



Healthy Workplaces for Helping Professions

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HEALTHY WORKPLACES CONFERENCE 2017



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Assaults on counsellors show need for change

Leaving staff alone to care for troubled teens is unwise
Catherine Hedlin and

This past weekend an attack was committed against a child and youth care counselor (CYCC) at the Elk Island Ranch. Details are limited, yet we know the woman was working alone, her injuries were severe enough that she was flown by Stars Air Ambulance to Edmonton, and the attackers were allegedly two male youths in the care of the ranch.

Our thoughts are with the CYCC, her family, the youth and their families. CYCCs know that violence is a possibility in our work. We work with individuals and families who have been hurt, are struggling to engage in relationships with individual communities and systems. The emotional response of the people we work with is often incongruent with what might be expected of a professional individual confiding with caring and child care workers. We know that the atypical responses of aggressive, flight-behaviours, indicative of trauma they experience as children. How

Edm

care services (Because Young People Matter, February 2014) maintained by the

ably in the field of child and youth care, and be supported through comprehensive in-service training. This is an evolving

metro NEWS

Your essential daily news

Metro is back on Tuesday. Happy Family Day!

Say it ain't sew. Monopoly to drop thimble as game piece after online vote



Data sheds light on sexual assault cases in Edmonton

CRIME
Access to police records signals a culture shift

BY THE NUMBERS | Sexual assault statistics

MacEwan University researcher Sandy Jung was given unprecedented access to Edmonton sexual assault files from 2010 to 2014. Based on 2,569 occurrences of sexual assault on people 16 years and older, she compiled these stats about sexual assault.

49%

Matt Kleitka
Metro Vancouver

INQUIRY

Policy a factor in death of health worker

A report suggests failings in Alberta government policy were a factor in the death of a mental-health worker who was killed by a client with a long history of unpredictable, violent behaviour.

Valerie Wolski, 41, was alone with Terrence Saddleback in February 2011 when she was strangled in a Camrose, Alta., care home.

Saddleback — who weighed 300 pounds and stood six feet, five inches tall — towered over Wolski, who worked for the Canadian Mental Health Association. The fatality inquiry report

says health agencies were arguing in the months before Wolski was killed over whether Saddleback should be cared for in a secure mental-health facility called the Michener Centre.

At the time, the government was moving from an institutional model of care for the developmentally disabled to a community-based one.

Judge Bart Rosborough said the province is responsible for ensuring proper care for developmentally disabled people with complex needs.

"The qualification, selection, monitoring and accountability

of those providing services in that regard are all parts of that responsibility," reads his report released Wednesday.

"There were direct and immediate failings in this case which contributed to the death of Wolski."

The report says the Human Services Department knew in 2010 that Saddleback was so aggressive and dangerous that it took five RCMP officers to subdue him during a violent outburst the previous year.

Despite his history of violence, some Canadian Mental Health Association staff were under the

impression that Saddleback was considered to be a "teddy bear" and a "gentle giant."

Rosborough recommends that workers should not be assigned to care for people they can't physically manage and that women should not be assigned to care for clients who have demonstrated aggression toward females.

He also recommends the government should have an outside agency review how the province shares information when it has safety concerns about people in care.

THE CANADIAN PRESS



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HEALTHY WORKPLACES FRAMEWORK FOR HUMAN-SERVICE AGENCIES

The Helping Professional Value Cycle

This process makes up day-to-day work of helping professionals. Keeping the cycle strong means strong employees, a strong agency, and excellent services to clients.

MAP YOUR JOB TASKS AND VALUE KEEP YOUR CYCLE HEALTHY!

- Monitor and maintain standards and practices
- Evaluate
- Provide ongoing consultation, treatment, and problem-solving
- Coordinate resources
- Consult with other professionals
- Provide necessary assessments and screenings
- Provide diagnosis
- Research, investigate, and explore
- Follow-up and make recommendations
- Terminate services
- Represent the program
- Conduct client intake and build rapport

The Agency Wellness Cycle

Agencies use this cycle to guide the process of developing, implementing, and evaluating wellness initiatives.

