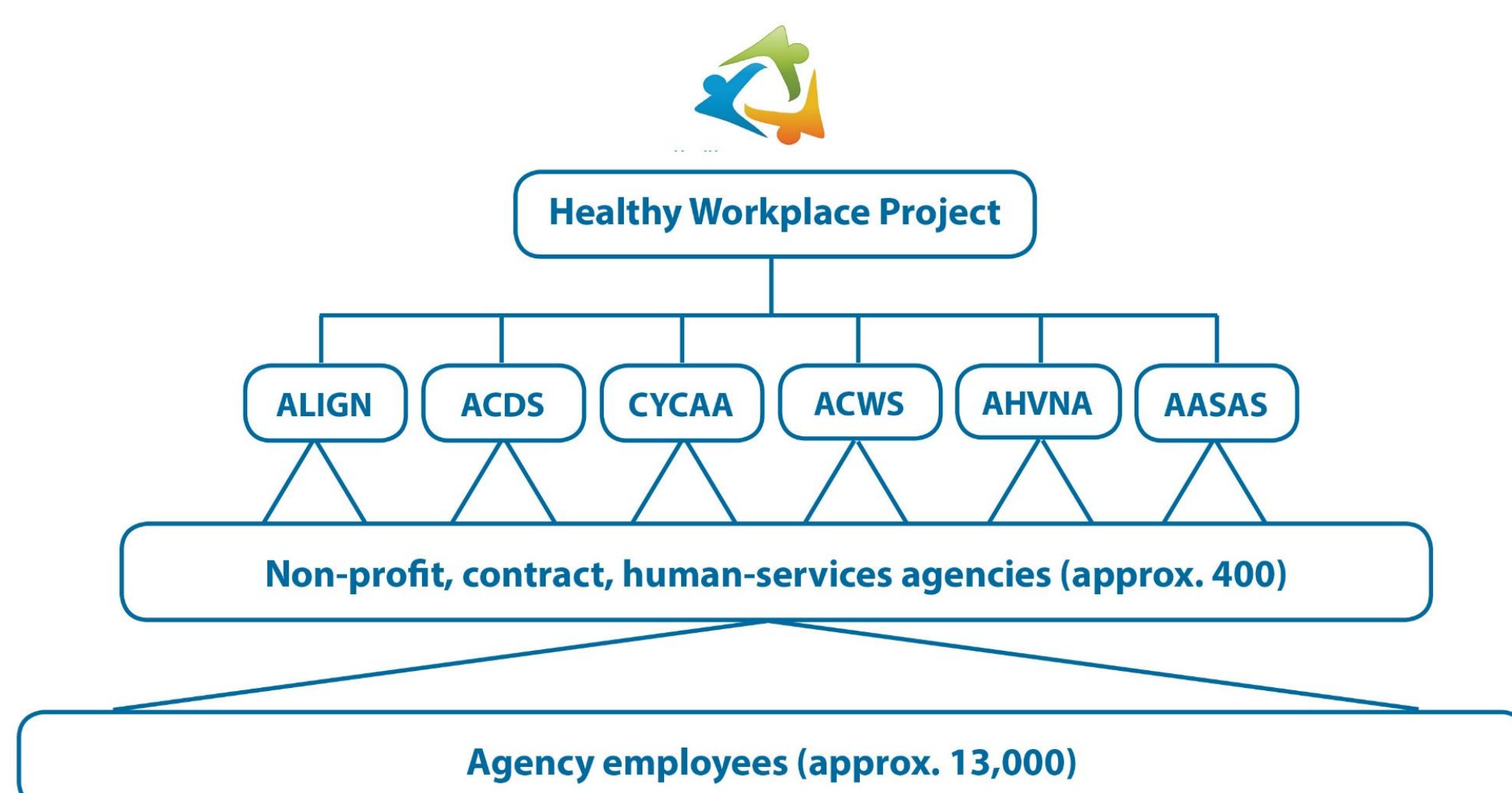


## Introduction

Work in the human services sector, including child and family care, child and youth counseling, home visitation, sexual assault services, and disability services, is inherently stressful, but these psychological hazards are not well understood.



### Goals

The project aims to increase the health and wellness capacity of non-profit agencies in the human services sector in Alberta.

### Strategies

**Year 1: Gather knowledge** through the Workplace Health Survey, a literature review, and an environmental scan, in order to inform wellness initiatives.

