

# Building a Sustainable Aboriginal Workforce

## *Connecting Work and Wellness*

**National Quality Institute  
and the  
*Canada Awards for Excellence***

*CANADA  
AWARDS FOR  
EXCELLENCE*



*PRIX CANADA  
POUR  
L'EXCELLENCE*

# *Introductory Thought*

**"Cheshire Cat, would you tell me, please, which way I ought to go from here?" asked Alice.**

**"That depends a good deal on where you want to get to," replied the Cat.**

*From Alice in Wonderland*



# Mental Health

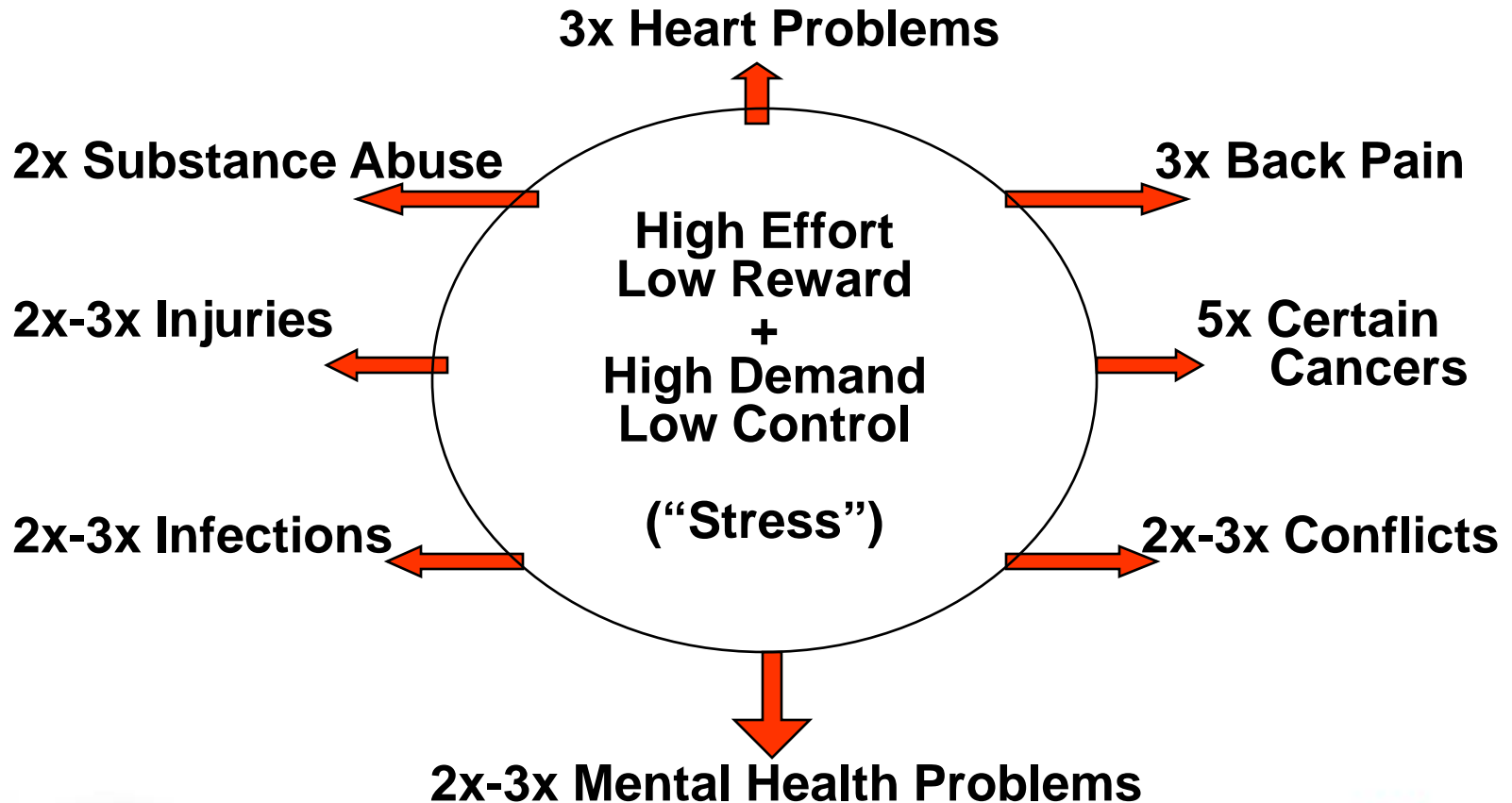
- 1 out of 5 employees has a mental disorder
- 1 out of 8 receive effective interaction
- 25 out of 1,000 per year are disabled by mental illness
- 30 – 40% of disability claims = mental disorders
- Average cost to employers is \$1,000 per employee per year, 500 employees = \$500,000
- \$33 billion per year in lost production alone

