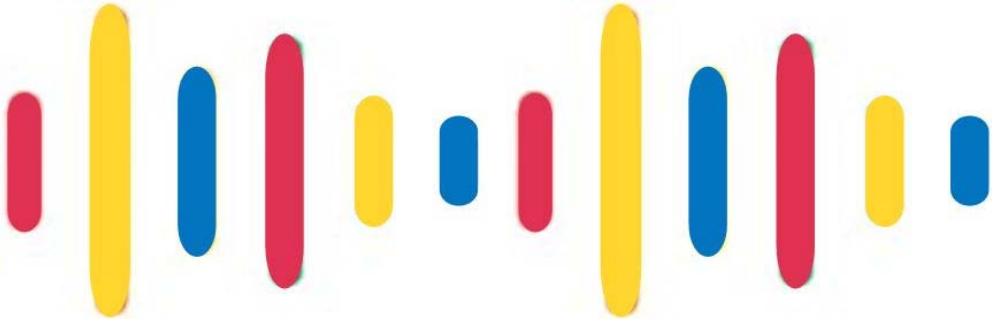




The Children's Aid | La Société de l'aide  
Society of Ottawa | à l'enfance d'Ottawa



**BE A VOICE FOR CHANGE**

The Children's Aid Society of Ottawa  
*Be a Voice for Change 2020 Workforce Census Report*  
September 2020

Prepared by:  
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## Acknowledgements

The Children's Aid Society of Ottawa's second staff census wrapped up at the end of September and I'd like to sincerely thank everyone who took the time to provide their valuable input through this important exercise.

We had a tremendous response rate to this year's survey; over 83 percent of staff shared their feedback with us, during a pandemic! That high response rate is reflective of the passion and engagement you each bring to work every day. It also communicates a strong desire to see our workplace build on past successes and pursue new opportunities for improvement. I want to assure you that we will be giving thoughtful consideration to the information gathered, and greatly appreciate the thoughts and opinions you've shared throughout this process.

Continuous improvement is critical for any organization's success, and like most other top organizations, we recognize that regular feedback from our employees leads to more informed decisions that can bring about positive changes in the workplace. This is CASO's second workforce census and we were one of the first Child Welfare agencies in Ontario to do so. We also want to thank the enormous contributions of the Census Steering Committee in making this Census possible!

The results shared within this report will be followed up with planning sessions to help each department understand, interpret, and where appropriate, action the results. Following the results of this second workforce census we will be transparent in reporting how we've done since 2014 in terms of our workforce and if we have increased diversity. We will take it a step further and will follow up with a qualitative employee satisfaction survey so that we understand what would make all of us, regardless of our backgrounds, feel safe and valued every day within our agency. This is the depth of information and understanding that we all need to pursue in order to further our journey towards becoming an equitable organization.

Once again, thank you for your contributions in building a strong, positive workplace culture at the Children's Aid Society Ottawa.

Kelly Raymond,  
Executive Director



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