

1. Preamble

In an effort to ensure the well-being and physical, psychological and social health of its staff members, **ABC INC.** hereby establishes this support policy for staff members.

This policy, in alignment with the organizational values underlying the practices of **ABC INC.**, namely (list your values), is aimed at establishing preventive actions, supportive actions, and practices conducive to the health and well-being of all staff.

The management of **ABC INC.** is committed to the prevention, promotion and application of organizational practices conducive to the overall health of its employees in the workplace.

2. Health and well-being

Health is a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity. Social well-being is an important aspect of this definition (World Health Organization [WHO] definition).

There are many general factors that play a role in a person's health and well-being, including:

- Employment and working conditions;
- Social environments;
- Physical environments;
- Lifestyle and personal adaptability;
- Health services;
- Gender; and
- Culture.

A person's overall health is the result of a combination of factors. Consequently, each person's health is perceived and experienced differently, which is why it is deserving of special attention.

3. Objectives

This policy is intended to demonstrate **ABC INC.**'s commitment to health and well-being through the implementation of best practices in overall health, including prevention, awareness and support.

ABC INC. recognizes that this is a team effort and is committed to working with each person to diminish or eliminate elements that may impact the health and well-being of its employees at work.

3.1. Physical health

Agrees to provide a well-adapted work environment that includes ergonomic materials and equipment.

3.2. Mental health

Agrees to provide a healthy environment in terms of work climate, workload, and reasonable pressure with respect to requirements (deadlines, schedules, etc.) in order to limit tension and/or stress.

3.3. The right to disconnect

Agrees to limit the use of digital work tools work outside of work hours. Given that there is, at present, no official law governing the right to disconnect, **ABC INC.** agrees to respect the right of staff to disconnect by limiting employees' requirement to connect during situations that lie outside the normal context of work. In other words, **ABC INC.** agrees to give staff the right to disconnect.

4. Scope of the policy

This policy applies to all members of the organization without exception as to status, schedule or occupation.

5. Roles and responsibilities

The management of **ABC INC.** understands that health and well-being is a shared responsibility of management and staff. This policy is intended to establish collaboration in order to prevent issues and support the health and well-being of all staff.

The members of the management team agree to

- Adopt attitudes and lifestyle habits in order to maintain their health and physical and psychological well-being;
- Mobilize staff to adopt this policy;
- Make staff health and well-being an **ABC INC.** priority;
- Encourage communication with staff by establishing an atmosphere of trust and respect;
- Promote a culture of psychological health and safety at work;
- Ensure the implementation of best techniques to prevent, maintain and improve the health and well-being of all staff members of **ABC INC.**;
- Inform staff members of the services and tools available in the areas of occupational health and well-being; and
- Be attentive to individuals' signals and offer them support.

All staff members are responsible for

- Reading over this policy;

- Adopting attitudes and lifestyle habits to stay in good health and ensure their physical and psychological well-being;
- Follow the established occupational health and well-being measures and standards on an individual and group level;
- Participate in a healthy and respectful work environment;
- Remain attentive to signals in their environment that could have an impact on their occupational health and well-being and that of others;
- Help assess the policy and any updates hereto in order to improve occupational health and well-being; and
- Voluntarily participate in activities established in connection with the policy.

6. Professional resources

ABC INC. has compiled professional resources that may be useful to all persons concerned, depending on their needs. For all other resources, the management can assist you in your searches, and recommends that you consult the following directory: <https://ressourcescoaticook.com/>.

6.1 Social support

Acti-Sports MRC de Coaticook

497 St-Jean-Baptiste St., Coaticook, Qc J1A 2K2
819-849-7016

6.2 Health and social services support

CLSC de la MRC-de-Coaticook (CSSS)

138 Jeanne-Mance St., Coaticook, Qc J1A 1W3
819-849-9102, ext. 57301

Telephone directory

Clients without a doctor: 819-849-9102, ext. 57316
24/7 suicide prevention centre: 1-866-277-3553
Appointment centre: 819 849-9102, poste 57309

Clinique médicale de Coaticook – GMF des Frontières

18 Du Manège St., Suite 206, Coaticook, Qc J1A 3B3
819-849-4808

Clinique de planning, santé sexuelle et planification familiale

1095 Belvédère St. South, Sherbrooke, Qc J1H 4C6
819-565-0767

Centre de réadaptation en dépendances et santé mentale (CRDSM) de l'Estrie /

Centre Jean-Patrice Chiasson et Maison Saint-Georges

1930 King St. West, Sherbrooke, Qc J1H 2E2
819-821-2500

6.3 Financial support

Clinique d'impôts / Centre d'action bénévole de la MRC de Coaticook

23 Cutting St., Coaticook, Qc J1A 2G2

819-849-849-7011, ext. 224

Solutions Budget Plus

79 Wellington St. North, Suite 202, Sherbrooke, Qc J1H 5A9

819-563-0535

Your financial institution

7. Effective date of this policy

This policy is effective as of

Updates to the policy are the responsibility of the management.

ABC INC. health and well-being survey

Following is a suggested tool for taking the pulse of the occupational health and well-being of the staff members at your organization. We recommend that you select no more than 10 questions.

SEX		AGE	
Female	<input type="radio"/>	Under 35 years old	<input type="radio"/>
Male	<input type="radio"/>	Over 35 to under 50 years old	<input type="radio"/>
Other	<input type="radio"/>	Over 50 years old	<input type="radio"/>

Rate your agreement with each statement by indicating the number (1 to 4) that best reflects your opinion.

