

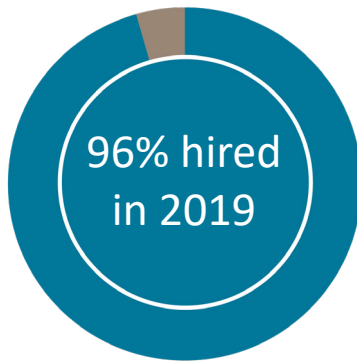
Health Care & Social Assistance

2020 EmployerOne Industry Insights



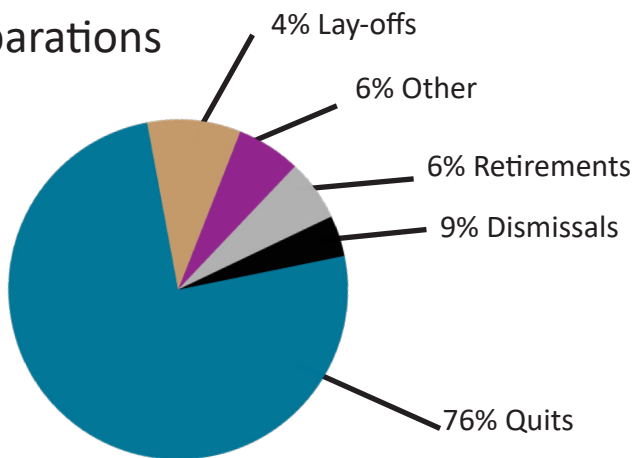
A total of 45 Health Care and Social Assistance related businesses in Waterloo Wellington Dufferin completed the 2020 EmployerOne Survey. These businesses represented 10% of all survey respondents

Hired in 2019



96% of the Health Care and Social Assistance related businesses surveyed hired in 2019. That represented a total of 1,732 hires. 386 of those hired were permanent full time, 839 were contract/seasonal/casual and 609 were permanent part time.

Separations



The Health Care and Social Assistance related businesses surveyed reported 981 separations in 2019. 743 of them (76%) were quits, 86 (9%) were dismissals, 56 (6%) were retirements, 38 (4%) were lay-offs and 58 (6%) were in the other category.

Hard to fill positions

66%

Reported they had positions that were hard to fill in the last 12 months

Top positions reported as hard to fill

- Clinical Coordinator
- Personal Support Worker
- Registered Nurse

Top reasons positions were hard to fill

- Poor applications - submissions not relevant to posting
- Lack of qualifications (education level/credentials)
- Lack of work experience

Recruitment

Top recruiting methods

Online Job Boards/Postings
 Word of mouth/personal contacts/referrals/informal networks
 Company's own internet site

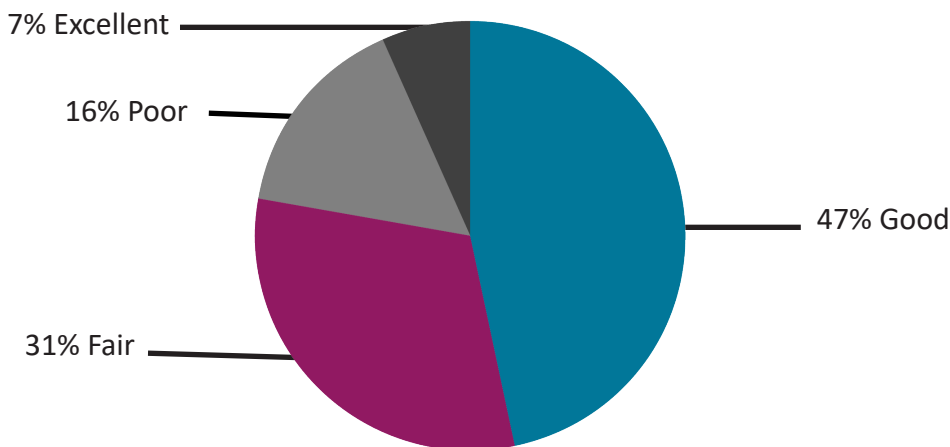
Top competencies they were looking for

Communication (both oral and written)
 Teamwork/interpersonal
 Fits with company/ mission

Technical Skills in Demand

Credentials	On the job training	Unique industry and essential skills
Degree	First Aid and CPR	Writing and reading
Diploma	CPI (not defined by employer)	Numeracy
Registered Social Worker and Personal Support Worker	Medication administration	Computer and communication skills

