



Nexus
FAMILY HEALING

Restoring Hope. Reshaping Futures.

**Focus on staff wellbeing:
Why you must and How you can**

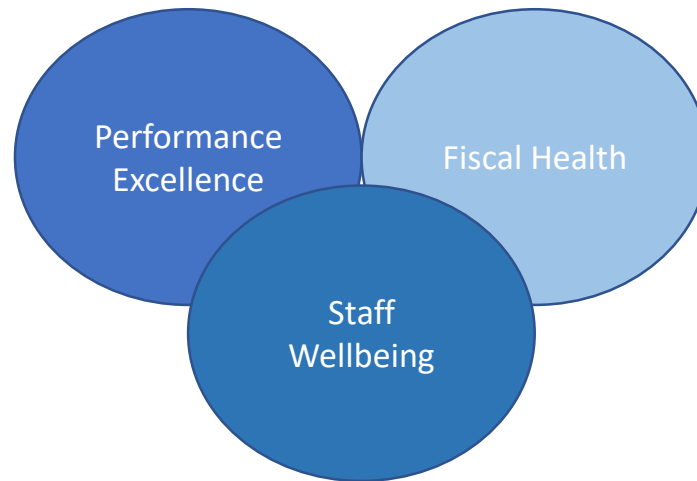


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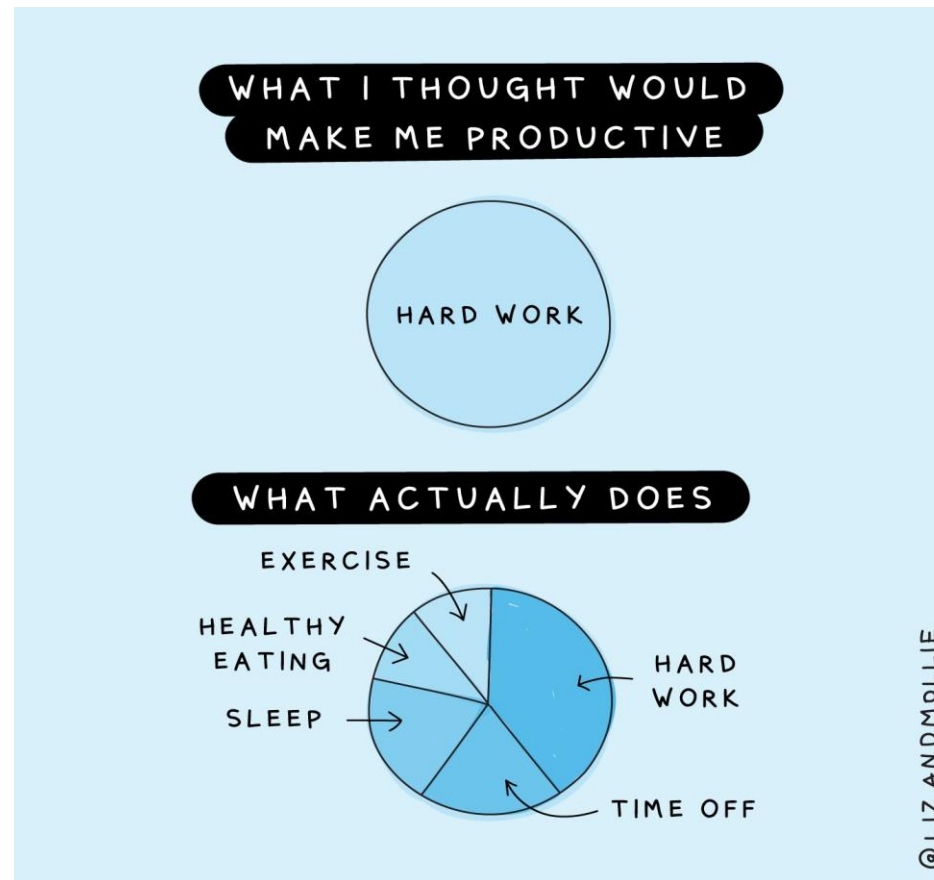
Vice President of Strategy and Service Development

What's all the talk about wellness about?

