

Attracting and Retaining Employees: Remote and Hybrid Workplaces [Nanaimo River]



Presented by: Michael Stushnoff

Thursday, October 10, 2024

Inclusion Works '24 Delegates.

 Indigenous Works

About Indigenous Works (1998-)

- Launched based on a recommendation in the 1996 Report on the Royal Commission on Aboriginal Peoples (“ARCAP”).
- Our mandate is to increase Indigenous engagement in the Canadian economy.
- Award winning, ISO certified, national Indigenous Organization with expertise in workplace, employment, corporate-Indigenous engagement and partnership systems.
- KOCIHTA CHARITY: ‘Increasing the human resource and career potential of Indigenous Youth including youth with disabilities.’

- LUMINARY: Advancing Indigenous Innovation



Michael Stushnoff

Sales Consultant

Indigenous Works

Speaker

- Born in Edmonton, AB, lived in Regina, and made Saskatoon, SK Home.
- Heritage: Metis/Doukhobor.
- Father of 2 amazing daughters Eli 24 Vic 20
- Many career opportunities over the years and I will share about how they may have been affected by Hybrid and non Hybrid working.
- Use my working experience as an example of pros and cons.

Agenda

- Begin with Mike's Story and work experiences.
- Statistics Canada Information on Remote work.
- **Megan Bailey**, Employee Relations Advisor, Vancouver Island University
- **Tasha Brooks**, Assistant Professor, Royal Roads University and Council Member, Cowichan Tribes
- Thought Provoking Questions Interactive Time.

Session Objectives

Attracting and Retaining Employees: Remote and Hybrid Workplaces

- When Covid hit, employers were forced to experiment with new workplace strategies and systems for remote work.
- These strategies worked surprisingly well in many ways, and it created an appetite among workers for different approaches to workplace design and work arrangements.
- Among the Indigenous workforce there are not many studies that have looked at whether remote work arrangements were received favourably and whether expectations have changed as the 'new normal' has continued to reset workplaces today.
- In some cases, remote work has **been keenly adopted by Indigenous workers** while for others productivity and engagement have **dropped due to a lack of connection to the workplace, lack of meaningful communications, and a seeming erosion of relationships with one's immediate supervisor and senior management/ leadership.**

Session Objectives

- Some employers have gone back to how workplace arrangements were pre-covid while others continue to offer flexible work arrangements. Given the media attention about office vacancies, it may be assumed that remote work arrangements are still in use and perhaps even on the rise as employers and employees continue their adjustments.
- Some organizations promote remote work arrangements to Indigenous communities for several reasons.
 - Indigenous people living in remote communities do not want to be uprooted from their communities.
 - Some living in remote or rural communities do not have the resources or supports needed to make a transition to an office or work site if they are in larger centres.
 - Such moves can interfere with Indigenous employment.

Mike's Story: Work Experiences:

- I started a career in the casino industry as a Floor Supervisor / Dealer.
 - This industry was hit hard by Pandemnic, Working from home not an option.
- SIIT made a huge impact in my life. It was at SIIT was able to apply and attend the inaugural 2009 event of at the time Inclusion Works in Vancouver BC as a Delegate. A true honor. **(IN PERSON EVENT LIVE, WOULD NOT WORK HYBRID INTERACTIVE EXPERIENCE.)**

Mike's Story: Work Experiences:

- Finance Industry: Bank Manager, and many other roles: Covid Experience.
 - During Covid, the bank moved many roles to hybrid, MS, IRP, PB and more.
 - Adopted WEB EX and a program called MY ADVISOR that allowed us to do FINANCIAL REVIEWS, investments, and credit HYBRID.
 - Where most of the branch staff still worked at the office, we had screens up for 1 on 1 meeting, as well as many restrictions and guidelines in place.
 - Encouraged all clients to take their appointments remotely,
 - The good, Convenient and safe,
 - The bad, inconvenient and many people were resilient to online meetings.
 - Staff were forced to get their shots, some staff did not want the shots.
 - Those that worked remotely mostly had positive feedback, and most production was not affected in my experience.
 - · Remote work affects everyone, clients, and staff.
 - · Mindset is key to effectiveness. Sharing a plan to change is important.