**Year 2: Mobilize knowledge** to agencies and employees through two programs reaching helping professions at two levels: leadership and front-line workers.

**Year 3: Measure effectiveness** by conducting a post-project survey in year three to track any changes that might be attributed to intervention programs. Final results and outcomes will be shared in a province-wide conference.

### Outcomes

- Certificate of Recognition by the Government of Alberta
- WCB policy recommendations for psychosocial hazards

### Contact

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**Website:** [hwhp.ca](http://hwhp.ca)

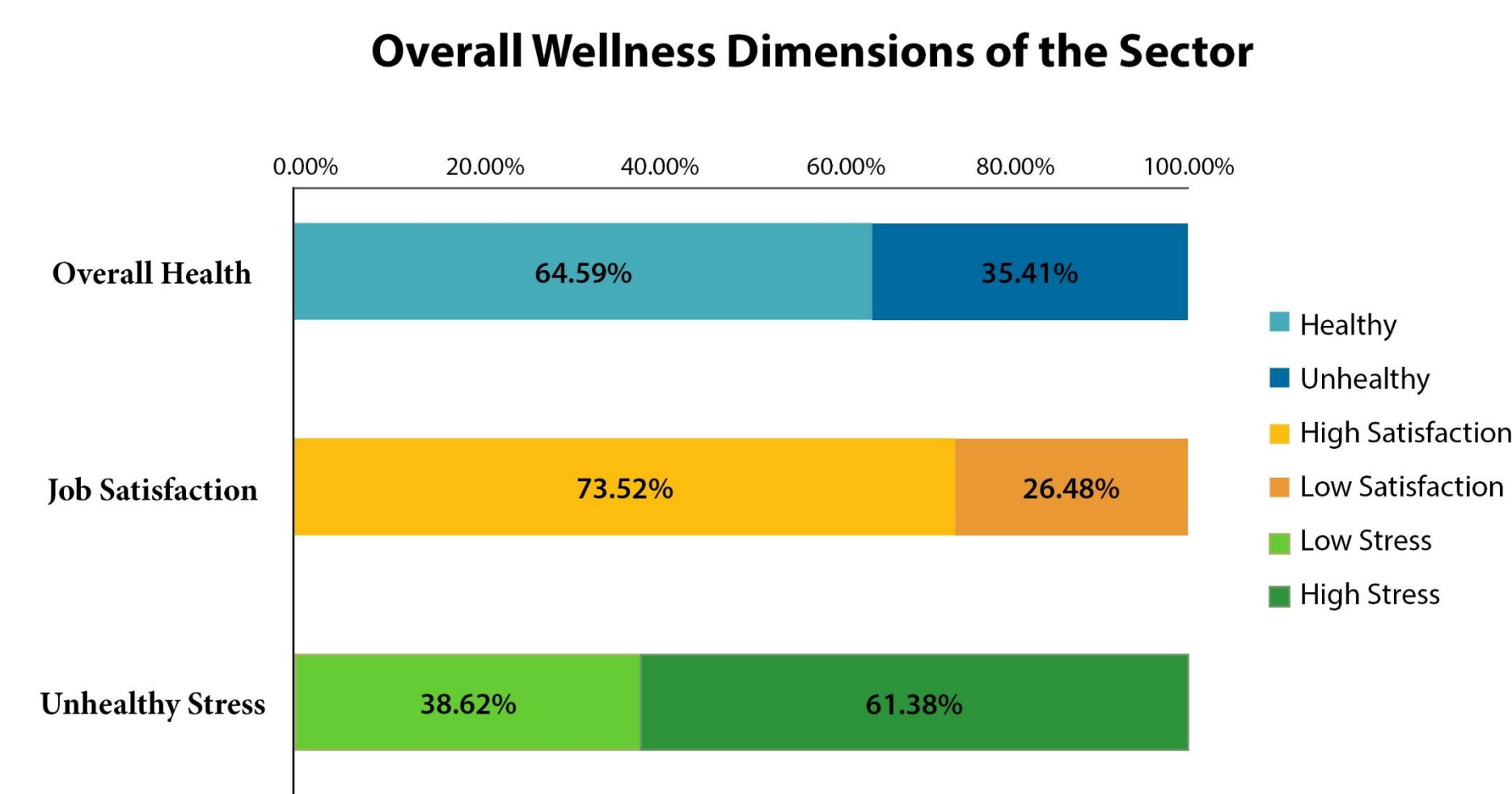
## Research

### Methods

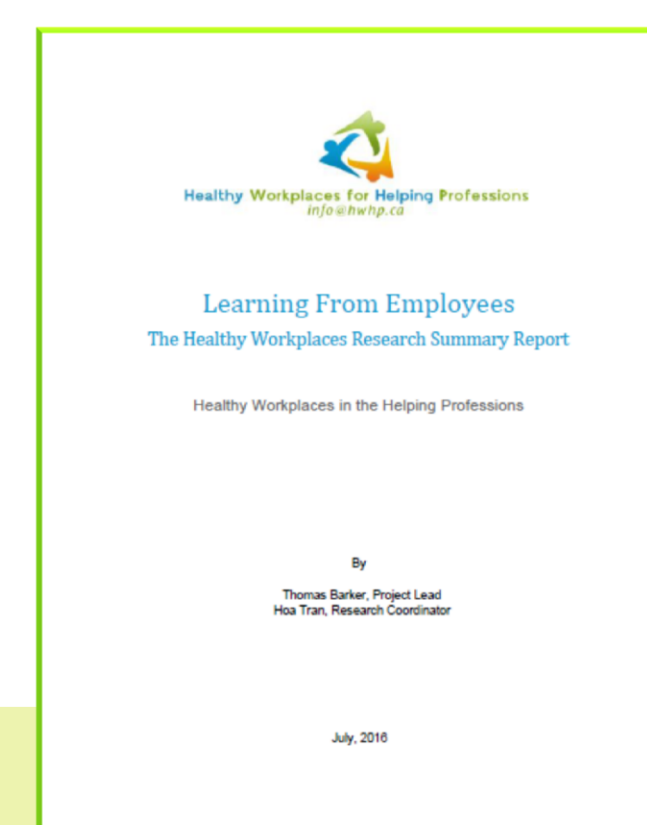
The baseline survey was conducted online between October 13, 2015 and January 25, 2016. There were 593 respondents from six sub-sectors: child and family workers, child and youth counsellors, disability workers, sexual assault workers, women shelter workers, and home visitation workers, with a wide range of professional, administrative, and leadership roles. Data was analyzed with SPSS.

### Results

- 61.38% of surveyed employees reported that they typically feel unhealthy stress during their workday.
- Shelter workers are the least healthy group, while child and family workers are the least stressed, most satisfied, and most healthy group.



- *Reflective and relevant supervision* is the most important organizational mitigator of stress.
- Personal factors as main sources of health include: *physical and mental exercise, sharing ideas with co-workers, and support at work.* Work-life balance strategies did not contribute to employees' workplace health.
- The most stressful aspects (increases stress) of human services work are: workload, job expectations, workplace violence, balance of work and life, and work relationships.



### Outcomes

- To measure existing wellness capabilities of employees in the sector
- To provide benchmarks for growths
- To show progress and document outcomes