Respondents rating of availability of qualified workers



Retention

51%

Reported retention was an issue

Top Retention Strategies

Recognition for service and/or outstanding work
 Training opportunities
 Regular increases in salary
 Job flexibility (i.e., work from home arrangements, flex time, job sharing)

Plans to hire

93%

of businesses surveyed in Health Care and Social Assistance plan to hire in the next 12 months

Top planned occupations to hire

Home Care Aide
 Personal Support Worker
 Registered Nurse

COVID-19 Update

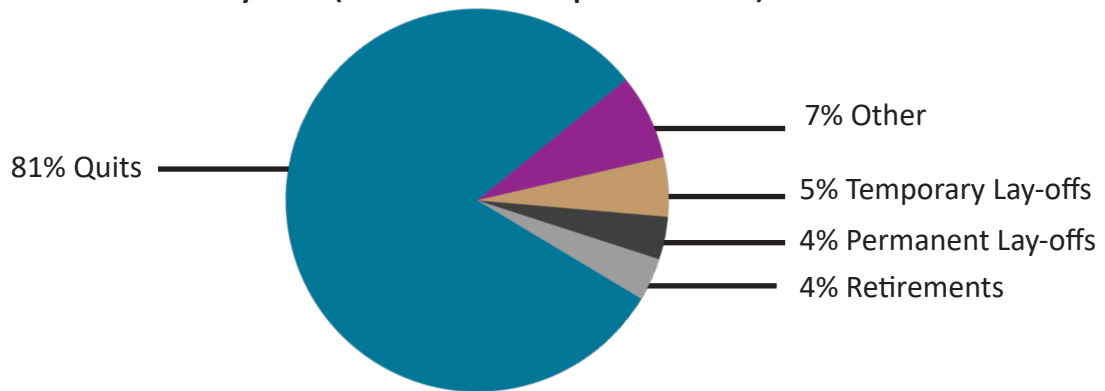
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2020 EmployerOne Industry Insights

The EmployerOne Survey is conducted annually from January 2 to 31 and the first 2 pages are reflective of the answers in that period. With the on-set of the COVID-19 pandemic, we decided to collect further data from businesses to determine how COVID-19 had changed their workforces and their expectations for 2020 hiring since January 31, 2020. 22 employers gave us an update.

Separations Since January 31 (197 total separations)

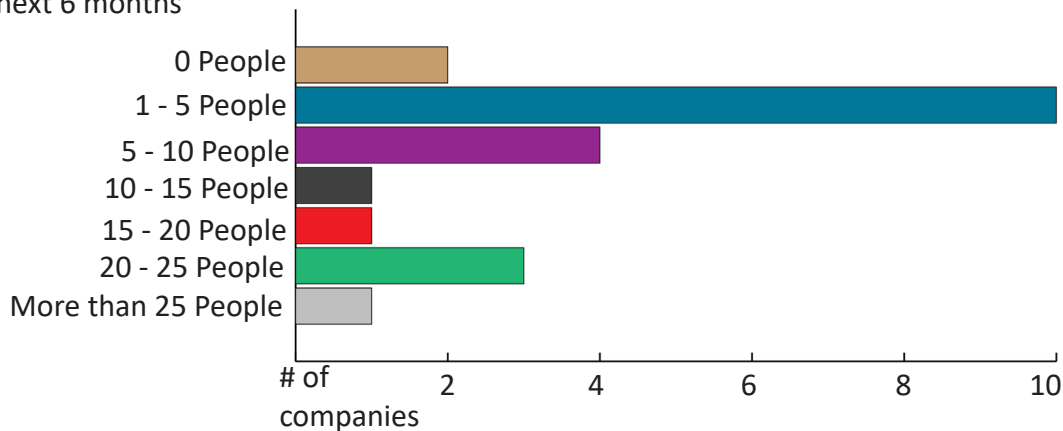


Hiring

The 22 Health Care and Social Assistance related businesses that responded to our updated survey have hired a total of 253 employees since January 31st.

Hiring in the next 6 months

Of the 22 companies responding to the updated survey 10 companies reported they intend to hire 1 to 5 people in the next 6 months



Top planned occupations to hire

- Personal Support Worker
- Social Worker
- Registered Practical Nurse/ Nurse
- Occupational Therapists
- Supply/support staff

59%

Reported retention was a concern during the Covid - 19 pandemic