

### Recovery Objective 3: Promoting Individual & Organizational Wellness

**Objectives:** To support employees to achieve optimal physical, mental, emotional, and social health post-pandemic and to facilitate organizational wellness during and after MLHU's pandemic response.  
To identify recent culture shifts that employees recommend maintaining and/or desired culture shifts.

Key Recommendations	
<b>Health and Safety</b>	
1.	Provide regular communications to staff on health and safety topics of concern (e.g., COVID-19 exposure, psychological safety in the workplace. PTSD) through email, team meetings, and/or virtual Town Halls.
2.	Provide appropriate levels of de-escalation training for all staff.
3.	Establish measures of compliance with safety policies and support compliance, where needed.
4.	Regularly reinforce ergonomic safety education, and introduce additional tools and resources for ergonomic safety for staff working remotely and in office.
<b>Recognition</b>	
5.	Ensure opportunities for individualized recognition and celebration of key work-related (e.g. retirement) and personal milestones are available and meaningful to employees.
6.	Seek out opportunities to value and recognize staff contributions in all MLHU programs.
7.	Promote a sense of pride in individual and organizational work.
<b>Mental Health and Wellness</b>	
8.	Provide regular communications and evidence-based mental health resources to managers to support them in promoting mental wellness in themselves and their staff.
9.	Provide regular communications and evidence-based resources to front-line staff to support their mental wellness.
10.	Offer additional optional EFAP-provided group session(s) for all staff to debrief the pandemic experience, with open sessions and options for separate sessions for various groups/roles.
11.	Consider strategies to mitigate or address stress, burnout, and/or post-traumatic stress syndrome (PTSD) during times of organizational transition and redeployment.
12.	Ensure managers schedule intentional, regular, meaningful, and appropriate self-care/wellness check-ins with each employee (e.g., breaks & lunches, planned vacation, workload), assess needs, and implement strategies to support improved wellness where needed (e.g., during staff transitions).
<b>Connectedness and Cohesion</b>	
13.	Dedicate time and intentional effort to ongoing and new opportunities to enhance employee sense of connectedness and belonging within their own teams and beyond (including when returning to 'home' teams after COVID), for example: <ul style="list-style-type: none"> <li>• Create optional 'Get to Know You' area (HUB/Dayforce) with personal and work-related information</li> <li>• Use team building strategies, including team planning and goal setting</li> <li>• Promote social connections and interactions among staff through virtual / in-person gatherings</li> </ul>
14.	Continue offering optional Be Well activities.
15.	Explore the need and options for a mentorship program within and across teams.
16.	Be collectively intentional in language, decisions, communications, processes, and actions to support a culture of unity and cohesion in the organization.
<b>Other</b>	
17.	Continue to strengthen and demonstrate a culture of mutual trust across the organization (e.g., in words, actions, decisions, communications, processes, priorities).
18.	Continue to prioritize the mental and physical health of staff.
19.	Continue to strengthen and demonstrate a culture of mutual compassion and kindness across the organization (e.g., in words, actions, decisions, communications, processes, priorities).
20.	Ensure program/operational expectations and staffing resources are aligned (by increasing resources and/or adjusting expectations).