

## MEMORANDUM

Date: May 1, 2024

File: 195/20 All Staff

CLIFF: 1066646

To: All BCEHS Staff

**Re: Culture Improvement Update**

This week we gathered with Vancouver Island unit chiefs and front-line supervisors as the first of our three front-line leaders forums took place. It was a highly engaged and eager group of leaders who worked through a series of sessions, with a large focus on strengthening and improving our culture, our relationships and our ability to lead well and improve our communications.

The second forum will be held April 30-May 2 in Kelowna with an additional one-day session focused on culture later in May for our unit chiefs and supervisors in the Lower Mainland. The focus of these sessions is co-creating the culture we want at BCEHS and building strong and supported leaders who are equipped to implement the changes we need to improve our organization and the experience of our employees.

In partnership with Women in Paramedicine Special Interest Group (WIPSIG) and CUPE 873, our employee experience team has now launched a pilot Motherhood Coaching Program (MaturN) to support new mothers as they navigate managing work and life as a parent. Fifteen BCEHS employees who identify as mothers are nearly halfway through the nine-session program.

As we get closer to the start of our 50th anniversary year, we are finalizing plans with CUPE 873 and other partners to make the year a very special one – both an opportunity to celebrate our history while also looking forward to a positive future. More details to come on the plans very soon.

We still have work to do, but we are making progress on becoming an organization where front-line employees can share their experiences – positive and negative – and be seen, heard and responded to appropriately and respectfully. The ability to raise challenges and be part of the solutions to remedy them is how we improve as an organization.

Thank you to all of you who have stepped up and are working to improve our organization.

Sincerely,

Leanne Heppell  
EVP & Chief Ambulance Officer  
BC Emergency Health Services  
Provincial Health Services Authority