

# **The Corporation of the City of Kawartha Lakes**

## **Victoria Manor Committee of Management**

### **Report VMC2019-09**

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**Meeting Date:** November 18, 2019

**Meeting Time:** 1:30 a.m.

**Meeting Place:** Victoria Manor Boardroom, 220 Angeline St. S, Lindsay

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**Subject:** 2019 Employee Engagement Survey

**Author Name and Title:** Pamela Kulas, Executive Director

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#### **Recommendation(s):**

**Resolved That** Report VMC2019-09, “2019 Employee Engagement Survey”, be received for information.

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Director

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Other

## **Background:**

Sienna Senior Living used a new company called Peakon ([www.peakon.com](http://www.peakon.com)) to deliver the 2019 employee engagement survey. Staff was asked to complete an online survey. 61 front line staff/managers completed the survey in the month of July a rate of 35%. The survey focuses on how the staff perceive their own job satisfaction. Surveying employees for their perception of the workplace is one important means of assessing an organization's performance.

The analysis focused on three areas of work with subcategories in each area of focus:

1. Engagement
2. Accomplish
3. Autonomy
4. Environment
5. Freedom of Opinion
6. Goal Setting
7. Growth
8. Management Support
9. Meaningful Work
10. Organizational Fit
11. Peer Relationships
12. Recognition
13. Reward
14. Strategy
15. Workload

A detailed review of the results will allow the home's leadership team and well established Quality of Worklife committee to focus on areas of strength and opportunities for improvement with an overall goal to improve the employee work experience.

Overall the results decreased from 71.6% in 2017 to 58% in 2019. Results indicate a high level of satisfaction with meaningful work, accomplishment, goal setting and peer relationships. Areas of opportunity include freedom of opinion, growth and strategy.

The survey also includes opportunities for staff to add narrative commentary. These comments have not been included in this report to maintain confidentiality. The common threads are staff shortages, workload, timely communication and follow up. However, there are positive comments such as loving working at the Manor, hope to be here for many more years, and thanks for educational opportunities offer outside the home.

**Consultations:**

Pamela Kulas, Executive Director  
Rod Sutherland, Director Human Services

**Attachments:**

2019 Employee Engagement Survey Results

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