- Virtually every sector considering staff wellbeing and the connection to success
- The needed balance to our focus on Outcomes/ Social Impact and Fiscal Sustainability



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- Every sector considering staff wellbeing and the connection to success
- The needed balance to laser focus on Outcomes/ Social Impact and Fiscal Sustainability
- Our newest (and largest) workforce may be clearer about the need for balance
- Organizations must stay agile to succeed in the changing and challenging climate we are in.

Source: Alliance for Strong families and communities

Transformation Cohort

Pathways to Permanency and Well-Being

Blueprint for Change Leadership Transformation

The end result of our journey will be evidenced in the Blueprint for Transformation that will position us for future success by:

- 1. Engaging, Training, Supporting, and Retaining Our Staff**
Designing and building a culture that embeds a strong sense of self-care and commitment to the organization, to the work, and to families.
- 2. Reconsidering the Practices We Use with Those We Serve**
Adopt an organizational identity that understands that, to best provide for the permanency and well-being of children and youth, we need to work equally as hard to strengthen families and communities.
- 3. Building a Collaborative, Interdependent Change Leadership Team**
Foster adaptive leadership that sets a clear vision that inspires and encourages our workforce and maintains high integrity. The adaptive leader ensures the creation of strategies, systems, and methods for performance excellence while encouraging others to embrace possibilities and break through barriers to deliver creative solutions.
- 4. Weaving a Clear Family-Focus into Our Organizational Culture**
Engage families and support them on a pathway to permanency and well-being by ensuring they are involved in treatment and discharge planning from day one, their needs are well understood, and they are respected and encouraged to jointly own solutions.
- 5. Learning How to Effectively Change Patterns of Beliefs, Thoughts, and Behaviors**
Develop and maintain a supportive organizational culture and climate that is ready for change ready by promoting autonomy, trust, recognition, fairness, mutual support, and innovation.
- 6. Redesigning Everything We Do to Get the Results We Must Achieve**
Integrate services into a continuum of care that wraps support around children, youth, and their families. This includes the work of the organization across departments and business units, as well as in partnerships and relationships, and requires realignment of fiscal policy, programming, and outcomes.
- 7. Developing Methods to Help Everyone Feel Safe, Secure, Calm, and Well**
Understand that everything we do needs to support the promotion of these basic elements of stability for all the staff who serve with us and for all the youths and families that we seek to serve.
- 8. Integrating Trauma-Informed Principles into Our Daily Practice**
Address child and family trauma through the full organization adoption and integration of trauma-informed work that ensures that we do not re-traumatize or exacerbate the symptoms of trauma.
- 9. Designing a Plan to Prepare Our Organization for Future Success**
Work in and with communities to achieve concrete gains in supports for children, youth and their families. Efforts to move towards permanency and well-being need to include reconnecting youth and families to resources in the community and natural support networks.
- 10. Expanding Opportunities and Advancing Equity for Everyone**
Commit to creating opportunities and to advancing equity for all the staff who work with us and for all the youths and families that we seek to serve.

Alliance



Source: Alliance for Strong Families and Communities

Transformation Cohort

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7. Developing Methods to Help Everyone Feel Safe, Secure, Calm, and Well

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When we talk about “wellness,” what do we mean?

There are several ways to slice the concept of wellness. Here is one way:

- Cognitive
- Physical
- Emotional
- Social
- Spiritual

How do Organizations think about wellness?

- Often what might be considered enhancements are mixed in with what might be referred to as “critical support” or treatment.
- For example for the PHYSICAL DOMAIN

How do Organizations think about wellness?

PHYSICAL DOMAIN

CRITICAL SUPPORT WOULD INCLUDE:

[Health Insurance Easy transition out and back in for medical needs
Support for accommodations

Whereas **ENHANCEMENTS / OPTIMIZATION** MIGHT INCLUDE:

Education Office environments changes: lunch walks, standing desks
Apps that remind, prompt, reward.

