



Wellbeing in Practice: Enhancing the plan member experience through prevention

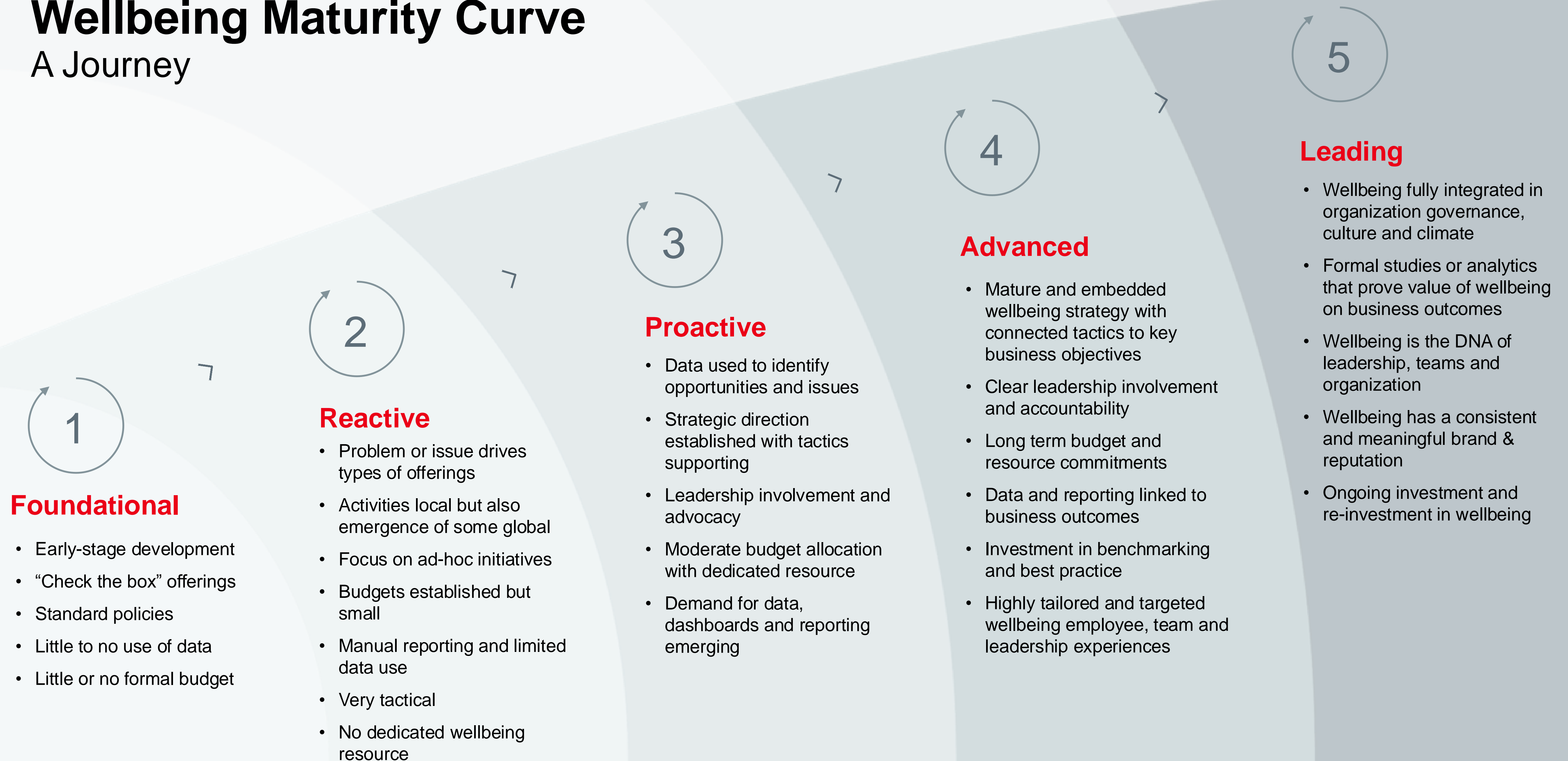
Healthy Outcomes Conference

Oct 18, 2024



Wellbeing Maturity Curve

A Journey



Psychological Health and Safety

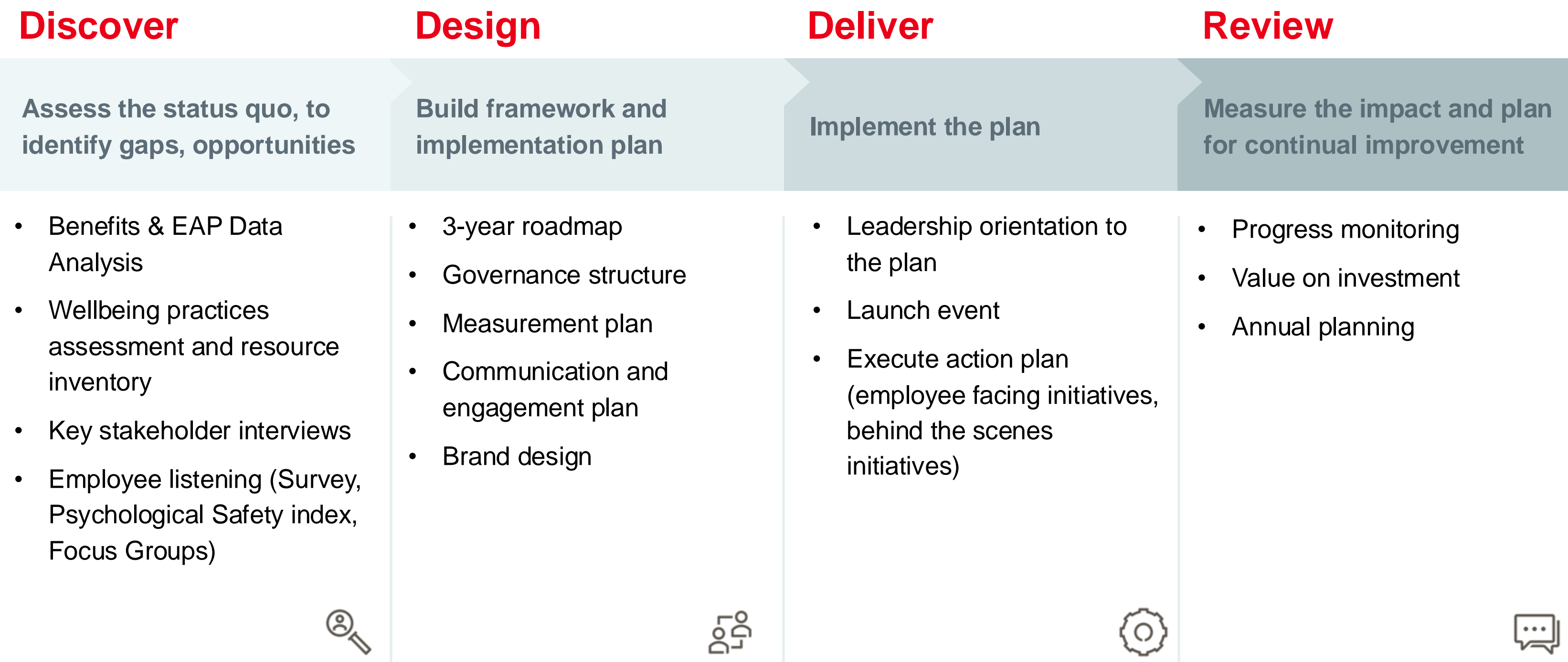
A Duty of Care



Psychologically Healthy and Safe Workplace

A workplace that promotes workers' psychological wellbeing and actively works to prevent harm to worker psychological health including negligent, reckless or intentional ways.

Approach



Areas of Focus

- Leadership & Culture
- Policy & Risk Management
- Community & Sense of Belonging
- Programs & Resources
- Recognition & Growth
- Progress & Measurement



wellbeing in practice
le bien-être en pratique

Vision

Our People's wellbeing is at the core of our values and our culture.

Commitment

Our Firm is committed to provide an environment where our people feel safe, supported and able to engage in an open dialogue about their wellbeing.

Mission

We will champion our people's wellbeing through an inclusive and consistent approach that promotes preventative care, equitable access to resources and collective behaviours that support our people's diverse health needs.

Wellbeing Dimensions

Mental Health*

A state of well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community.

(World Health Organization)

*See defining Mental Health

Professional Health

Trusting relationship with your leader, challenging work with opportunities for growth, clarity on expectations, autonomy, training opportunities and positive work and life experiences that produce pride, satisfaction and meaning.

Physical Health

Ability to maintain a healthy quality of life that allows us to get the most out of our daily activities. It includes taking care of our bodies and recognizing that our daily habits and behaviours have a significant impact on our overall health and quality of life. It can include lifestyle choices around sleep, nutrition, physical activity, relaxation and more.