Mike's Story: Work Experiences:

YMCA before I started working there during the pandemic experienced over 50% loss in memberships, and our downtown YMCA in Saskatoon was the only Downtown YMCA to survive the Pandemic,

- · There were very strict regulations put in place to use the facility.
- · This Work is not able to be hybrid
- · HOWEVER, THEY BEGAN THINKING OUTSIDE OF THE BOX:
- **To train the clients they adapted a Y thrive campaign that is like having a personal trainer on-line. For all members.**
- **Remote work was not possible in this industry.**
- Child care was affected, programs, and lessons. Some things are not able to be adapted to HYBRID. This affects people's livelihoods, careers, and fitness.

Mike's Story: Work Experiences:

Indigenous Works

- IW we all work Remotely, staff from Nova Scotia to BC. We all work from our homes.
- We have Zoom access and Microsoft Teams, as well communicate via E-mail a great amount.
- Our work can be scanned, sent, printed, authenticated, and more.
- This proves very effective for all of us.
- Advantages: Commute, Money for dining out, time-saving. Time with family and pets, as well enjoying our homes.
- Disadvantage, office takes space in our homes, the Internet must be HI Speed, and discipline to work when you should be working, and to focus on the task at hand.
- Challenging people in your life do not realize you are working, “just at home”.
- You must have goals and an agenda to follow to keep structure in your routines.
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Statistics Canada

Stats Canada:

Working From Home Statistics for Canadians

- Around 5 million Canadians worked from home during the COVID-19 pandemic
- 90% of remote workers report consistent or higher productivity rates working remotely, as compared with in-office work
- 41% of remote workers would prefer to work half their weekly hours remotely
- 39% of remote workers would rather work remotely for most, if not all, of their time
- 37-48% of all paid jobs in advanced economies, such as Canada or the United States, can be performed remotely
- 8% of businesses are strongly considering consolidating their physical office spaces due to remote working options
- 37% of remote workers are over the age of 55
- 54% of gig workers believe they are working more than before the pandemic

Statistics Canada:

- **Over a third of Canadian jobs can be done remotely**
- Though not every job can be performed virtually, an estimated **40 percent of all Canadian jobs can be effectively completed from home**. Remote work feasibility drastically differs based on industry type. For example, **about 85% of workers in finance and insurance can work remotely, compared to only 4% of those in the agricultural fields**.
- **Around 90 percent of Canadians feel as productive or more productive working from home**
- An overwhelming majority of Canadian workers have seen their productivity increase, or stay the same when compared to per hour to in-office work. **Within the 90 percent, approximately 41.2% of respondents claimed to have seen increased productivity rates**. For those that reported decreases in productivity, the greatest contributing factors include childcare, inadequate work environments, inaccessibility to all necessary work documents, weak internet connection, and lack of social interaction.

Stats Canada:

- **80 percent** of new remote workers would want to spend 50% working hours from home.
- **40 percent** reported they would rather spend a greater majority if not all, hours working remotely.
- Only about **twenty percent** opted for a full return to in-office work. Those who prefer an in-office schedule have **cited a lack of social interaction and reduced possibilities of workplace advancement as reasons to leave behind remote working.**
- **Individuals with higher education are more likely to work from home**
- 58% of workers, with at least a bachelor's degree, were reported to work from home
- compared to 7% of workers, who **did not have a high school diploma.**
- A vast majority of service jobs require in-person shifts, compared to white-collar office jobs which allow remote work. As workers with less of an educational background (high school diploma or lower) are more likely to be working outside the home, they are at higher risk of COVID-19 exposure as well as employment insecurity.

Stats Canada Summary:

- To best mitigate risk amidst the COVID-19 pandemic, remote work became an essential part of the Canadian labour force.
- The shift to teleworking has also redefined work expectations, both by employees and employers. While a full transition to teleworking is far from realistic, the increased interest in remote work by employees has made some employers transition certain roles into hybrid settings even after life has returned to normal after the pandemic. in
- [Working from Home in Canada Statistics for 2024 | Made in CA](#)

- **Megan Bailey,**
- Employee Relations Advisor, Vancouver Island University

Tasha Brooks,

Assistant Professor, Royal Roads University and Council

**Thought Questions:
Where do we go from here?**

Thought Questions:

- Where does your organization fit on the issue of remote office arrangements?
- Is the ability to work remotely promoted as part of your organization's *workplace value proposition*?
- Have you found that *Indigenous* candidates and employees respond differently to remote working arrangements and your workplace value proposition?

It is these kinds of considerations which employers today are contemplating as they move beyond a checking the box approach to Indigenous workplace design.

Thank you
For your time and enjoy your
JOURNEY!