How do Organizations think about wellness?

Cognitive and Emotional domain examples:

CRITICAL SUPPORT WOULD INCLUDE:

Mental health access both short term (EAP) and long term

Adept Managers

Whereas **ENHANCEMENTS / OPTIMIZATION
MIGHT INCLUDE:**

Education about habits that matter.

Habits that boost focus and interconnectivity

Mindfulness

What gets in the way of promoting wellness?



Extreme pressure on our work environments

Belief that focusing solely on the challenges will solve them

Young management workforce

Gap between our espoused values and our “values in use”

Lack of Leader buy in

Managing groups of people, not individual people

Belief that only big initiatives matter (in time and money)

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Staff wellness: what will work for your agency?

- Not every wellness strategy works for every context
- An effective strategy, in order to not just be cosmetic, is an organic solution that will grow out of your individual context



Reflection/ discussion: what are the most immediate challenges to wellness right now? What strategies might you use to get past them?

Stop the video for a 5 minute private reflection on which challenges your program/ agency faces and what you might do to get past them.

If possible, find another person/s to discuss your challenges and solutions and get their input and ideas.

Then resume the video.



Challenge: lack of leader buy in

Primary Strategy	If we need to play past it
<p>Amass the business case for Staff Wellness, in performance effectiveness, staff retention and efficiencies.</p> <p>Pick your time and context for optimal influence.</p> <p>Know your leader and what works best.</p>	<p>Use a local initiative that can be folded into routine operations.</p>

Challenge:

Gap between our espoused values and our “values in use”

Primary Strategy	If we need to play past it
<p>Find a space for team reflection to recruit others into a realistic picture of our values in action and where the gaps are.</p> <p>.</p>	<p>Close the gap in your own work.</p> <p>Focus on the relationship building that will help build effective alliances.</p> <p>Look for places to point out examples of where individual efforts are working against once another.</p>

Challenges: Belief that focusing solely on challenges will solve them

Primary Strategy	If we need to play past it
<p>Find a space for team reflection to recruit others into a realistic picture of our values in action and where the gaps are.</p> <p>Proselytize about the power of collaboration, “we are better together” and look for ways to use existing interactions to build human connection.</p>	<p>Close the gap in your own work.</p> <p>Focus on the relationship building that will help build effective alliances.</p> <p>Look for places to point out examples of where individual efforts are working against once another.</p> <p>Point to the common goal again and again,</p>

Challenges: managing groups of people, not individuals and a young management workforce

Primary Strategy	If we need to play past it
<p>Train people to manage, not just to evaluate and direct.</p> <p>Give managers mentors</p> <p>Stay vigilant for managing by group and interrupt those formulations</p>	<p>Manage this way ourselves.</p> <p>Look for places to support new managers from the side.</p>

Challenges: Extreme pressure and Belief that only big initiatives matter

Primary Strategy

Talk about wellness strategies that don't add time pressures

Look for wellness activities that are happening already, identify them as such and make them visible.

Recruit early adopters.

Part two: in all the areas of wellness,
where should we focus first?



Where to focus first?

- Cognitive

Nurturing our minds can often mean clearing out static and distractions. Intervening here can include:

Mindfulness Practices folded into daily life and work routines

Looking for distractions that interrupt people and develop strategies for eliminating them

- Email

- Smart phones

- The illusion of multi tasking

Where to focus first?

- Physical

Thinking both about critical support AND promoting physical health is important here.

Critical Support: can include Health Benefits, attitude to those who face challenges, looking for ways financial burden can be eased

Enhancements come in all kinds of forms from flu shots to lunch yoga/ walking sessions to apps that support practices to health education

Where to focus first?

- **Emotional and Social Wellbeing**

Thinking both about critical support AND promoting emotional wellbeing is also important here.

Critical Support: can include access to mental health support, looking at the direct supervisor's attitude to those who face challenges, ensuring appropriate education about mental health throughout organization.