Source: Mensante Corporation and Business and Economic Round Table on Addiction and Mental Health

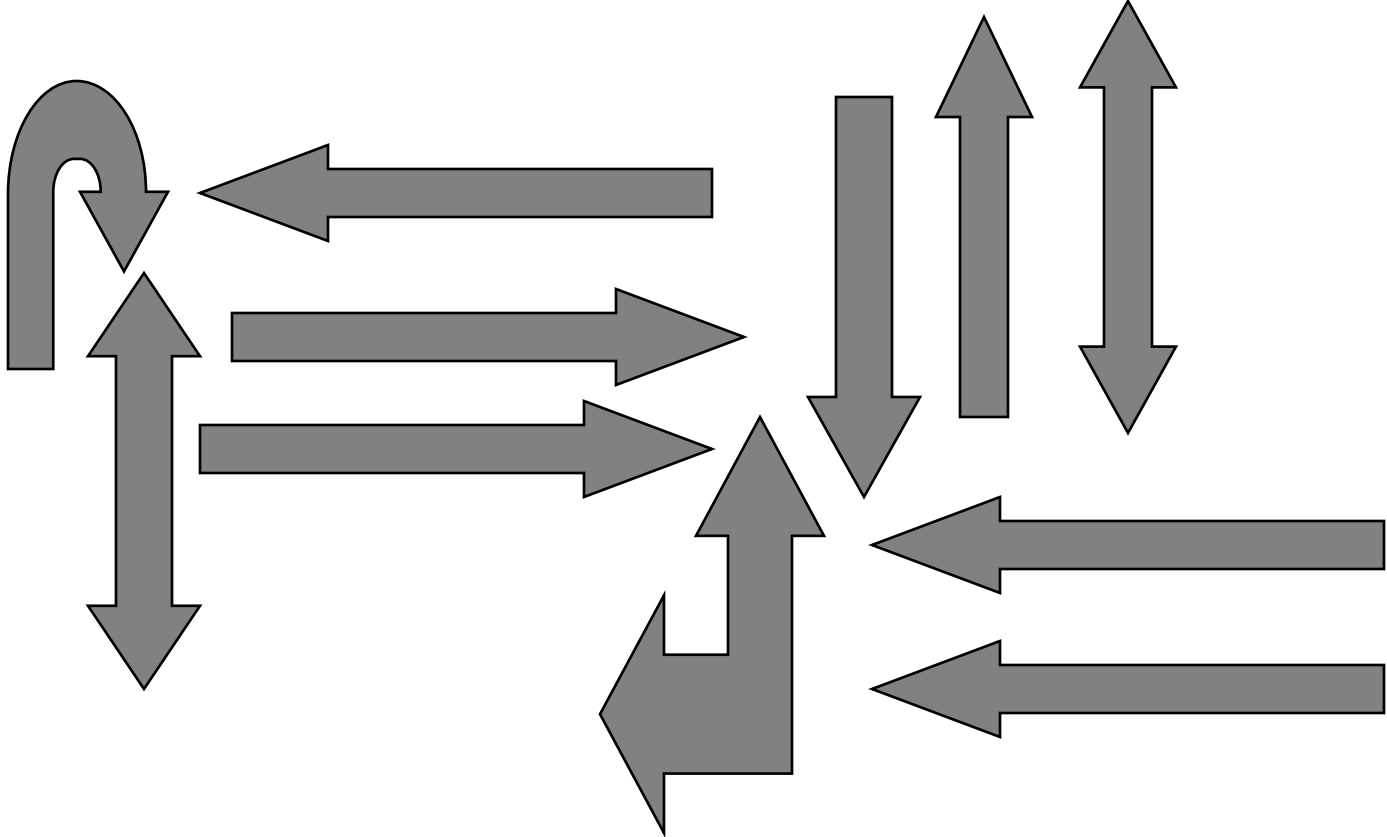
# Impacts of Stress – Employer



# Costs of Stress in the Workplace – Employee Costs



# Organizational Wellness Initiatives

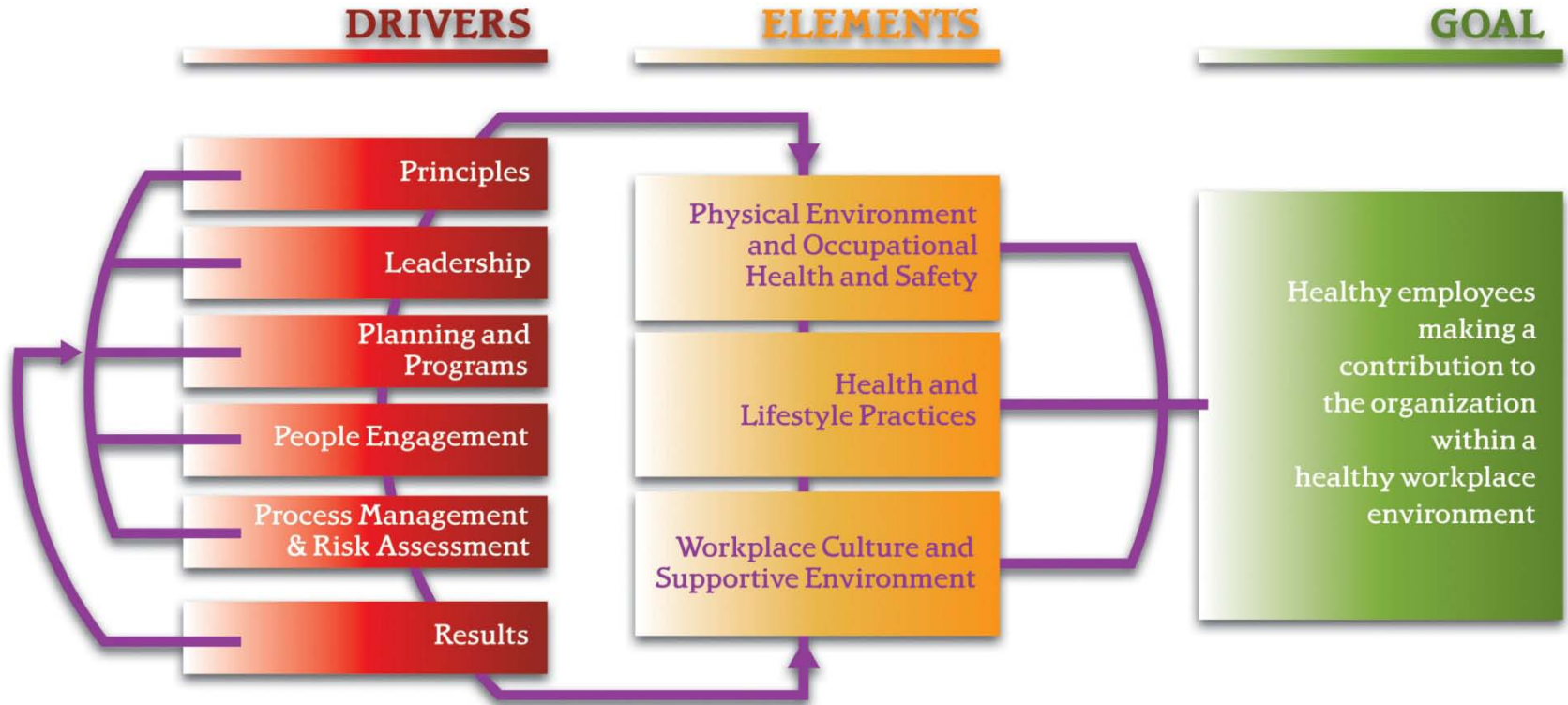