4-Strongly agree 3-Agree 2-Disagree 1-Strongly disagree

QUESTIONS	RATING
1. I like my job overall	
2. I feel I am well rewarded for my effort at work	
3. I am satisfied with the balance between my work and my leisure time	
4. My work environment is pleasant and I am generally comfortable in it	
5. The staff members are morally supportive of one another at my work	
6. Once my workday is over, I am able to easily disconnect from my work	
7. I can count on my colleagues' help in case of overflow	
8. I consider my work schedule to be appropriate	
9. My workload is adequate (reasonable)	
10. Outside of work, I have the support of my loved ones (family, friends) when I need it	
11. I personally consider my financial situation to be under control	
12. At home, I feel in control in terms of my family (financial, social and family aspects)	
13. I keep up healthy and balanced lifestyle habits	
14. I think that the management practices applied at my work promote our occupational health and well-being	
15. I feel that my employer truly cares about the health and well-being of their staff members	

Do you have any concerns about your health or the impacts of your workplace on your health?

Would you like ABC INC. to help you address these concerns? _____

Questions on various topics can be developed

- Staff lifestyle habits - workload at home - financial aspects - health of loved ones: children, parents, etc.
- Personal support network: family, friends
- Lifestyle habits: alcohol - smoking
- Work-life balance (flexible hours, teleworking, etc.)
- Work environment (safe setup, etc.)
- Management practices that promote health and well-being at work
- Recognition between colleagues

Bibliography

<https://www.canada.ca/en/public-health/services/health-promotion/population-health/population-health-approach/what-is-health.html> (definition of health)

<https://ordrecrha.org/ressources/sante-securite/2019/02/droit-deconnexion-perspective-internationale?source=de940a0c2a1c4511a37eb70d69e11c12>

<https://www.dialogue.co/ultimate-guide-corporate-wellness-strategy-canadian-hr-leaders>

<https://www.preventionautravail.com/reportages/64-la-sante-psychologique-au-travail-des-pratiques-simples-au-quotidien.html>

<https://www.preventionautravail.com/reportages/63-sante-mentale-au-travail-la-necessite-d-agir-pour-prevenir.html>

<https://www.preventionautravail.com/reportages/37-l-urgence-de-redonner-un-sens-au-travail-et-a-la-vie.html>

<https://ciusssmcq.ca/telechargement/806/politique-de-sante-et-mieux-etre>

EXAMPLES OF CONCRETE SITUATIONS WHERE THIS POLICY IS USEFUL

- Improving health - nutrition:

Informing staff that the company wishes to encourage health by being mindful of nutrition

- Offering free fruit at snack times (at a reasonable frequency) by making arrangements with a distributor
- Reviewing the offer of vending machines (replacing chips and chocolate with healthier foods such as nuts, fruit and dairy products)
- Setting up water coolers or providing access to fresh water in strategic locations to encourage people to drink

- Improving health - physical activity:

Informing staff that the company wishes to promote health by encouraging people to move and get some fresh air;

- Establishing a practice of getting out to take a walk for a few minutes every day (at mealtimes or during breaks)
- Encouraging people to change their work posture regularly (of course if possible - stand up and stretch or sit down and rest a bit) – taking micro breaks
- Looking into the possibility of setting up small teams for outdoor games (basketball hoop, horseshoe or pétanque, spike ball, etc.
- Offering to pitch in financially to cover gym fees

- Frequent absences:

Immediate supervisor should be concerned and investigate to see what is causing these absences. Depending on the case, the supervisor could, for example:

- Offer greater scheduling flexibility
- Lighten the workload
- Offer a break (unpaid leave)
- Refer the person to financial or health support services

- Disengagement - demotivation:

Immediate supervisor should care and rigorously investigate to understand what is going wrong and support the individual. Depending on what they uncover:

- Examine possibilities for changing jobs or work teams
- Offer training
- Refer the case to management and look at support options: time, financial or other

- Health problem:

If the person seems tired and/or nervous, take the time to remove them from their position and discuss your concern with them. Depending on the outcome of this conversation:

- Encourage them to see a doctor
- Recommend that they contact the employee assistance program or refer them to a health resource (CLSC or clinic with which the organization does business)

- Recommend days off to rest (depending on the situation)

- Financial problem:

Discuss with the person who seems to be stressed and try, supportively, to understand what is causing the stress

- Try to understand the scope of the problem
- Depending on the size of the problem, see what the organization can do to help (advance or donation)
- Refer the person to support services such as ACEF or to their financial institution and assist them in order to give them some reassurance

- Illness in their immediate family:

Discuss with the person how to accommodate them in terms of time and schedule management

- Rearrange work schedules to offer some flexibility
- Allow them to work remotely, if possible
- Offer to give them time off and tell them that they can come and work a few hours according to their ability and availability

- Substance use problem (alcohol or drugs)

Tell the person that you have serious concerns about their condition and want to help them, but cannot tolerate seeing them in this situation. Depending on the extent:

- Recommend that they consider going to detox, and guarantee their job
- Give referrals to support groups in the community (AL-Anon, Alcoholics Anonymous or others)

This policy does not replace sound management practices. The employer is required to provide a healthy environment for employees, both psychologically and in terms of physical health and safety.

In their attitudes and behaviours, managers and supervisors should lead by example and are also responsible for ensuring that employees' attitudes and behaviours are consistent with the rules and values of the organization.