

# WELLNESS INITIATIVE

## Health, Safety & Wellness in the Workplace

The most important factor in Long Term Care operations is the ability to hire motivated people and facilitate them to provide outstanding quality care and service to everyone touched by our services.

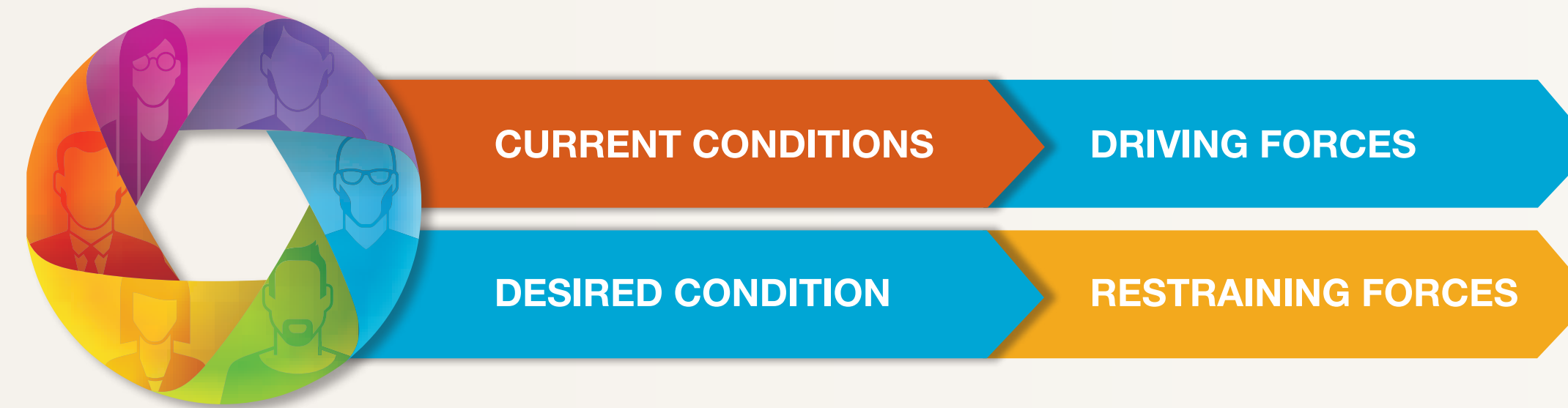
Highlighting wellness and a culture of quality and safety demonstrates that as an organization we genuinely care for our people, in turn our people will provide the best possible care and service to our residents.

BRENT GINGERICH, CEO, PRESIDENT, PEOPLECARE INC.



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## 1 Leadership for Change



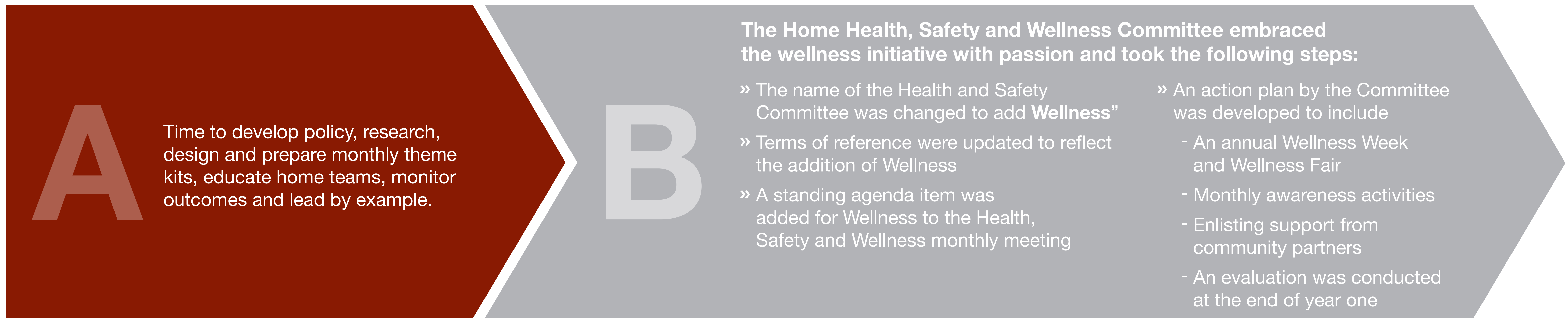
As a small progressive organization, the senior leadership team has a remarkable ability to be nimble and to act quickly and efficiently when change is needed. The senior leadership team wished to approach the challenge of wellness for all at work through a planned change approach.

It was recognized that board, senior leadership, home leadership, front line employees and partnerships needed to embrace change.

### ACTIONS

- » Definition of Wellness - "Wellness emphasizes the whole individual. It is a state of wellbeing. It is the integration of spirit, body and mind; and the understanding that it is not merely the absence of disease or infirmity" (World Council of Health)
- » Values and Operating Principles were updated
- » Wellness action plan became a part of Operational Planning/Safety Plan
- » Wellness policy developed
- » Resources and Tool kits developed - "12 Months of Wellness"
- » Communication to stake holders - Monthly newsletter, poster and notices
- » "Lead by Example" approach taken by senior leadership
  - brown bag lunches for training sessions as a healthy menu choice
  - walks at breaks
- » Commitment of Financial Resources - Budget for Health, Safety and Wellness committee, fitness co-payment and resources tool kits.

## 2 Engagement



## 3 Culture of quality and safety

### WHAT IS CULTURE?

- » Identify the current culture/behaviours and the desired culture/behaviours
- » The culture was then tied to the Values
- » Develop operating principles to guide decision making for the organization at all levels



Ensuring that a culture of quality and safety; particularly ensuring wellness, is sustainable in the organization has been addressed by adding clearly defined procedures to the systems.

- » A survey was conducted
- » Values were reviewed, operating principles were developed
- » Wellness included in operating principles, key objective in the annual operational planning, part of annual safety plan
- » Named Committee Health Safety and Wellness
- » Added wellness to monthly Executive Director meeting agenda, as an agenda item in the Home Health, Safety and Wellness Committee
- » Approved an annual budget for wellness
- » Defined a senior leaders job description to include on-going wellness activities

## 4 Learning and Celebration

### LEARNING

Research was conducted and used to understand the effects of the Wellness program.

EMPLOYEE INCIDENTS » DOWN	2011 - 61%	2012 - 36%	
COST OF CLAIMS » DOWN	2010 - \$12,000	2012 - \$1,800	
ABSENTEEISM » DOWN	2010 - 60	2012 - 36	
EMPLOYEE ASSISTANCE PROGRAM » UP	2010 - 13	2011 - 34	2012 - 51
LOST TIME INJURIES » DOWN	2011 - 6	2012 - 1	

### CELEBRATION

There are numerous ways to celebrate success!

- 1 Lost time injuries were celebrated with food (every month completed without injury)
- 2 Initiated "Heartbeats", awarding employees with points for perfect attendance (Points redeemable for merchandise)
- 3 Monthly draws and monthly wellness perks (gift cards, peopleCare shoelaces etc.)
- 4 Held an annual celebration with food and an activity such as bowling
- 5 Day to day encouragement/acknowledgements for goals met (emphasizing the real celebration of success)