# A Strategic Integrated Approach

**The best evidence available indicates that adopting an integrated approach:**

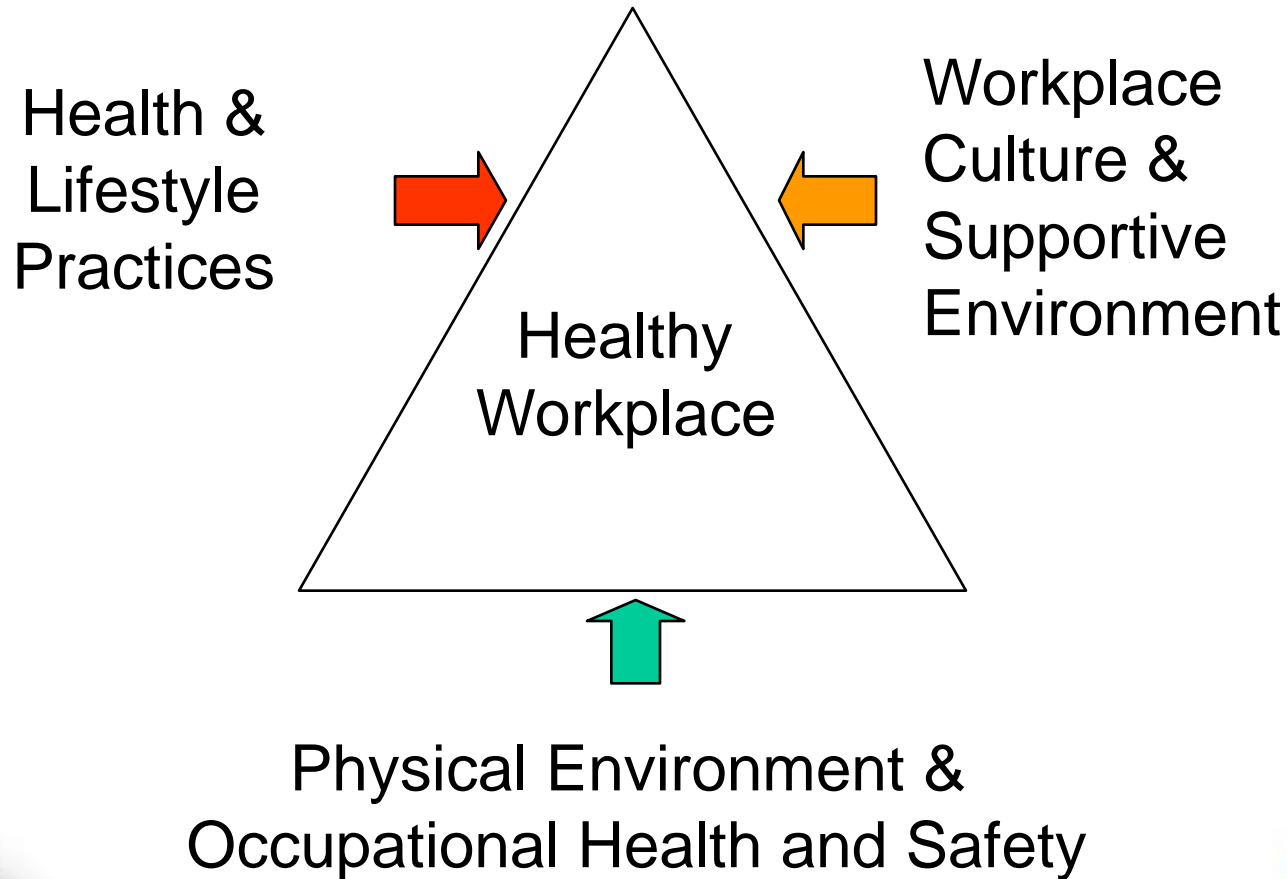
- Improves employee health
- Reduces absenteeism and turnover
- Improves productivity and quality/safety of care
- Has a very positive ROI (deficit control)
- Contributes to improved population health and reduced demand for health care services thus contributing to the sustainability of the health care system and to economic growth
- Supports inclusion of employee health as key in leadership's decision-making process

