



OUR COMMUNITIES. OUR HOME.

June 14th 2022

Lakeshore Culture Strategy

Council Engagement and Input



Overview

Lakeshore's Culture Strategy

- **Deferred from May 31st 2022**
- **Work Program –
Organizational Excellence**
- **Why is Culture Important?**
- **Culture Framework / WIT**
- **Initiatives Already underway**
- **Next Steps**

STRATEGIC GOALS

1 SUSTAINABLE DEVELOPMENT

The Municipality of Lakeshore supports and encourages complete community development that balances economic, social and environmental considerations.

2 ROADS AND INFRASTRUCTURE

The Municipality of Lakeshore is committed to investing in roads and infrastructure, supported by an Asset Management Plan, to keep people moving and the municipality running.

3 SHORELINE PROTECTION AND COMMUNITY RESILIENCY

The Municipality of Lakeshore will respect the ecological integrity of Lake St. Clair and our riparian environments. As temperatures, rain patterns and water levels continue to fluctuate, Lakeshore will invest in the long-term resiliency of our communities.

5 ORGANIZATIONAL EXCELLENCE

The Municipality of Lakeshore is a dynamic organization and employer of choice that encourages continuous improvement, innovation, and accountability from our employees.

4 FINANCIAL SUSTAINABILITY

The Municipality of Lakeshore is a fiscally responsible municipality that respects the tax dollars of our citizens. The municipality supports the development of savings through reserves to reduce long term reliance on debt.



Organizational Excellence Work Program

1. Service Delivery Review
(September 2020)
2. Organizational Review
(April 2021)
3. Council requested reports on
recruitment/retention challenges
(Sept/Oct 2021)
4. Culture Strategy Report to Council,
(May 31st 2022)



Why Should We Care About Culture?

1. Reduced Staff Turn Over Costs
2. Improves external reputation and brand;
3. Enhances strong work ethics;
4. Quality service delivery to residents;
5. Increased productivity; and,
6. Decreased sick days.



**Culture eats
strategy for
breakfast**

-Peter Drucker

Synergy Team: Workplace Improvement (WIT)

Mandate:

WIT members were tasked with supporting a vision for a new culture, creating a plan to achieve it, and driving the implementation of the new culture.

Brenda James-Kupko, Capital Projects
Kathy Fisher, ATRC Facilities
Ken Crowley, Public Works
Ross Panzica, Public Works
Gisele Pillon, Community Planning
Sydnee Rivest, Engineering Infrastructure
Darrin Johnston, Water Treatment
Cindy Lanoue, Civic Affairs
Brady Mahler, Building
Michelle Heslop, Revenue
Sherry Renick, Revenue
Stephanie Dimmel, Accounting
Dana Zotti, Accounting
Jessica Sabolick, Recreation

Alyssa Puskaric, Recreation
Ryan Donally, Economic Dev.& Mobility
Kyle Davis, Water Treatment
Frank Jeney, Community Services
Chad Drummond, Public Works
Beau Blais, Parks, Trails & Facilities
Paige Meloche, Financial Planning & Analysis
Marshall Stevenson, Water
Jayde Novakovic, Public Works
Carrie Dranchak, Workforce Development
Christine Lassaline, Fire
Kim Teskey, Water
Bill Granger, ATRC
Ian Vandenberg, ATRC
Rose Wood, Civic Affairs

Lakeshore Values

Respect

We are committed to being honest, transparent, fair and to approach all situations with integrity.

Accountability

We are committed to taking initiatives and exceeding expectations, and to act in a trustworthy manner that adheres to our words.

Teamwork

We are committed to working together to be more effective, efficient, and to enable our colleagues with different strengths, interests and backgrounds to grow, succeed and be themselves in the workplace.

Positivity

We are committed to working together in positive spirits to achieve high quality outcomes.

Creativity

We are committed to thinking differently and strive to apply innovative thinking to solve problems and identify opportunities.

