and prioritize themes from data collected 	<ul style="list-style-type: none"> - Open space ministry-wide facilitated sessions during the week of November 7th to share themes identified in consultation, request feedback on solutions and prioritization: <ul style="list-style-type: none"> • Project team developing a concept paper for the open space sessions 	Nov 2017 In Progress
Leadership			
Action	Objective	Deliverable	Timelines
Leadership	<ul style="list-style-type: none"> - Support Executive leadership development 	<ul style="list-style-type: none"> - Work with a consultant to enhance performance and effectiveness of Executive leadership team including <ul style="list-style-type: none"> • Clarifying purpose and focus • Establishing operational excellence • Building supportive behaviors and relationships • Consultant contract confirmed 	Nov 2017 In Progress

Sprint Teams			
Action	Objective	Deliverable	Timelines
Sprint Teams	<ul style="list-style-type: none"> - Develop action plans based on Open space session 	<ul style="list-style-type: none"> - Identification and selection of teams across the Ministry to participate in facilitated sessions to support the development of actions plans with deliverables and timelines. These action teams will be divided into the three categories identified at the open space: <ul style="list-style-type: none"> • Quick wins (activate immediately) • Accelerator Projects (projects currently underway in the ministry to be accelerated – by 30, 60, 90 days) • Exploratory teams (innovative ideas identified during the data collection) • Strategic Changes Initiatives Project Team is developing a plan to identify executive sponsors, select criteria for team members, and identify tools and resources required for planning and implementation. 	Dec 2017 In Progress

Implementation			
Action	Objective	Deliverable	Timelines
Implementation	- Support project implementation	- Core team developed to support project implementation within ministry, including assistance with facilitation, project planning and project management	Dec 2017 Not started
	- Establish project coordination	- Develop timeline for project implementation to ensure staff support available from core team and dependencies considered	Dec 2017 Not started
	- Report on project status	- Provide regular updates to Steering Committee, Advisory Committee, Executive and employees on project status	Dec 2017 (ongoing) Not started
	- Evaluate project implementation	- Develop evaluation of project implementation and sustainment to be used for all project areas	Jan 2018 Not started
Sustainment			
Action	Objective	Deliverable	Timelines
Sustainment	- Sustain projects and support ongoing culture change	- Develop ongoing sustainment model to assist with maintaining project success to date and support continuing culture change	Mar 2018 Not started