

Building Healthier Workplaces

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**HEALTHY WORKPLACE:
Canada Post's Journey**

**Healthy Workplace:
what it's not**

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- Not a quick fix
- Not an annual event
- Not a Health & Safety program
- Not a gym
- Not a policy

**Healthy Workplace:
what it is**

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- A philosophy – what the company believes in and is committed to
- A strategy – an integral part of the business objectives

Healthy Workplace

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" The ingredients of a truly healthy workplace fall outside the conventional management definition of health promotion...thus posing a far greater challenge than implementing a wellness program.

Instead it requires reckoning with relationships, trust and other basic features of organizational life."

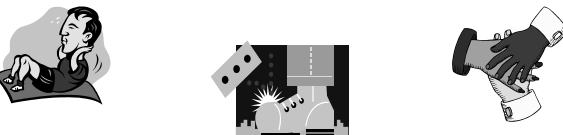
Graham Lowe – Sociologist, University of Alberta
Globe and Mail, 22 Oct 2003

**Healthy Workplace:
defined**

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A healthy workplace promotes and supports health and well-being by encouraging the **meaningful participation** of employees in the process of creating and maintaining **healthier working conditions**, which includes:

- a respectful and balanced social environment;
- a supportive and resourceful work environment that fosters healthy lifestyle habits; and,
- a clean, orderly, and safe physical environment.

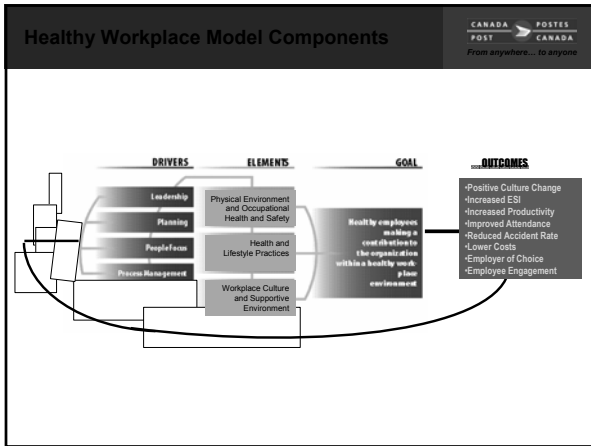


**Alignment:
Commitment to... and from**

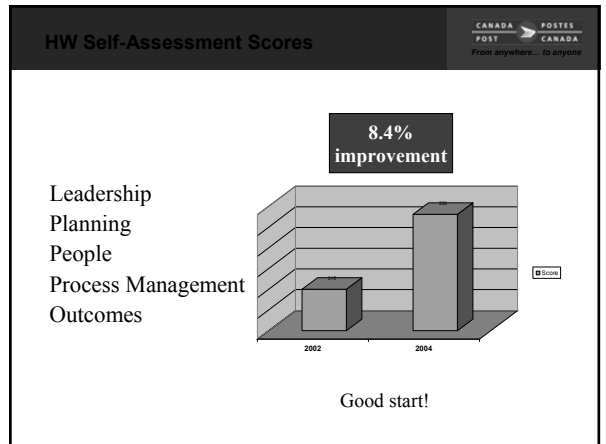
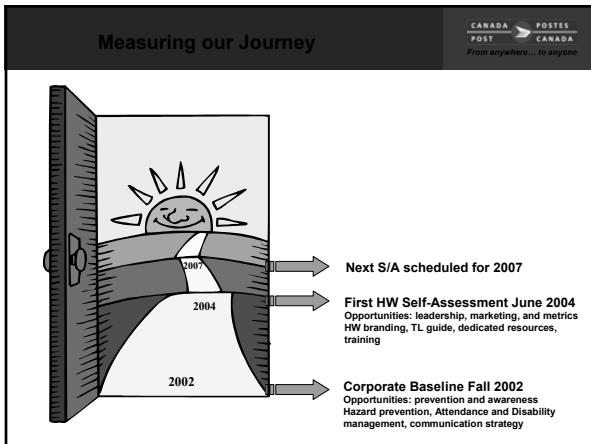
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<p><u>Healthy Workplace</u></p> <p><i>Healthy Workplace...the organization's commitment to employee safety, well-being, and health.</i></p>	<p><u>Employee Engagement</u></p> <p><i>Employee engagement is the level of employee commitment to the team and the company, and the effort employees are willing to give to help the company achieve its goals.</i></p>
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- ### What guides us?
- #### Guiding principles
- Leadership through involvement
 - Focus on employee needs
 - Recognition that a person's lifestyle consists of an interdependent set of health habits
 - Adaptability to the special features of each work environment
 - Policies are reflective of healthy workplace philosophy



