

Educate-Engage-Inspire-*Your* Wellness

Presented by Chrissi Wash and Linda Henderson, Human Resources

May 30, 2023

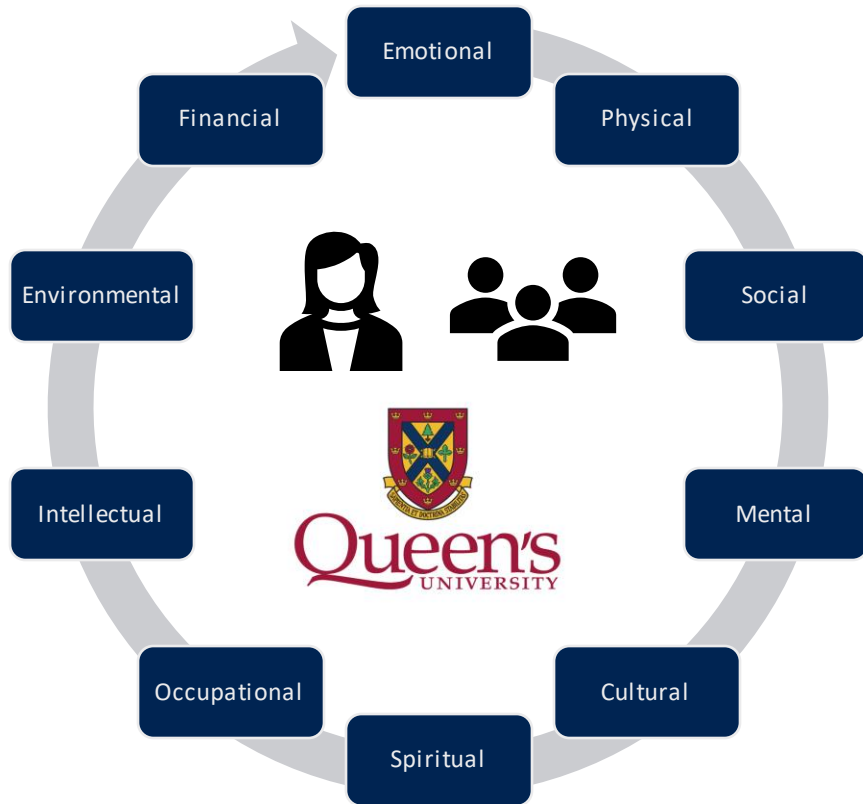


What is **wellness**?

“Wellness is an active process of becoming aware of and making choices towards a healthy and fulfilling life. It is more than being free from illness, it is a dynamic process of change and growth. A good or satisfactory condition of existence; a state characterized by health, happiness, and prosperity; welfare.”

-- (Global Wellness Day, 2022)

Dimensions of Wellness



The Goal:

Advance wellbeing and create shared responsibility with our Queen's community partners



Increase awareness and demonstrate impact of the wellness initiatives



Operationalize the Campus Wellbeing Framework



Support programs and initiatives that address the Employee Experiences Survey priority areas

Manulife – LifeWorks – Workplace Strategies

Manulife: (benefits provider)

- ❑ Paramedical, prescriptions, dental and vision

LifeWorks: (EFAP provider)

- ❑ Employee and Family Assistance Program

Workplace Strategies:

- ❑ FREE tools and resources for workplace mental health and psychological safety



Engage, Educate, Inspire, *YOUR* Wellness

Linda Henderson

Employee Wellness Services

Educate • Engage • Inspire



- *Educate:* Increase employee awareness of the supports, services, programs, and resources available through Employee Wellness Services. *Top-of-mind awareness through promotional activities and campaigns.*
- *Engage:* Collaborate with employees to develop resources that meet their needs. *Involved consultation that seeks end users' advice and recommendations.*
- *Inspire:* Empower employees to champion wellness and lead initiatives that enhance university-wide wellbeing. *Shared responsibility and decision-making that involves trust and accountability.*

Educate

Current Programming:

- Monthly LifeWorks Webinars– available to all Queen's employees, topics are based on the LifeWorks Calendar of events.
- Enhancing Wellbeing and Preventing Burnout Certificate
- Customized Engagement Programming Opportunities
- Workplace Strategies for Mental Health Workshops
 - Plan for Resilience
 - From Surviving to Thriving
 - Learning to Recharge

Upcoming:

- Queen's *Gold Folder* (Employee to Employee Mental Health)
- Queen's *Gold Card* Resources (Emergency Resources for Employees)
- Whistle While You Work (Psychological Health and Safety)



Engage

Current Programming:

- Thrive 365
- Employee Community Garden
- Employee Wellbeing at Queen's University Project
- Wellness Champions Advisory Committee

Upcoming:

- Dashboard for the Health and Wellness website, to include infographics and statistics to show engagement



Inspire

Current:

- Thrive Week 2023: Theme: A Culture of Compassion
- #MyStory – Mental Health Week
- BeWell@VPFA Grant

Upcoming:

- Stories of Hope in Partnership with Student Services
- Create supports and tools for people leaders to action EE survey results on an institutional and team level
- QUdo's: Appreciation and Recognition Toolkit for Leaders
- BeWell Grant: University wide
- Roadmap to Wellbeing



Benefits At A Glance

Chrissi Wash

Did you know?

| BENEFIT | COVERAGE | REIMBURSEMENT |
|------------------------------|---------------------------|---------------|
| Chiropractor | \$300 per calendar year | 50% |
| Naturopath | \$300 per calendar year | 50% |
| Speech Therapist | \$1,000 per calendar year | 100% |
| Osteopath | \$300 per calendar year | 50% |
| Physiotherapist | \$500 per calendar year | 80% |
| Psychologist | \$1,000 per calendar year | 100% |
| Podiatrist | \$300 per calendar year | 50% |
| Orthopaedic Shoes/ Orthotics | 1 pair per calendar year | 100% |

Call To Action



What does your *Roadmap to Wellness* include?



