

# HERITAGE STAFFING NEWS

## QUARTERLY STAFF NEWSLETTER



### INSIDE THIS ISSUE.....

1. New Field Supervisor
2. Mental Health Trainings - July 25th
3. New Reporting Line Structure
4. New Appraisal Window and Goal Setting
5. Staff Survey Coming This September

## WELCOME TO HERITAGE STAFF NEWS

Hello Everyone,

We hope this newsletter finds you well and thriving as we move into the final months of 2023. In our ongoing commitment to keeping you informed about developments within our organization, we have several important updates and announcements to share with you.

### NEW FIELD SUPERVISOR

We are delighted to introduce Nana Aikins as our new Field Supervisor. Nana brings a wealth of experience and a deep commitment to our mission of delivering exceptional care services. As Field Supervisor, Nana will play a pivotal role in ensuring the smooth operation of our services, conducting spot checks and Quality

checks and ensure the well-being of our clients and staff. Please give Nana all the support he needs to be success in this endeavor.



### MENTAL HEALTH TRAININGS - JULY 25TH

On July 25th, we conducted comprehensive Mental Health Training sessions for our staff. The importance of mental health in caregiving cannot be overstated, and we believe that these trainings equip our team with the knowledge and skills to provide

empathetic and effective care. We remain committed to fostering a supportive and understanding environment for both our clients and our staff.

### LINE MANAGER



### NEW REPORTING LINE STRUCTURE

We are excited to announce a restructured reporting line within our organization. To better streamline communication and support, staff members have been divided under three dedicated managers:

- Chioma
- Jane
- Fummy

This reorganization will enhance our ability to address your needs promptly and efficiently. You can reach out to your respective manager for guidance and assistance.



## NEW APPRAISAL WINDOW AND GOAL SETTING

Our annual performance appraisal process is undergoing changes to better align with your career development and growth. The new appraisal window will run from December to January. During this period, we will focus on setting clear and achievable goals for the year ahead. This adjustment will provide ample time for goal setting discussions and ensure that both you and your manager are aligned on expectations.

Appraisals themselves will be conducted in November to allow for thorough discussions, feedback, and planning for the upcoming year. We believe this new timeline will enhance the appraisal experience and contribute to your professional growth.



## STAFF SURVEY COMING THIS SEPTEMBER

Your feedback is invaluable to us, and we are dedicated to continuously improving our services and work environment. To that end, we will be launching a staff survey in September. You will receive links to the survey via email, and we kindly request your participation. Please take the time to complete the survey and share your thoughts. Your responses will help us identify areas for improvement and better meet your needs. The survey will remain open for one week. :

## COMMITMENT TO CONTINUOUS IMPROVEMENT

At Heritage Staffing Services, continuous improvement is not just a goal; it's a way of life. We are committed to an ongoing process of assessment, feedback, and enhancement across all aspects of our organization. Your input, ideas, and suggestions are invaluable in driving this improvement. We appreciate your dedication to Heritage Staffing Services and your unwavering commitment to providing high-quality care.

As we navigate these changes and improvements together, your feedback and input are invaluable.

If you have any questions or require further information on any of the topics mentioned in this newsletter or have ideas for further improvements, please do not hesitate to reach out to your manager or the HR department.

Thank you for your continued efforts and dedication to our mission of delivering quality person-centred care.



Our next staff meeting will be on Wednesday 20th September at 2pm via Microsoft Teams Please make an effort to participate.