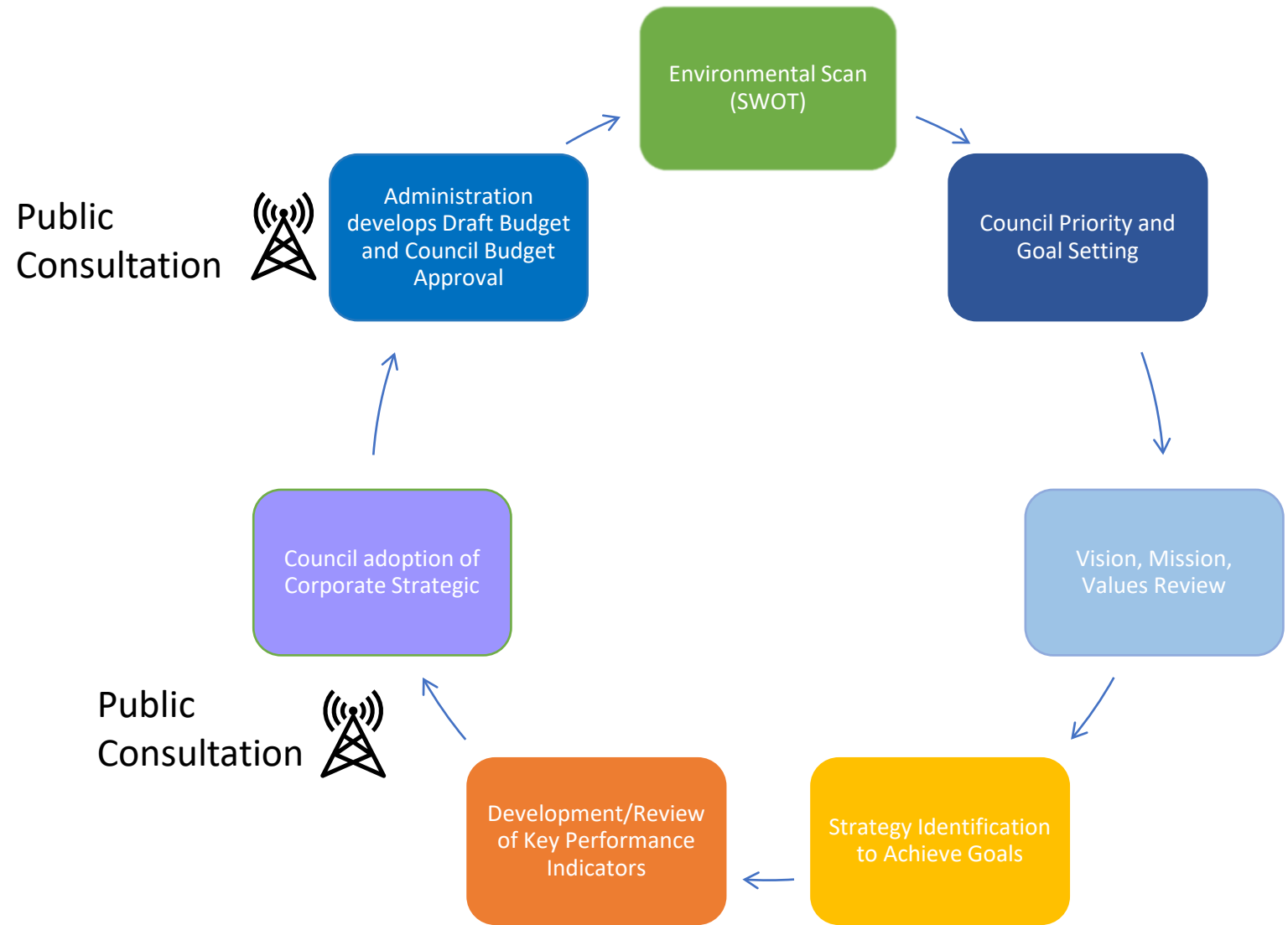
Culture Improvement Initiatives Since 2019

- Diversity Equity and Inclusion
- Improvements to recruiting processes
- Enhancing orientation program for new staff
- Suggestion Box and Bright Ideas Program
- Lakeshore Social Committee
- Development of Framework for Wellness Synergy Team
- Return of staff appreciation events
- Review of Internal Communications Standards (Q3 2022)

- Staff access to HR Downloads (limited budget capacity)
- Education Reimbursement Program
- Organizational Review
- Compensation Review for Union and Non-Union Staff
- Education and awareness programs for policies, procedures and processes
- Introduction of SWOT and corporate strategic planning
- Workspace Standards

What is a Corporate Strategic Plan?

- Designed to action Council Goals and Priorities
- Multi year Plan to support multi-year Budget Process
- Guides implementation and coordination across departments
- Supports Change Management
- Support data driven recommendations through Key Performance Indicators
- Culture and organizational performance is an underpinning as it dictates how work is undertaken





Culture Strategy

Next Steps

- Receive Council Input and undertake necessary revisions
- Engage Work Place Improvement Team
- Focus on improvements with existing resources
- Advance findings to Corporate Strategic Planning in 2023