



Promoting Self-Care for Home and Community Care Workers during the COVID-19 Pandemic

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@CCHL_CCLS



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Pandemic Barriers to Self-Care

- Fear and anxiety
- Physical distancing
- Community/recreational closures
- Working/double-duty caregivers
- Diverse working environment
 - Home and community care
 - Seniors living settings
 - Hospitals



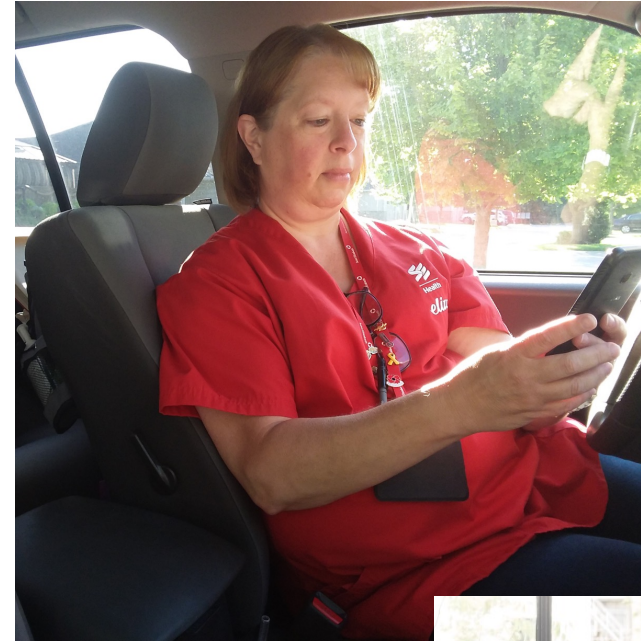
Communication

- 10x communication
- Multi-modal approach
- Leveraged technology
- Virtual town halls and fireside chats
- Local huddles
- Device refresh



Wellness Wednesdays

- Virtual mindful meditation sessions
- Webinars
- Tips, tools, resources
- Exercise challenges / fun walks
- Work Life Balance workshop
- Music and Relaxation Series
 - Restore
 - Nurture
 - Resilience



Wellness Hub

- Wellness portal
- Various resources including webinars and spotlight sessions
- Links to self-assessment tools and external self-care support platforms



Wellness



Taking responsibility for meeting your physical, mental, emotional, spiritual and emotional needs is about taking care of yourself. Self-care is important. Check out this page from time to time to obtain links to resources that might be helpful.

QUICK LINKS

- [Home](#)
- [Occupational Health](#)

Financial Management

- Reduced work volume early pandemic
- Financial literacy program (pilot)
- Financial webinars



Maintaining Connections



- Attendance at huddles
 - Virtual
 - In-person
- Wellness Advisory Committee and local ambassadors
- One-on-One check-ins during PPE pick-up
- Identifying a change and asking questions
- Encouraging open dialogue
- Listening



Support



- Employee Assistance program (EAP)
- Work, Health, Life Services (Telus)
- Access to spiritual care services
- Occupational Health, Safety and Wellness team



Outcomes

- Positive feedback from staff
- Accreditation 2022 Report
 - Staff felt incredibly supported by the wellness program
- Improved communication and feedback mechanisms
- Great Place to Work[®] Certified[™] organization
 - highest engagement score to date in 2022
 - 89% positive self-reported physical health
 - 89% positive self-reported mental health



Continuous Improvement

- Collaboration with SE's Employee Experience Team
- Workplace flexibility project
- Focus on working/double duty caregivers
- Nurse Practitioner – Mental Health and Addictions expertise
- Ongoing evaluation and employee engagement



