

MIDDLESEX-LONDON BOARD OF HEALTH

REPORT NO. 02-24FFC

TO: Chair and Members of the Finance and Facilities Committee
FROM: Emily Williams, Chief Executive Officer
Dr. Alexander Summers, Medical Officer of Health
DATE: 2024 February 15

WELLNESS PROGRAMMING CONTRACT AWARDED

Recommendation

It is recommended that the Finance and Facilities Committee recommend to the Board of Health to receive Report No. 02-24FFC re: “Wellness Programming Contract Awarded”.

Report Highlights

- The contract for wellness programming was awarded by the Middlesex-London Health Unit to Cyno.
- These services were recommended by an internal employee committee who participated in a Request for Proposal (RFP) process and selected Cyno as the Service Provider to supplement and support the wellness program at MLHU.
- The value of the contract is \$26,208+HST for 2024, with potential increases depending on inflation in future years. The contract is for three years, with the option to renew for an additional one, two or three years.

Background

The Middlesex-London Health Unit (MLHU) has had a contract with Cyno for the provision of the virtual wellness programming since January 2023. Cyno is a virtual wellness platform that offers all staff wellness workshops, on demand, live group programming and one-on-one programming for a variety of topics including fitness, mental health, personal and professional development, finance, and social events. Engagement on the platform continues to grow with over 1000 engagements on the platform (participation in one-on-one sessions, reviewed on demand content and/or participated in live group programming) and 193 staff with an account through the Cyno platform.

Contract Award

A Request for Proposal was completed, with two Vendors submitting proposals. These were reviewed using comprehensive selection criteria by an internal selection committee which included members of the Be Well Committee and Manager, Procurement and Operations. The

current contract with Cyno expired on January 20, 2024 and has been extended for three additional years. The services provided by Cyno have met the needs of the organization, specifically the variety of wellness programs offered, including wellness webinars and social events that can be used for team building, such as trivia and workshops. The service includes corporate credits which are coordinated by the Be Well Committee for all staff or team events, as well as individual credits for employees to use for personal one-on-one virtual services. This allows for a truly customizable wellness experience for each employee, recognizing that wellness needs and interests are unique for each employee.

Next Steps

MLHU has executed the contract extension for three-years, with an initial annual cost of \$26,208+HST, and will continue offering wellness programming services by Cyno until at least January 20, 2027.

This report was prepared by Human Resources, Corporate Services.



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Chief Executive Officer



Alexander Summers, MD, MPH, CCFP, FRCPC
Medical Officer of Health

This report refers to the following principle(s) set out in Policy G-490, Appendix A:

- The fiduciary requirements as outlined in the [Ontario Public Health Standards: Requirements for Programs, Services and Accountability](#).
- The following direction from the [Middlesex-London Health Unit's Strategic Plan](#):
 - 3.1 - Develop and implement strategies to support staff mental health and wellbeing, including addressing systemic factors contributing to burn out

This topic has been reviewed to be in alignment with goals under the Middlesex-London Health Unit's [Anti-Black Racism Plan](#) and [Taking Action for Reconciliation](#), specifically recommendation #43 (Governance and Leadership, Anti-Black Racism Plan).