

Careforce Home Care Worker **Co-operative**

A healthcare worker, likely a nurse or caregiver, is shown from the waist up. She is wearing teal scrubs, white gloves, and has a stethoscope around her neck. She is smiling and looking down at a sign she is holding. The background is plain white.

careforce
PERSONALIZED HOME HEALTH CARE

**Worker Co-op's the
Game, these are the
Rules**

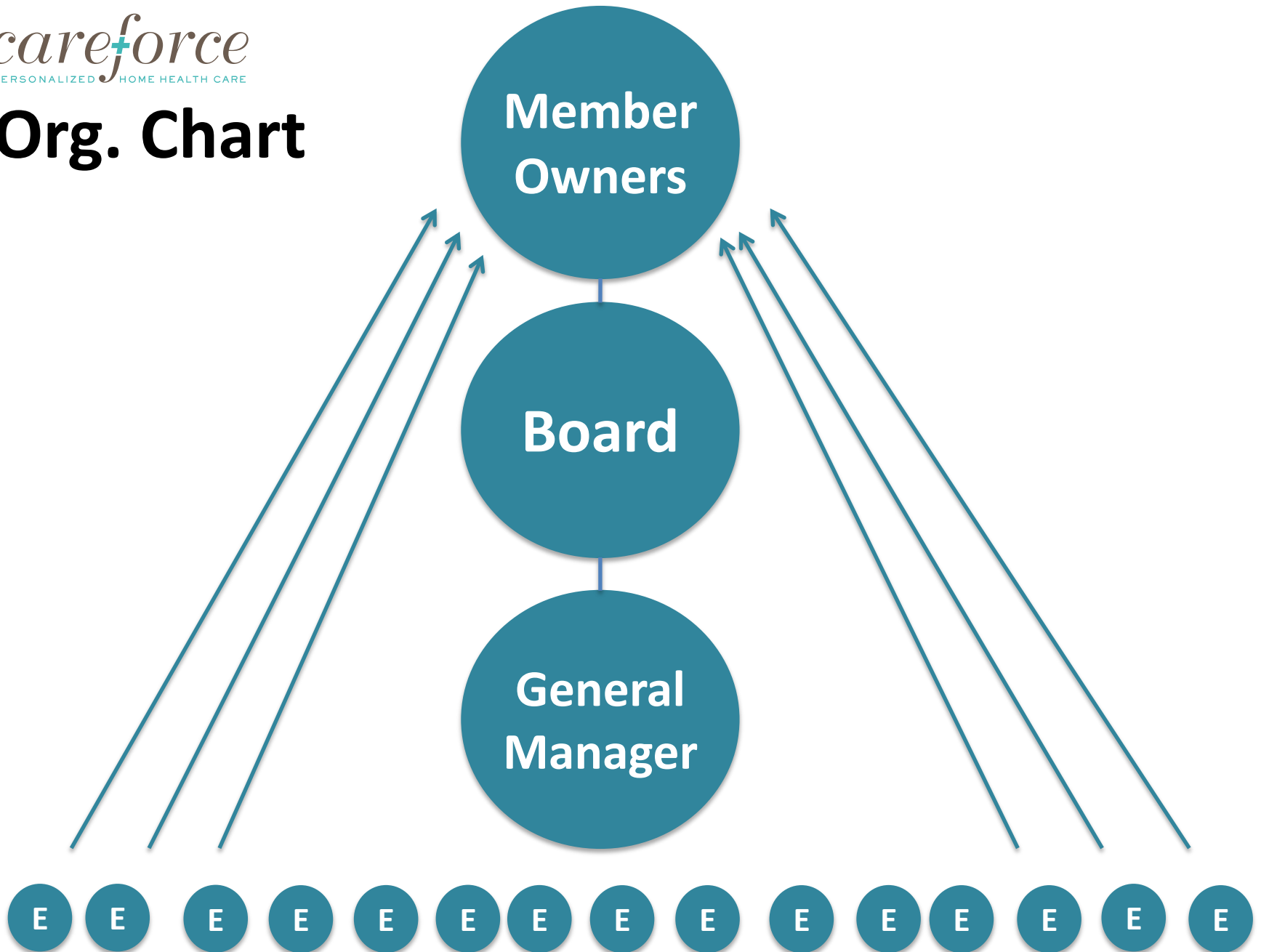
The Team



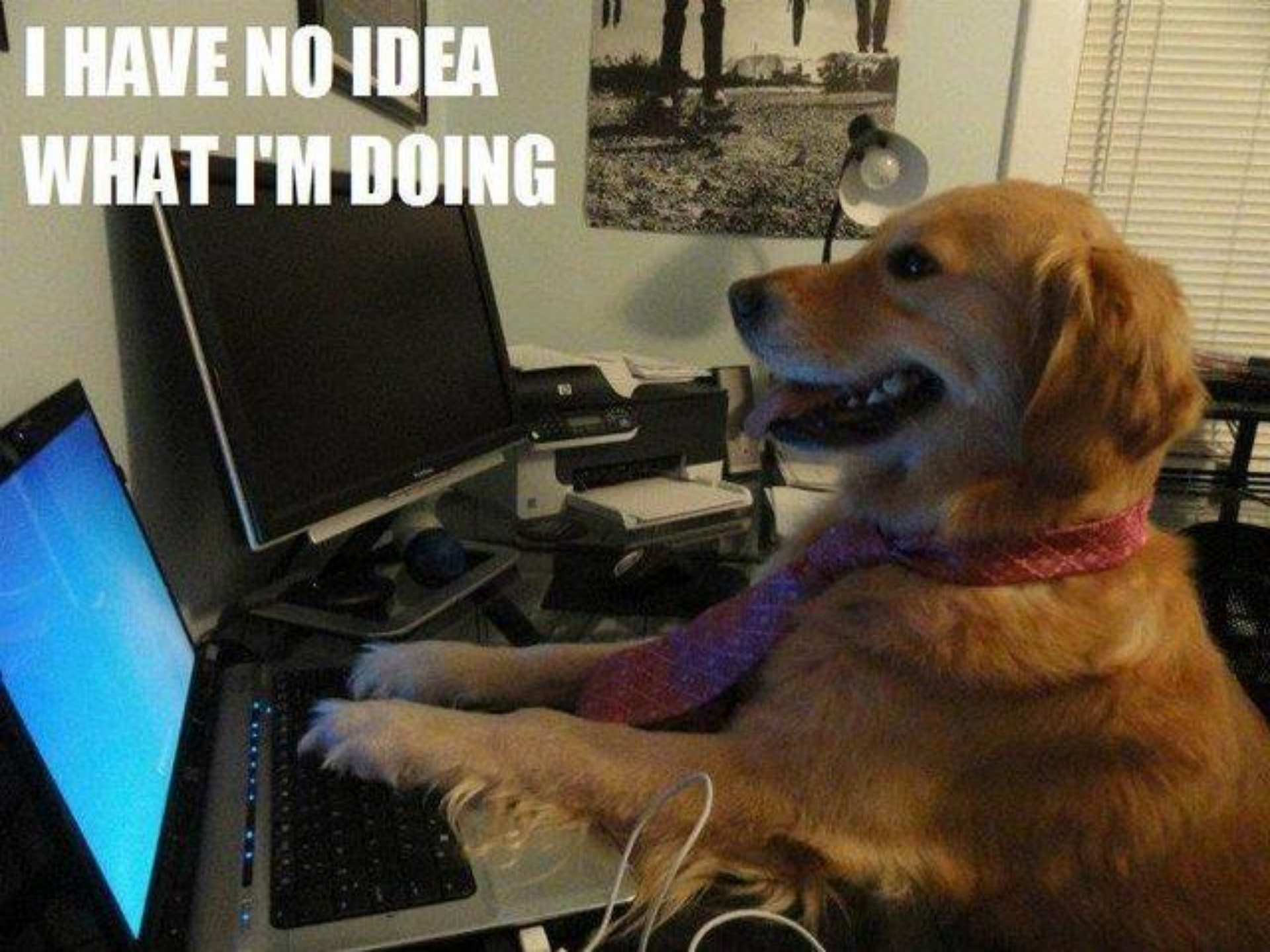
1. Private **home health care worker co-op**
2. Provide care and assistance to people in their home **so they can live there longer**
3. 70 employees; **16 member-owners**
4. Business since 1990 – **worker co-op since 2008**
5. Growing company in a **growing industry**
6. **Clients** make our day and energize us constantly

