

## Wellness Capacity Maturity Model

As employees and agencies define and shape their *wellness cycles*-the Helping Professional Value Cycle and the Agency Wellness Cycle, they grow wellness culture. In doing so, they evolve. Over time, working together, they grow their reputation as industry wellness leaders.

### The Helping Professional Value Cycle

Professionals know how to keep the Helping Professional Value Cycle alive. This process (and the victories over stressors encountered) makes up the day-to-day work of helping professionals. Keeping it strong means strong employees, a strong agency, and excellent service to clients.



### The Agency Wellness Cycle

Working closely with selected agencies, we developed the Agency Wellness Cycle. Agencies can use this Cycle to develop, implement and evaluate their wellness initiatives.



### Levels of Agency Wellness

Agency capacity to build a healthy work environment where the Employee Value Cycle and the Agency Wellness cycle are supported is represented in this Wellness Capacity Maturity Model.

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

## Healthy Workplaces Conference 2017

October 13, 2017

Lister Centre, University of Alberta  
11613 87 Avenue NW, Edmonton AB

This province-wide conference will (1) showcase the final results of the project; (2) provide tools for developing and implementing sustainable workplace wellness program for nonprofit human service agencies; and (3) provide opportunities for networking.

### Keynote Speaker



**Graham Lowe**

The Graham Lowe Group ([grahamlowe.ca](http://grahamlowe.ca))

*Building a Vibrant Workforce and Redesigning Work in Human Services*

### Learning Presentations and Resources

- Project Outcomes: The Alberta Nonprofit Human Service Agency Wellness Framework
- Developing Wellness Leadership Among Staff
- Developing a Smart Mentorship Program in Human Service
- Wellness Pathway Program: Building Executive Leadership in Wellness Programming
- Networking Opportunities for Wellness Program Ideas

### Registration Fees

Early Bird Fee (deadline June 30, 2017): \$95  
Regular Fee: \$125  
Resource and Networking Tables: \$50

All proceeds go to a planned Alberta Wellness Educational Bursary. Contact us to inquire about donation for an on-going educational bursary. The goal is \$25,000.

### Contact

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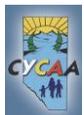
# The Healthy Workplaces for Helping Professions Project

Promoting Employee Wellness for Helping Professionals

*"It's all about your passion!"*



Healthy Workplaces for Helping Professions  
[info@hwhp.ca](mailto:info@hwhp.ca)



## Background

Employees in the human services sector in Alberta often suffer from distress working with troubled clients and service-related social stressors as they do their helping work with children, families, the disabled, and the abused in our province. While committed to providing excellent services, they sometimes experience emotional strain.

Our challenge is to explore, together with selected agencies, how to help agencies protect their employees, and how to help employees protect themselves. Learning in this way will lead to solutions and practices that can benefit all caring, *helping professionals* in Alberta.

**Helping professionals** are those dedicated persons working in nonprofit agencies to provide child and family care, child and youth counseling, home visitation, disability services, and sexual assault services.



## The Healthy Workplaces Approach

We use a research approach called Appreciative Participatory Action that emphasizes the positives in people's work and asks "What are you doing that works?" This approach is the basis for our Be a Wellness Leader Program (for staff) and our Research Partnership Program (for executives). We learned from workshops delivered to over 30 agencies how hard-working employees stay healthy and strong. We also learned from in-depth planning sessions with 3 key agencies how to build productive frameworks for making wellness culture even stronger.

We use traditional surveys to measure the health, job satisfaction and levels of stress among hundreds of helping professionals across the province. Our final survey, scheduled for Spring 2017, will show how agencies have made wellness a key priority in their work.

## Be a Wellness Leader Program

The Be a Wellness Leader (BWL) Program builds on what we learned from over 50 professionals across the province who shared their wellness practices. The BWL program provides five Pillars for building wellness leadership.



Learning about wellness

## Wellness Pathway Program

This program provides pathways to leadership involvement and policies. It gives agency leaders a framework for organizational wellness policies and a process to develop, implement and evaluate their wellness initiatives.



Building agency wellness policies

## The Healthy Workplaces Framework for Human-Service Agencies:

### Leadership, Pillars and Process

#### Wellness Leadership

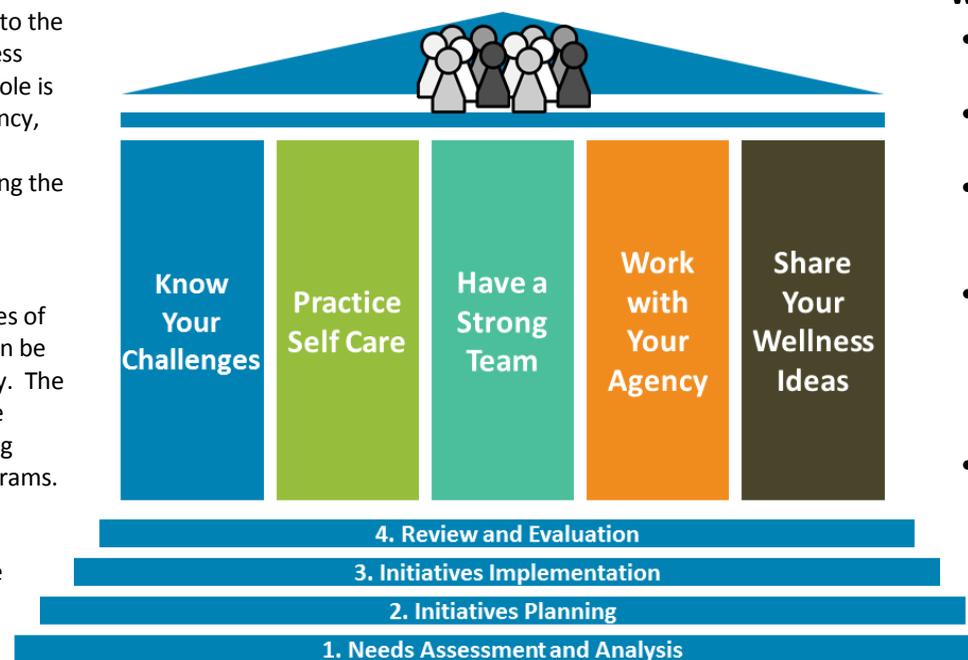
Leaders at all levels committed to the Wellness Cycle form the Wellness Committee. The Committee's role is to represent all levels of an agency, and to initiate, implement, and evaluate wellness programs using the Wellness Process.

#### Wellness Pillars

These pillars represent outcomes of the wellness framework that can be tailored to the individual agency. The Wellness Committee uses these outcomes as goals for evaluating initiatives and finding new programs.

#### Wellness Process

This quality cycle empowers the Wellness Committee 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/ team 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 BWL training.