2004 Assessment Highlights

	Strengths	Opportunities
Leadership	<ul style="list-style-type: none"> • continued sponsorship and participation in Canada's Healthy Workplace Week • growing awareness of the Healthy Workplace concept 	<ul style="list-style-type: none"> • consistent communication (HW branding, marketing) • specific HW measures are required to assess effectiveness • a clear definition of HW
Planning	<ul style="list-style-type: none"> • Level 1 priorities specifically related to Healthy Workplace • HW component in senior management performance scorecards 	<ul style="list-style-type: none"> • integrated HW plan is needed that includes a needs assessment and process • appropriate resources to develop and implement the plan and its objectives
People	<ul style="list-style-type: none"> • New Health and Safety initiatives built into 2003 CU/PW collective agreement 	<ul style="list-style-type: none"> • a HW guide for team leaders
Process	<ul style="list-style-type: none"> • Workplace Hazards Prevention Program and Safe Metrics gaining acceptance 	<ul style="list-style-type: none"> • greater coordination of efforts

- ### Examples
- | Physical Environment | Health Practices | Social Environment & Personal Resources |
|---|---|---|
| <ul style="list-style-type: none"> • Compliance Review (OHS Management System) • Facility Improvement Plan • Ergonomic tool • Workplace Violence Policy • eLearning Accident Investigation modules | <ul style="list-style-type: none"> • No drugs and alcohol policy • Smoke-free workplace policy • 10 gyms and 2 wellness centres • Stretching, nutrition, and smoking cessation research and benchmarking • First-Aid training • Flu Prevention campaign • Pandemic Plan • Commuting Challenge | <ul style="list-style-type: none"> • Joint Health and Safety training • Healthy Workplace website • Enhanced Disability Case Management • Team Leader's HW Toolkit • Core Supervisor Training • Conflict resolution training • Employee Engagement strategy • President's cross-country tour (Supervisor Forum) • New Hire Zone • Aboriginal Development Program • Heritage Club • Employee Recognition Program |


Specific Examples of Work Completed

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- Healthy Workplace branding
- Ergonomic workstation assessment tool
- Flu Prevention and Pandemic Preparedness Plan
- Team Leader's Guide to Healthy Workplace

Healthy Workplace Branding


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Safety
The shell symbolizes protection of a living being



Well-being
The butterfly is a symbol of transformation and harmony




Health
The apple is representative of daily activities for healthy living

Ergonomic Workstation Self-Assessment Tool

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Self-Assessment Tool

- a step-by-step process to achieving a good computer posture
- employees can pair up to do the assessment
- performed when there is a change to office set-up, equipment, or when an employee requests



Troubleshooting Guide





- used by the team leader as a follow-up tool to the Office Ergonomics Checklist
- addresses areas of difficulty or areas marked with a NO response.
- each step of the checklist has troubleshooting guidelines to resolve the most commonly asked questions for that specific office ergonomics principle.

Flu Prevention and Pandemic Preparedness

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Flu Prevention

- National on-site influenza prevention program
- Hand hygiene awareness
- Availability of alcohol hand gel
- Ongoing communication and awareness on healthy lifestyle choices


Pandemic Preparedness

- Extensive communication using various media
- Readiness information and resources
- Pro-active measures (i.e. protective equipment)
- Corporate policies & practices may be adjusted according to Public Health recommendations

Team Leader's Guide to Healthy Workplace

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C
K



Team leader behavioural checklist based on principles of Healthy Workplace and Employee Engagement

Auto-generated self-improvement plan based on responses


Instructional guide with internal/external links and resources, dynamic content for continuous improvement

Bi-annual re-assessment linked to performance appraisal schedule to gauge individual and corporate improvement over time

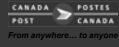
Improvement Plan

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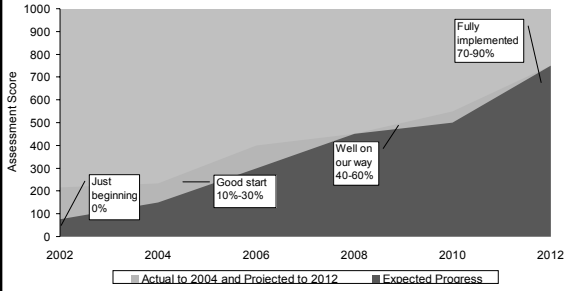
Leadership – Basics

Engagement driver	What do I do?	How do I do it?
Connection	<ul style="list-style-type: none"> □ I listen when team members share their views 	<p>Listening skills are a critical part of effective communication. Whether in meetings or more impromptu situations, employees will share their views if they know they are being heard. If not, they will eventually stop. As a result, you may not get the valuable information you need to make improvements and you may even make serious errors that could, through good two-way communication, have been prevented.</p> <p>Tips for good listening:</p> <ul style="list-style-type: none"> • Pay close attention to the speaker • Ask questions to clarify and repeat what you heard to make sure that you really understand • Don't start mentally preparing a response while the speaker is still conveying his/her message • Keep track of the important points • Summarize the conversation before parting <p>Click on the file below to view an e-booklet on "Active Listening":</p> <p style="text-align: center;"> Adobe Acrobat Document</p>

Healthy Workplace Long-term Plan



Healthy Workplace 10-Year Progress Plan



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