**FAST
FACTS**

Org. Chart



**I HAVE NO IDEA
WHAT I'M DOING**

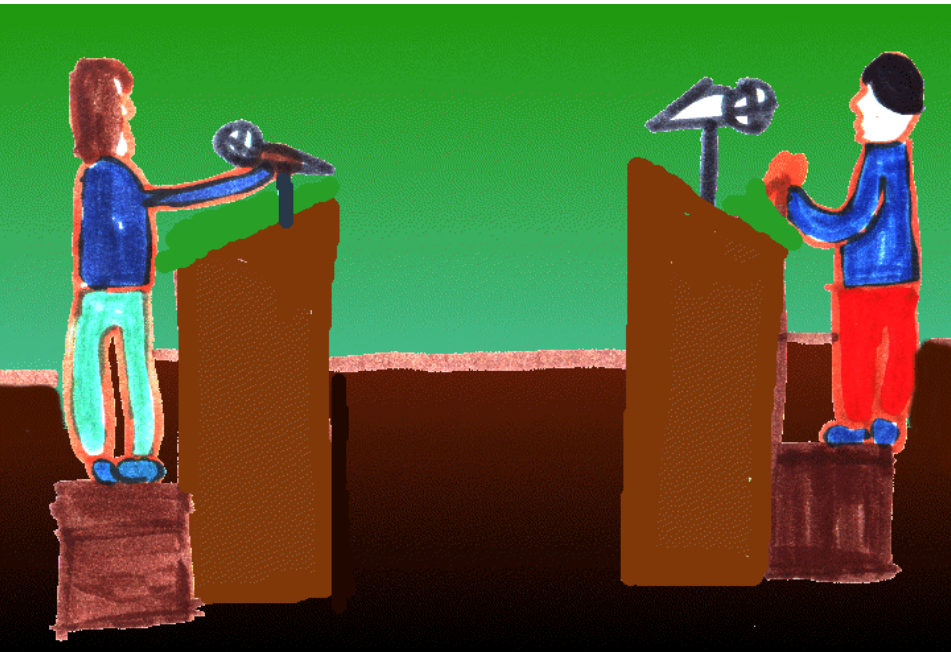


What was the problem?

1. 6 founding members: little/no formal business, non-profit, or co-op governance experience.
2. No founding member had ever actually worked in a co-op
3. Policy development a near-foreign language
4. Management and workers with varying perspectives

How in the world are we going to transition into an effective worker co-op that meets members' needs when we don't know anything about worker co-ops? Or members' needs.

The solution?





7

important policies and by-laws

1. How do you get in?
2. How do you get out?
3. Labour patronage and dividend payouts
4. Member responsibilities
5. How to change things
6. Member benefits
7. All employee policies

What continues to challenge us?

1. **Unintended consequences of otherwise good policy**
(example: raising the bar for entry into co-op)
2. **Helping home care workers feel the full confidence** that a member-owner *SHOULD* feel.
3. **Finding time to meet** and make decisions in a 24/7 business.
4. **Explaining labour patronage**, labour patronage dividend payouts, and member equity in plain English.
5. Communicating policy and by-laws effectively to a **physically dispersed group of employees**.

**THANK YOU
FOR YOUR
ATTENTION
ANY
QUESTIONS?**