## Knowledge Mobilization

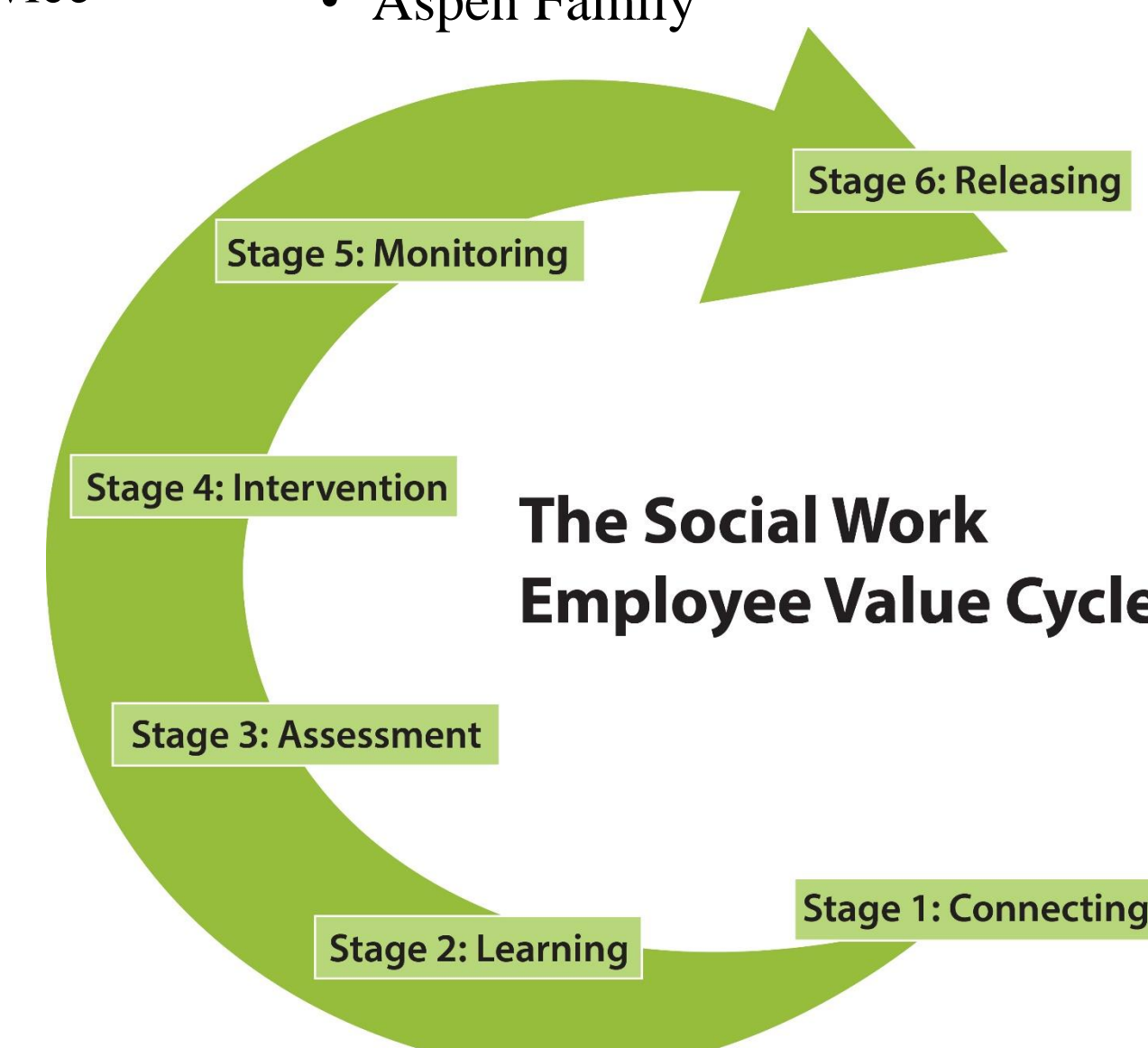
### Be A Wellness Leader Certificate Program



The workshop is designed to support wellness initiatives at the individual level. We use the “train the trainer” approach. Participants learn how to take messages to their co-workers as a way of encouraging overall organizational wellness and culture.

### Agencies

- Native Counselling Services of Alberta
- Multicultural Health Brokers Co-op
- WJS Canada
- The Canadian Mental Health Association
- Edmonton Public Schools
- Multicultural Family Resources Society
- Mountain Plains Family Service
- UP Community Services
- Crossroads Family Services
- CMHA-ER
- Jasper COS
- Pathways Family Services
- Society of Edmonton
- Lead Foundation
- Enviros
- Calgary SCOPE Society
- North East Family Connections
- Boys & Girls Club Calgary
- Wild Rose Community Connections
- Ben Calf Robe Society
- Aspen Family



### Outcomes

- Increased capacity for staff wellness throughout the sector
- Prototype for Faculty of Extension programming

### Research Partnership Program

The Research Partnership Program (RPP) provides pathways to leadership involvement. It gives agency leaders a process to develop and grow health and wellness initiatives that will have a strong possibility of creating real change.