# Canada Awards for Excellence Healthy Workplace<sup>®</sup> Framework



# The Three Elements of a Healthy Workplace

# Elements of a Healthy Workplace



# 1. Physical Environment

- Foster and support safe and healthy workplace - reinforce good practices -  
Example:
  - ✓ workplace design
  - ✓ ergonomics
  - ✓ equipment
  - ✓ air quality
  - ✓ noise levels etc.

## 2. Health & Lifestyle Practices

- Enable/support social, intellectual, emotional & spiritual well being
- Healthy choices and lifestyles
- From information to behaviour change -  
Examples:
  - ✓ fitness
  - ✓ literature
  - ✓ healthy food options, etc

### 3. Workplace Culture & Supportive Environment

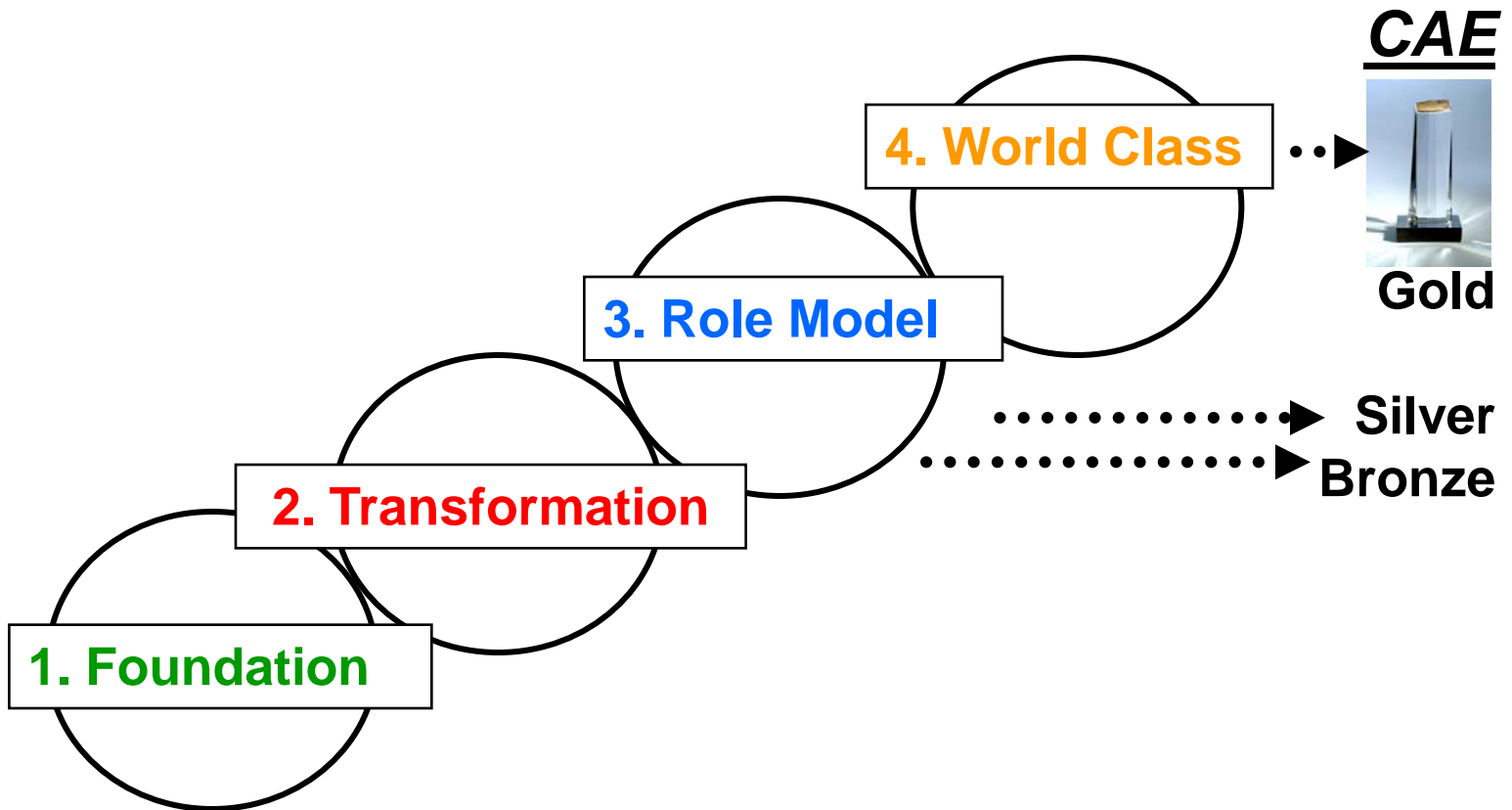
- Clarity/understanding of purpose/goals/vision/mission
- Freedom of expression
- Feeling valued
- Respect & dignity
- Coping with stress – having a sense of control
- Work-life balance