FOLLOW THE CYCLE FOR CONTINUOUS IMPROVEMENT

- Measure the effectiveness of the initiative against the goals
- Make recommendations and plan for the next initiative
- Survey, discussions, and consultations
- Analyze data and results
- Implement planned activities
- Monitor the plan implementation
- Review the progress
- Adjust and promote
- Set goals for the initiative
- Develop activities and timeline
- Develop policies and procedures

The Wellness Capacity Maturity Model

The model represents stages of development of agency's support for the Employee Value Cycle and the Agency Wellness Cycle.

WHERE IS YOUR AGENCY LEVEL OF WELLNESS?

- Level 1: Defined** - The Agency Wellness Cycle and the Helping Professional Value Cycle are defined.
- Level 2: Written** - The Agency Wellness Cycle and the Helping Professional Value Cycle are defined and supported by written policies.
- Level 3: Reviewed** - The Agency Wellness Cycle and the Helping Professional Value Cycle are defined and supported by written policies.
- Level 4: Trained** - The Agency Wellness Cycle and the Helping Professional Value Cycle are defined, written, reviewed and trained.
- Level 5: Evolving** - The Agency Wellness Cycle and the Helping Professional Value Cycle are defined, written, reviewed, trained, and continuously evolving. They set industry standards.

The Healthy Workplaces Framework

All wellness initiatives should be developed based on and evaluated against the five pillars, following the Wellness Process of this Framework.

BUILD YOUR WELLNESS PROGRAMS WITH LEADERSHIP, PILLARS, AND PROCESS

Wellness Leadership Leaders at all levels committed to the Wellness Cycle form the Wellness Committee.

Wellness Pillars The Wellness Committee uses these outcomes as goals for evaluating initiatives and finding new programs.

Wellness Process The Wellness Committee follows this process to achieve excellence in programs and continuously improve.

Wellness Initiatives

- Start a running, walking, biking, hiking, yoga, gym club
- Provide time for stress relief break/learn coffee time
- Schedule time and organize team building/wellness activities
- Create a wellness newsletter and handbook with information on how to use available resources to keep healthy
- Incorporate wellness issues into training for staff and staff meetings
 - Start a mentorship program
 - Provide the Be a Wellness Leader training

ACWS Alberta Council of Wellness Professionals

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Five Ways to Reduce Stress in Human-Services Work

BUILD GOOD RELATIONSHIPS

This means being empathetic and respectful towards others, building trust and being committed to working on a team.

- Be transparent
- Clear communication
- Ask for feedback
- Job shadowing
- Empower and recognize
- Participate in team building activities
- Follow through with goals
- Turn to co-workers for support
- Talk to your supervisor on how to best perform the job

LOOK AFTER YOURSELF

Follow the basics of proactive self-care by tending to your physical, emotional, spiritual, workplace, and relationship needs to create life balance.

- Eat well
- Get enough rest
- Exercise regularly
- Be mindful
- Spend time with friends and family
- Avoid "escapist behaviours"
- Take time to recharge
- Prioritize and organize your tasks
- Leave work at work

TAP INTO WORKPLACE RESOURCES

Take advantage of employee assistance plans, which usually offer go-to services like counseling, classes and, in extreme cases, disability leave that can help workers address their wellness issues.

- Promote/encourage EAP use
- Get access to online information
- Learn about available counseling and referral to mental health professionals
- Incorporate best practices
- Advocate for updated policies

UNDERSTAND YOUR STRESSORS

Experiencing stress in your job is not inevitable. Learn about it to overcome it.

- Take the Be a Wellness Leader workshop
- Talk to experts
- Discuss stress with your coworkers and friends
- Track your stressors - keep a journal
- Develop healthy responses

COMMUNICATE SOME CARING

When we help others, we can also help ourselves.

- If you see a colleague who is having a bad day, stop and say, "I've been there."
- Show support and share resources
- Do not try to solve the problem for others
- Share your stories in informal and formal occasions

Thank you to the participants of the Be a Wellness Leader Workshops for your ideas!

Looking for more ways to manage stress at workplace?

Visit us at: hwhp.ca

Healthy Workplaces for Helping Professions

1. Learning

Explore gaps in agencies and organizations that might impede the uptake of wellness knowledge systems.

2. Networking

Lay the foundation for a community of systems-approach wellness stakeholders.