### Process

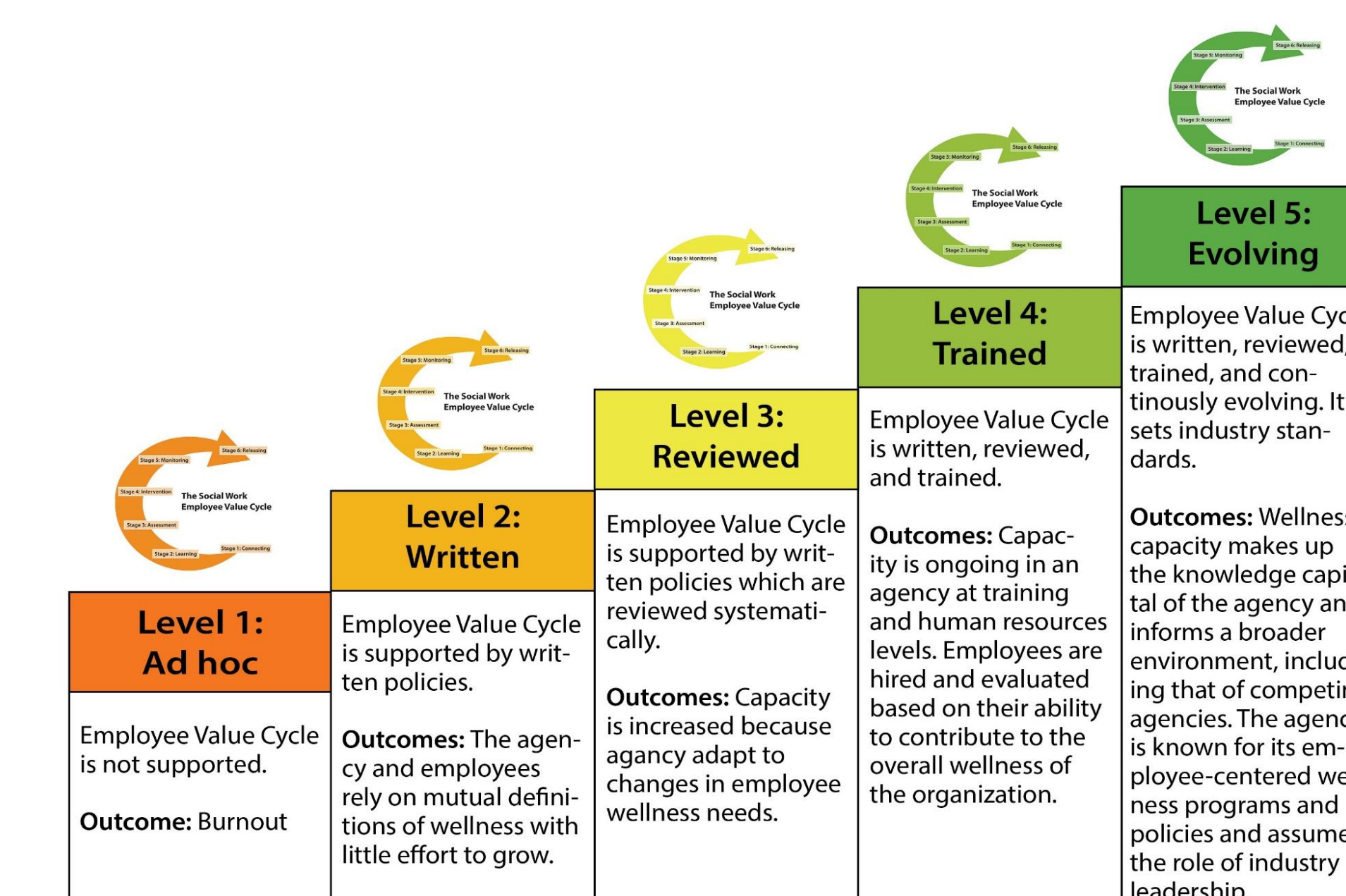
1. Identify employee health and wellness needs through agency survey and group discussions, using participatory methods.
2. In partnership with leadership and staff, develop agency-tailored wellness initiatives based on baseline data and the adaptation of health and wellness theories/models
3. Implement wellness interventions, including mentorship program and training and workshops for employees.
4. Measure program effectiveness.

### Participating Agencies



- Increase staff engagement in organizational decision-making
- Conduct “Be A Wellness Leader” training series for employees.
- Improve knowledge and skills for junior staff through mentorship activities.
- Build collaborative environments and reinforce a shared sense of purpose within the agency.
- Restructure weekly team meeting to have more voice of staff in discussing wellness issues
- Conduct “Be A Wellness Leader” training series for employees

### The Wellness Capacity Maturity Model



### Outcomes

- Increased capacity for wellness framework development at the executive level
- Prototype for Faculty of Extension programming