Social Health

Meaningful connection our people have to their peers and leaders – their overall sense of belonging with their colleagues and the Firm.



Wellbeing in Practice Roadmap

Year 1

Formalize the Commitment
to Wellbeing

Behind the Scenes

- Finalize the plan
- Create a communication plan
- Create a brand
- Form a Committee or integrate with existing Committee
- Seek opportunities to enhance programs/benefit coverage
- Create Governance Model
- Amend relevant policies
- Executive Medical marketing

Firm Member Facing

- Launch event
- Governance Model
- Dedicated clinical counsellor
- Resilience training workshops
- Mental health training for leaders
- Communication on current offerings
- Accommodation Policy

Firm Member Facing

- Gender Affirmation Benefit
- Family Planning Benefits
- Work Allocation Program
- Biometric Screening Clinics
- Caregiver Leave Benefits
- Broader list of Wellbeing Expenses
- Revamped Wellbeing Hub on Espresso

Year 2

Embed a Consistent,
Preventative Approach
Across the Firm

Behind the Scenes

- Embed into applicable policies
- Elevate accountability
- Review incentive strategy
- Explore Workplace Wellbeing awards

Firm Member Facing

- Mental health training (add Partners)
- Embed into performance mgmt.
- Provide more ways to involve our people in decisions that affect their work
- Investigate Human Sustainability Pilot
- Investigate launch on-demand learning platform to complement current platform

Year 3

Elevate the Firm
Member
Experience

Behind the Scenes

- Assess impact of the approach and opportunities for continual improvement
- Caregiving/Family Formation RFQ
- Plan for the next 3 years in alignment with business strategy and objectives

Firm Member Facing

- Mental health training (add all firm members)
- Continue with on-demand learning platform
- Launch peer support network
- Wellbeing Survey, Focus Groups
- Promote approach and success externally

Thank You!
Thank You!
Thank You!
Thank You!

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