# What Sets the National Quality Institute's *Healthy Workplace*® Apart?

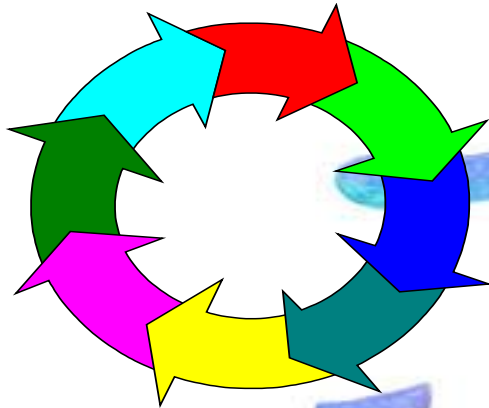
- Roadmap for implementation
- Practical methodology for evaluation
- External validation and certification
- Progression sustains “focus”
- Levels 3/4 – candidates for *Canada Awards for Excellence*

# NQI Progressive Excellence Program


## PEP® LEVELS



# Planning for NQI HWP® – one step at a time



**RADAR (Focused PDCA)**

  
**Monitor results and Continually Improve**

**Implement Action Plan**

**Establish Steering Committee – Train, complete self-assessment and develop action plans based on gaps**

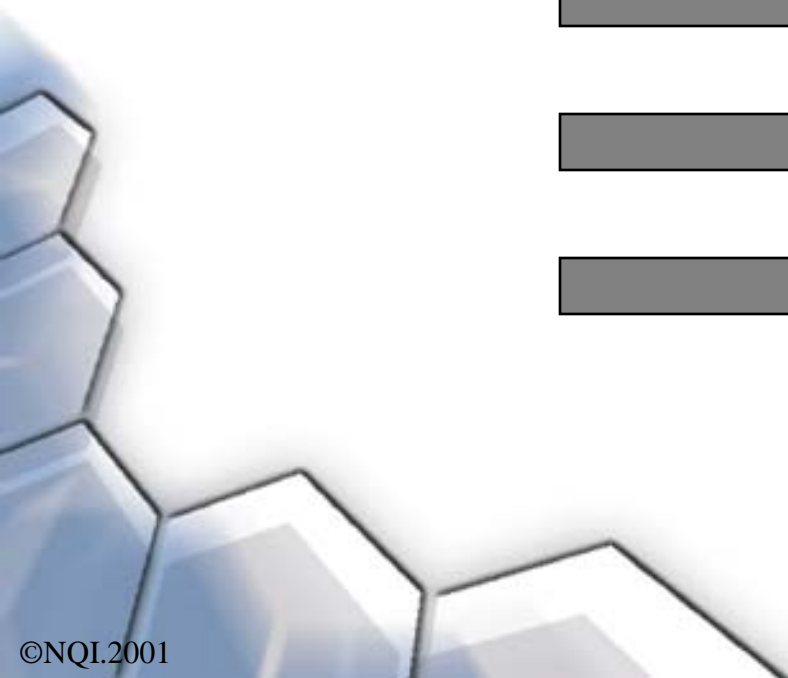
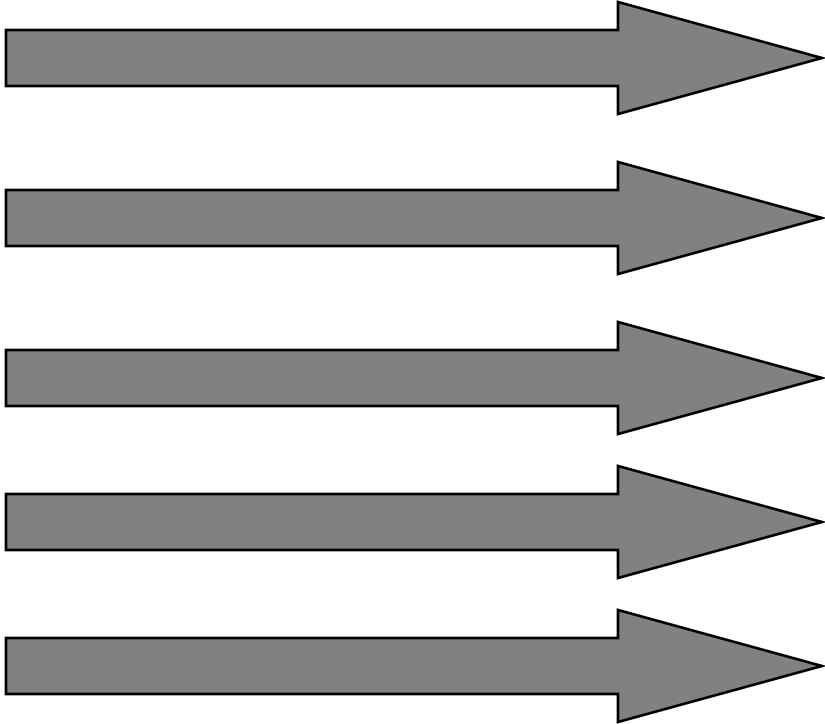
**Choose Champion to 'scout' training/planning needs and present to Sr. Mgt.**

**Investigate NQI PEP® Framework/Criteria**

**Identify Issues from Strategic Documents**

*Communicate  
Celebrate*

# NQI Criteria – Strategic Improvement Focus



# Results From a Strategic Focus on *Healthy Workplace*<sup>®</sup>

- Employer of Choice
- Motivated Employees
- Healthy Employees
- Satisfied customers/citizens
- Socially Responsible

# Who We Are

- NQI is an independent, not-for-profit organization
- We are proudly Canadian
- We are a 'service-driven' organization
- We are dedicated to ***Helping Canada live and work better***

# Please Contact us at NQI

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