Enhancements: Strong supportive supervisors and team connection is fundamental here. Placing play judiciously in the work environment is key here. Mind body connection opportunities are potent and education and support for these practices can be effective also.

Where to focus first?

- Spiritual Wellbeing

This area of wellbeing can create nervousness in managers, but the experience of being connected to a cause and work that is bigger than ourselves feeds wellbeing in critical ways.

Helping managers and leaders find language to connect staff effort to the social impact our organizations make is powerful. Doing this with staff who work several iterations away from direct service can be a neglected area of attention.

Examples of wellness interventions



The Family Partnership's Standards of Self-Care

1. Purpose



These Standards are encouraged to be adopted by all staff of TFP; the purpose is twofold:

- First, do no harm to yourself in the service of others.
- Second, attend to your physical, social, emotional, and spiritual needs as a way of ensuring high quality service delivery.

2. Principles of Self-Care in Professional Practice

These principles assert that it is unprofessional not to attend to your self-care because sufficient self-care prevents harming those we serve.

- a. Respect for the dignity and worth of self: Ignoring this lowers your ability to build effective relationships.
- b. Responsibility of self-care: Ultimately it is your responsibility to take care of yourself and no situation or person can justify neglecting it.
- c. Self-care and performance: There must be a recognition that one's ability to perform



Starting with a policy or standards can be fundamental.
Invites the leadership to think about the issue and
articulate who they want to be even if they aren't there
yet.

Also: opens the door for staff to identify when our actions
fail to line up with what we say we value.

Source: Family Partnership

- Every Executive Team and other meetings begin with a mindfulness activity.
- Every new staff receives the policy
- Recruited interns who need to complete internships as health coaches for 1:1 coaching for staff
- Incorporating mind-body practices into service delivery





Lets pause and reflect 5-10 minutes



Using the reflection sheet at your table, look at the list of the areas you could focus on.

Which do you think are the most critical for your agency/ program/ team now?

What kinds of initiatives/ habits might fit right now?

Find someone to consult with on your list, ask them what they would add.

Organizational Wellness examples

- Do we have easy access to the best information about what builds wellness in most/ all of the domains?
 - Apps—where they exist do people know about them
 - Habits that count
 - Lists of Physical Practices, Social Connection practices, Workplace practices, behaviors that support the culture we want, mindfulness activities

Education: do
people know
what builds
Wellness?

Organizational Wellness examples

- Physical Health Examples:
 - Walking meetings
 - Group participation in a 5K
 - Yoga at lunch or after work
 - Stability balls in offices
 - Fitness challenge of some kind (steps for instance)
 - Streak Challenges—Mile a day, 7 hours of sleep a day, Water intake challenge



Organizational Wellness examples

- Social Wellbeing Practices
 - Agency pictures in a screen saver
 - Planned group lunches
 - Brag boards
 - Short play opportunities
 - Celebrations
 - Thanks you, Wow! Or anniversary cards



Organizational Wellness examples

- Workplace routines that support wellness in various domains
 - Supporting and modelling actual breaks for lunch
 - Promote EAP use with some testimonials if possible
 - Unwinding space in offices
 - Healthy snacks
 - Electronics-free zones
 - Starting meetings with mindfulness moments or check ins
 - Email diets



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Other examples of strategies agencies have chosen:

Mentorship Programs

Allow 4 day work weeks where possible

Strong use of vacations and revamping of pre-during and post vacation practices

Support breaks between each week of work and on vacations: look at what breaks into that time and look for alternatives

Make Wellness part of what managers ask about and support

Organizational Wellness examples





FINAL REFLECTION



Review your challenges and possible tactics.

Review the areas you think might be the best places to start with wellness right now.

Pick 2-3 actions you are committed to doing in the next month. Write them on an index card and put them where you will see them. Even better, tell someone else what you have committed to do!

Please use the chat or email to send
back the ideas you generated or
questions you have.

Thanks for thinking about Wellness
together!
Be Well.



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