



HUB Team

Hope Upheld by Belief

Introduction to the Employer of Choice Initiative

***"Providing Focused Leadership
to Create a Culture of World Class
Employee and Client Satisfaction"***

Elaine Burak, Executive Director from **Optional Rehabilitation Services Inc. (OPTIONS)** (www.optionsrehab.org) hired Custom Learning Systems Group Ltd. to assist OPTIONS to become the Employer of Choice within the Community Disability Service sector. Elaine recognized that the Community Disability Service sector as a whole would greatly benefit from this initiative by giving our sector an opportunity to be recognized and valued as a profession and, equally important, empowering all employees to be the best they can be to provide world class customer service for each and every individual we support. Elaine was so passionate about the Employer of Choice Initiative she met with Dr. Alex Hillyard, CEO of the Calgary Region Community Board (pdd.calgaryboard@gov.ab.ca). Dr. Hillyard, supported the Employer of Choice Initiative and agreed with Elaine's desire to involve the service providers within the Calgary region.

In January 2008, Elaine provided the Community Rehabilitation Service Provider Council of Calgary (www.crspcc.ca) a presentation of the three year Employer of Choice Initiative, that would be hosted by Brian Lee, founder of Custom Learning Systems Group Ltd. (www.customlearning.com). With great enthusiasm and excitement, Elaine scheduled a meeting with Custom Learning Systems and invited all service agencies within the Calgary Region to join her. Eighteen agencies attended the meeting and were provided a presentation by Custom Learning Systems Group Ltd. and six chose to participate.

The six agencies in attendance recognized that Custom Learning Systems has a proven phenomenal reputation starting from the bottom up **"Providing Focused Leadership to Create a Culture of World Class Employee and Client Satisfaction"**. To that end, the six agencies and Persons with Developmental Disabilities, Calgary Region Community Board, agreed to share the first year cost of the three year Employer of Choice Initiative. On July 31, 2008 the HUB (**the governing body for the Employer of Choice Initiative**) was born.

Employers of Choice Calgary and Area, Community Disability Services Sector



Between the six agencies participating, we have approximately **1000 employees** who will take an active role to achieve our mission of being an “**Employer of Choice**”.

On behalf of the HUB Council, we would like to extend our sincere gratitude to the following people for making the Employer of Choice Initiative possible.

- **Elaine Burak, Executive Director, OPTIONS** for opening her door and inviting service providers to join her on this exciting three year venture.
- **Dr. Alex Hillyard, CEO, PDD Calgary Region Community Board** for recognizing the value of this initiative and providing financial support.
- **Custom Learning Systems** for succeeding in their reputation for creating a system that is filled with positive energy, humor, interaction and incredible leanings to date.
- **Last but not least**, to the approximate 1000 employees who have committed to this journey with empowerment, passion enthusiasm, dedication and participation to become recognized as the **EMPLOYER of CHOICE for Community Disability Services in the Calgary and surrounding areas.**

Below, we have included the Employer of Choice “Framework for Collaboration” that was drafted by **Vincent Kimura, Executive Director, Foothills AIM Society** and approved by the HUB Council.

In closing, a team comprised of 1000 employees from various positions who are resourceful, empowered, passionate and enthusiastic, will begin the journey to become the **Employer’s of Choice for Community Disability Services**. We invite any person(s), group and/or organization to contact one of the HUB Council Members listed below to provide you additional information and/or to schedule a presentation of the successful initiatives to date. We value your input, hope to hear from you very soon.

Rob Halfyard, Hub Council Member

Hub Council Members Contact Info:

Vincent Kimura, **Chair**, Foothills AIM Society: Vincent@faims.org

Bruce Skorobohach: **Co-Chair**, Columbia College: bruceS@COLUMBIA.ab.ca

Elaine Burak, **Hub Council Member**, OPTIONS: Elaine@optionsplus.org

Pam McGladdery, **Hub Council Member**, Universal Rehabilitation Service Agency: pam.mcgladdery@ursa-rehab.com

Rob Halfyard, **Hub Council Member**, Resourceful Futures: robrfcs1@shawbiz.ca

Jayne Myatt, **Hub Council Member**, Vantage Enterprises: jayne@vantageenterprises.net

Employer of Choice

“Framework for Collaboration”

Each Service Provider:

- Shares a common vision for persons with developmental disabilities achieving an exceptional quality of life.
- Shares common interests and many areas of mutual concern.
- Through vital contributions to community and society fulfills complementary roles in the development and delivery of programs and services.
- Respects each other's autonomy and unique ability.
- Recognizes that a collaborative partnership is essential to enable the combined efforts to achieve the greatest results.

Purpose of Framework

The purpose of this framework is to engage each Service Provider in a collaborative partnership that continues to honor unique strengths and contributions as they increase a collective ability to build healthy work environments.

Commitments to Action

Each Service Provider will work collaboratively towards solutions for commonly shared work culture challenges. These include but are not limited to the following:

1. Develop a better understanding of best practices.
2. Establish a foundation to foster shared learning.
3. Develop mechanisms to receive and process feedback, concerns, comments or questions.
4. Will work together to develop strategies that will enable each service provider to attract, develop and retain the human resources required to fulfill their purpose and mission statement.
5. Will commit to continuous learning to identify and recommend solutions for administrative, program resources and risk management issues that challenge the sustainability of each workforce.

Coordination and Implementation

This framework will be guided by the principles of accountability, dialogue, consensus, cooperation and collaboration; and in its implementation will respect each Service Provider's autonomy and ability to act independently. Therefore, we shall commit to the following:

1. Will work together with Customs Learning Systems Group Ltd. to ensure that there are coordinating mechanisms in place for effective implementation of best practices.
2. Will function collaboratively through the **HUB** governing body to ensure the intent of this “framework” is fulfilled.
3. Will individually and where appropriate collectively inform respective stakeholders of the successes and achievements enabled by this framework.

Implementation Date

This framework came into effect July 30th, 2008

GUIDING PRINCIPALS

ACCOUNTABILITY: Recognizing that while each service provider has separate accountabilities, collectively, they are accountable for maintaining the trust and confidence of each partner by ensuring transparency, high standards of conduct, and sound management in working together, and by monitoring and reporting the results of their work under this framework.

INDEPENDENCE: The autonomy of each service provider means recognizing that each partner has unique strengths and that each may advocate different courses of action or choose to tackle issues of common interest separately.

DIALOGUE: The sharing of ideas, perspectives and experiences to contribute to better understanding, improved identification of priorities, and sound practices.

CONSENSUS: The foundation for shared leadership and joint action.

COOPERATION AND COLLABORATION: Working together to address areas of mutual concern and to strengthen both the work culture and workforce.

PARTICIPATING CALGARY REGION AGENCIES:

- Columbia College
- Foothills AIM Society
- OPTIONS
- Resourceful Futures
- URSA
- Vantage Enterprises

HUB COUNCIL MEMBERS:

- Columbia College, Bruce Skorobohach,
- Foothills AIM Society, Vince Kimura
- OPTIONS, Elaine Burak
- Resourceful Futures, Rob Halfyard
- URSA, Pam McGladdery
- Vantage Enterprises, Jayne Myatt