



# WORK-LIFE WELLNESS

## Our Belief

Source Line believes in a "Wellness" model of individual and organizational functioning. By "wellness" we mean more than assisting people with personal problems like alcohol and drugs or difficulties with their partners or children or finances or getting along with their fellow workers. We also mean more than contributing to the speed, productivity, efficiency and profitability of globally competitive workplaces.

At Source Line wellness begins with the understanding that work connects us to others, gives meaning to our lives and helps us sustain our families and communities. We all need workplaces that give attention to the needs of our bodies, minds and spirits.

Our commitment is to participate with companies and their employees to find and develop workable solutions to existing problems and to identify proactive and preventative initiatives that can benefit all.



## Your Company and Your Employees Have Unique Needs

From its beginning Source Line recognized that a "ONE-SIZE-FITS-ALL" approach to providing wellness services would miss the point because all individuals and organizations are unique in ways that need to be understood and appreciated before any program can be really helpful. To achieve a useful understanding takes time and contact. We do this by having one of our Consultant Counsellors regularly available onsite with an organization. With time a positive relationship develops with the Consultant Counsellor and the organization that enables Source Line to learn about the unique culture of the company. This more intimate workplace knowledge helps us to better understand the goals and opportunities as well as the obstacles and challenges facing both the company and the employees. Our personal and open relationships with people in all parts of a business means we can often act quickly and knowledgeably to anticipate difficulties and prevent problems from arising and/or getting out of hand while maintaining confidentiality. In addition, when employees get to know and become comfortable with the consultant counsellor it helps to take the mystery and stigma out of reaching out for confidential help or advice.

## Comprehensive Work—Life Wellness Services

In our experience, a comprehensive program of work—life wellness services that is integrated into all aspects of the organization has the potential for making a difference that matters.

**That sounds very nice but what do we mean?** Work—life wellness services that are “comprehensive” and “integrated” include counselling services to assist employees and their families with a wide range of difficult personal, relationship or work-related issues. But it also means more. It means being able to encourage and support the development of respectful organizations, not just working to eliminate harassment and disrespect. Why? Because in our experience there is often little value in trying to assist a person to become more interpersonally competent and responsible if these competencies are not valued and practiced throughout the organization.



Comprehensive and integrated wellness services seek to make contributions that are aligned with a company's vision of achieving increased productivity, efficiency and profitability. Source Line goes further and seeks to engage with companies that are able to look beyond improving their business practices and bettering their employee's work related skills, to becoming organizations that understand the value of working to create better communities through good corporate citizenship. We seek to partner with organizations of whom people inside and outside the company speak highly.

### Employee Assistance Program

“Wellness” begins with the understanding that work connects us to others, gives meaning to our lives and helps us sustain our families and communities.”

Our Employee and Family counselling program, provided by our EAP counsellors, is a vital part of our wellness services. **What is it?** An EAP (Employee Assistance Program) - is a confidential, professional counselling service available to assist employees and members of their immediate family with a number of different kinds of personal and relationship problems. Excellent counselling programs should be easy to access, free and available to employees and their families, 'un-capped' for as long as they need. Many EAP programs use a 'capped' system that imposes an arbitrary limit to how much service is available that has no bearing upon the needs of the person seeking help.

A essential part of an EAP is confidentiality. Under no circumstances do our EAP counsellors disclose any employee's use of this service without the expressed wish and written permission of the employee or family members. Our counsellors work together with clients to help them overcome personal or relationship problems in an open and honest manner. We recognize that all of us at times need to turn to others for help.

Sometimes, having someone to talk to can make all the difference in the world. Counsellors from Source Line's EAP can assist people with a wide range of difficulties including: Parenting Issues,

Marital Concerns, Extended Family Matters, Depression and Anxiety, Grief and Bereavement, Separation and Divorce, Child Care, Elder Care, Alcohol and Drug Abuse, Anger Management, Stress Management, Financial Problems, Traumatic Events and Work-Life Balance.

### Workplace Mental Health

Here are some facts about Mental Health problems:

- They are now the leading reasons for STD and LTD insurance claims.
- Mental Health problems are estimated to cost the Canadian economy \$35 Billion annually
- They can be a major problem for Health & Safety managers with respect to lost time, accidents and facility safety records.
- Personal problems can play havoc with an organization's time and attendance records.



Source Line's group of Consultant Counsellors all have extensive experience in the area of Mental Health. One of our most important contributions to our corporate clients has involved the introduction of proactive and preventative initiatives to assist organizations and their employees with the early identification of mental health issues and the provision of timely psychological and psychiatric services to employees in need.

This last point is a central pillar of our services. Once a mental health issue is identified Source Line is able to quickly respond by offering appropriate psychiatric assessment and consultation by our staff psychiatrist or 2 psychiatric colleagues. Having an **in-house psychiatric service** means that once a mental health issue is identified there are **NO LONG WAITING LISTS FOR SERVICE!** Early identification together with early treatment is often key in limiting the pain and suffering that result for employees and their loved ones from illnesses such as depression. By joining co-operatively with the affected individual, their physician and the appropriate human resource person our psychiatrist enters a "circle of care" that leads to the best opportunity for successful outcomes for the employee and the organization. Moreover these examples of pragmatic compassion sends a strong message to all parts of the company that the organization really does care about its employees.

"An organization's fitness to compete successfully depends not so much on its financial capital or intellectual capital but more importantly on its social capital – the collective value of people who know each other and what they'll do for each other. It's human networks that make things happen, not computer networks."

The Leadership Challenge, by James M. Kouzes and Barry Z. Posner

### Consulting for Work-Related Issues

The workplace environment is constantly changing. New directions and mandates are announced, new leadership appears, new products, services, and processes require ongoing adaptation. Although this can be exhilarating and create opportunities, it all too often can seem overwhelming and frightening.

In work life surveys, interpersonal conflict is the number one source of stress in the workplace. When stress is extreme it can infect the work environment with disrespectful attitudes and behav-

our. Sometimes it can lead to workplace discrimination and harassment. As well, balancing work and personal life has become increasingly difficult in our time-starved culture.

Work related issues that employees come to talk to us about include: how to resolve supervisor / employee conflict; dealing with a new manager; addressing workplace behaviour that is disrespectful, discriminatory or harassing; balancing family and work pressures; deciding how to accept changes to your job or seek a new position; managing time better; giving and getting feedback; managing stress.



Employees also use our Work-Life Wellness coaching service in order to develop and improve people skills in order to be a better manager/ supervisor; as an element in their efforts to reach the next management level; or to deal with a current workplace people problem.

Finally, in today's business world the presence of emotionally intelligent behaviour is reported to go hand-in-hand with improvements at all levels and in all areas significant to an organization. Individuals with limited emotional intelligence often are

unable to identify or ignore important emotions within themselves and others leading to poor results. Individuals who are better able to read themselves and others demonstrate superior competence in understanding and managing day to day situations. Source Line's Certified Professionals can provide assessment and E.I. testing that leads to a specifically tailored development program to address the area of emotional intelligence in the workplace.

Source Line brings specialized knowledge and expertise about human behaviour, mental health and wellness to the organizations it partners with. For a practical discussion about how our ideas about Work-Life Wellness can assist your company please contact us.

Emotionally Intelligent leadership is an important determinant of success in business: higher productivity, better customer satisfaction, retention of employees, lower rates of accidents, absenteeism and grievances and improved team functioning.

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