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## INFO BULLETIN

For immediate release  
July, 7, 2023

Provincial Health Services Authority  
BC Emergency Health Services

### **BCEHS taking action to create safe, respectful and inclusive workplaces**

VANCOUVER – BC Emergency Health Services (BCEHS) continues taking action to ensure its workplaces are respectful, inclusive, and foster the mental and well-being of employees.

Today, BCEHS shared staff survey results and an external review that provided information about the culture of BCEHS' workplace and recommendations for improvement. While some redactions were necessary to protect privacy, this material will be publicly available. That review, and the work undertaken since, strengthens the organization's culture of diversity, equity and inclusivity to better support employees.

Examples of actions underway throughout BCEHS to provide an inclusive and respectful environment, free from harassment and discrimination, are:

- improving hiring practices to ensure they are inclusive, and that recruitment includes diverse hiring panels.
- training HR teams with best practices in handling sensitive workplace investigations.
- implementing a training program for managers and supervisors to confront inappropriate behaviours effectively.
- the establishment of a confidential phone line for employees to report incidents of harassment, bullying or discrimination.
- hiring a Chief of People, Equity and Diversity to focus on dedicated action, programs, and support for employee health and well-being, culture and engagement, leadership development, and diversity, equity, and inclusion.
- strengthening employee recognition and appreciation efforts and focusing senior leadership efforts on regularly meeting with staff across the province in person to both thank them and listen to their concerns and ideas for improvement.

To ensure staff continue to be involved in these efforts, BCEHS is committed to providing ongoing updates throughout the organization. Similarly, for transparency and accountability, updates, survey material, and reports, will be publicly available. Learn more by visiting, [www.bcehs.ca/about/accountability/reports](http://www.bcehs.ca/about/accountability/reports)

**BC Emergency Health Services (BCEHS)** is responsible for the delivery and governance of pre-hospital emergency medical care and inter-facility patient transfer services through the BC Ambulance Service and BC Patient Transfer Services. BCEHS is supported by the Provincial Health Services Authority (PHSA). For more information, please visit [www.bcehs.ca](http://www.bcehs.ca) or follow us on Twitter @BC\_EHS.



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The **Provincial Health Services Authority (PHSA)** provides specialized [health care services and programs](#) to communities across British Columbia, the territories of many distinct First Nations. We are grateful to all the First Nations who have cared for and nurtured this land for all time, including the *xʷməθkʷəy̓əm* (Musqueam), *Sḵw̓x̓wú7mesh Úxwumixw* (Squamish), and *səlilwətał* (Tseil-Waututh) First Nations on whose unceded and ancestral territory our head office is located. We work in partnership with other B.C. health authorities and the provincial government to deliver province-wide solutions that improve the health of British Columbians. For more information, visit [www.phsa.ca](http://www.phsa.ca) or [follow us @PHSAofBC](#).

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