How will you *share in the responsibility* of wellness at Queen's University?



How will you *engage* in best practices of wellness?



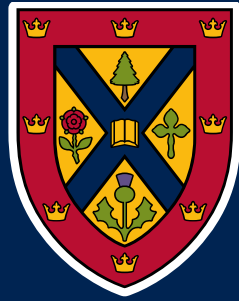
How will you *inspire* others?



How will you *educate* yourself?







Queen's
UNIVERSITY

APPENDIX

Wellness Resources

Wellness and Engagement-What We Do:

| | |
|------------|--|
| Lead | Lead campus-wide initiatives and programs that collectively promote employee well-being in collaboration with campus partners, e.g., THRIVE, Mental Health Week, LifeWorks, Manulife, ARC (Calendar of Events) |
| Manage | Manage a set of existing health and wellness education programs, e.g., through Manulife, LifeWorks, Workplace Strategies (Canada Life), resources and workshops, e.g., Bell Let's Talk |
| Contribute | Contribute to the development of departmental and University guidelines and policies, e.g., Wellness Lens Toolkit |
| Act | Act by sharing on subject matter on health and wellness education e.g., Health and Wellness webpage |
| Work | Work collaboratively with the Return-to-Work Accommodations Services, OD and L Teams, Athletics and Recreation and Student Affairs |



Focus Groups Consultation: Roadmap to Employee Wellness

Themes included:

- Defining Wellness
- Leadership and Role Modelling
- Communications
- Work-life Balance
- Appreciation and Recognition

Wellness Champions Advisory Committee

Data: Employee Experiences Survey; Key Informant Interviews; Survey, Review of Literature

Timelines for the Employee Well-being at Queen's University Project



January 2023
Focus Group work completed



Feb-March 2023
Complete “action items” from Focus Groups



March 2023
Formulate an Advisory Committee



Apr.–May 2023
Collect Further Data (surveys, interviews)



July-August 2023
Review Best Practices



June–Sept. 2023
Articulate and validate the Roadmap to Employee Well-being



November 2023
Present the Roadmap to Employee Well-being to the University Community

LifeWorks- Employee and Family Assistance Program Mental Health Services

- **Counselling Services**

Employees and family members can access counselling in person, by phone, or online. Counselling covers areas such as personal, emotional, family, relationship, work, and addictions.

- **Work, Health, and Life Services**

LifeWorks offers comprehensive services to help you live well. This includes services that focus on your legal, financial, career, family, and nutritional health and well-being.

- **CareNow**

The CareNow programs give you specialized self-help resources. Access a range of programs designed to help with anxiety, depression, stress, and more.

- **Total Well-being Assessment**

Complete the easy-to-use Total Well-being Assessment on the LifeWorks platform and you'll be given a score that measures your health in all pillars of total well-being.

LifeWorks- EFAP-Mental Health Resources Offers Customized Programs

- **Workplace referral program**

If an employee is experiencing performance issues, companies can connect them to professional assessment and counselling to overcome challenges and restore their confidence and abilities.

- **Depression Care™**

In conjunction with their own physicians, employees work with counsellors and psychiatrists for proper evaluation and a custom treatment plan.

- **WorkAssist™**

Those coping with traumatic stress learn to recover and build resilience in this confidential program focused on early intervention to limit or avert disability claims.

- **Substance abuse program**

Employees receive support and employers mitigate risk through access to specialists for assessment and recommendations that best reflect that person's needs and situation.

- **Structured relapse prevention program**

Employers can reintegrate those who complete treatment into the workplace, where their successes and challenges in recovery are monitored.

- **LifeWorks webinars offered throughout the year**

E.g., Mental Health Awareness; Creating Balance in Your Life; Emotional Intelligence-A Guide to How it Works



Need help with your budgeting and finances?

Let us help

Money management can be stressful, as we wrestle with paying bills, managing debts, and saving for the future.

Take advantage of confidential expert help – at no cost – with **Financial Support Services** available through your **EAP**. Connect today with financial specialists that can help answer your questions and build a plan.

Access your EAP 24/7 by phone, web or mobile app.

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Download **the app** now at your device app store.

Stress keeping you up at night?

Let us help

By understanding what areas of your life cause the greatest stress, we can help you make important changes so that you can sleep better at night.

Our confidential **Professional Counselling Services** and enormous library of online resources – available through your **EAP** – can help you and your family with goal-setting and action planning.

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Need parenting help?

Let us help

Look no further! **Child Care Services**, available through your **EAP**, help you connect with specialists who can provide with resources through research and referral in order to assist you with a variety of issues relating to taking care of your children.

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Struggling to maintain work-life balance?

Let us help

Life is hectic for working professionals as we balance our home and work responsibilities. It is like a juggling act, with constant pressure. Our wide variety of **EAP** services provide you and your family with accessible tools and resources to help you achieve the right balance – anytime, anywhere.

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Struggling with addiction?

Let us help

Resolving addiction problems, whether mild, moderate, or severe, can be one of life's most difficult challenges.

Our **Professional Counselling Services** is designed to support any work, health, or life concern. Connect to your **EAP** today and make use of the available expert help – strictly confidential and at no cost.

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