

Pandemic Emergency Management – Challenge & Tested Solution

Challenge:

Staff Shortages in Outbreak Locations

Solution:

Pay Incentives to Reduce Work Refusals in Outbreak Locations

Steps to Implement:

CLH Developmental Support Services introduced \$3 an hour incentive outbreak pay in addition to regular rate.

Results

1. How effective was this?
 - Some staff were already offering to work in outbreak locations before the pay incentive was provided. The outbreak pay did not incentivize additional staff to offer to do so.
2. Was this efficient? Was it quick to implement?
 - Yes, it was quick to implement. But it hasn't kept people working in outbreak locations over the pandemic.
3. Would you recommend this to other agencies?
 - The wage incentive was appreciated by staff but not seen to motivate them to work in outbreak locations. It didn't prevent staff loss due to infection

Additional Considerations:

Depending on region and workplace culture, a pay incentive might to incentivize staff to work in outbreak locations.

Lessons learned:

Pay is not the reason all staff work in this field. Other incentives may work better.

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