



Does Wellness Look Different After COVID? What Is The New Direction?

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PRE-COVID

Wellness and the Universal Struggles
in the Workplace- MaineDOT

Traditional Wellness in the Workplace.....as we Knew it



ChallengeME: An Initiative that Started Six years ago (100% in-office)

Goals: (Based on Department-wide survey)

- Improve overall health and safety of employees; maintain good health with age
- Increase happiness and **engagement**
- Improve productivity
- Reduce absenteeism and presenteeism
- Increase retention
- Improve recruitment
- Reduce health plan costs

What the **HECK**

is

Employee
Engagement

Initial Focus Areas Based on the Results of the Survey

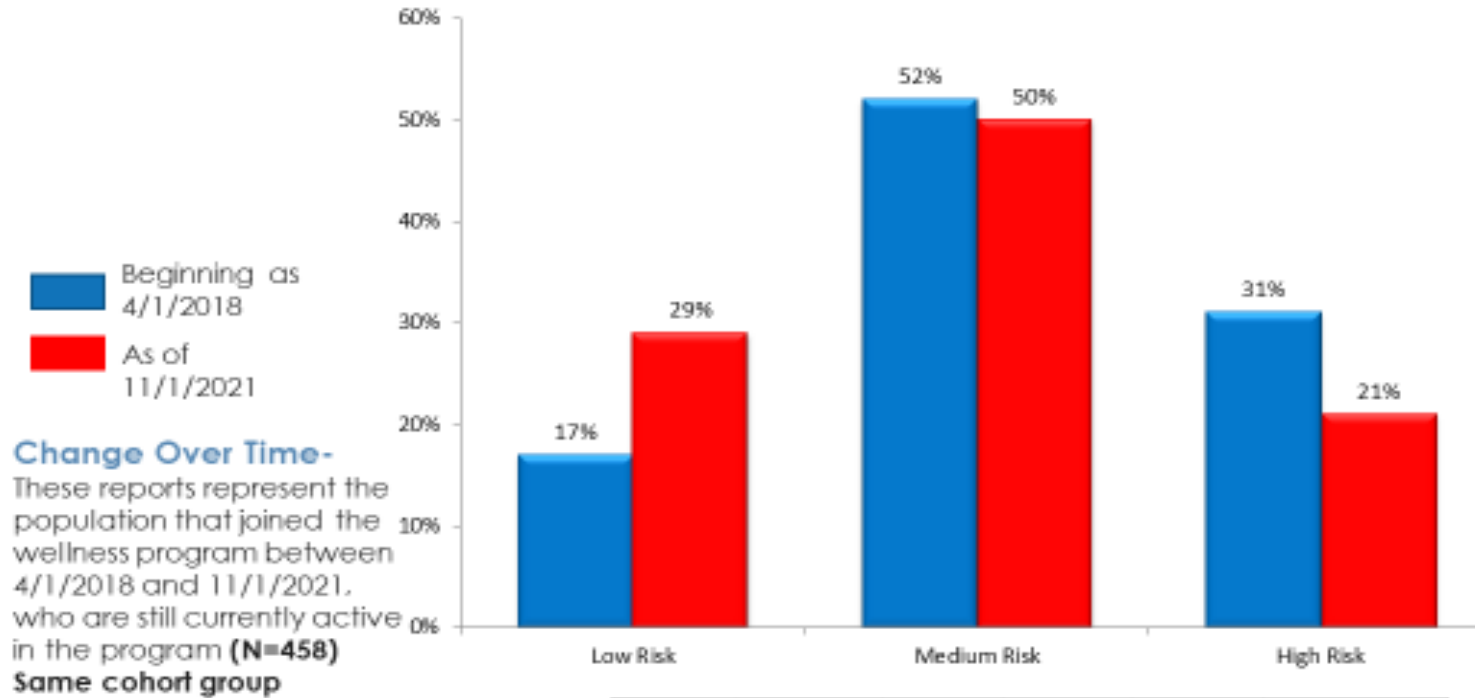
- Nutrition/Diabetes
- Quitting Tobacco
- Awareness and Understanding of our Health Plan Benefits
- Stress and Mental Health
- Increasing Activity

Many Successes Developed

- Commissioner approved- champion from upper management led the initiative
- All leaders – buy in (**YEAH!**) and informed
- Charter developed
- Mid-Manager Steering group developed to guide the direction out to DOT
- Regional Wellness Committees formed and led by Region Managers
- Face-to-face health coaching added
- Wellness Fairs created
- Culture changed- consistency and communication- data changed

Data Proves the Benefits

Change in Cost Risk – Maine DOT



	# Begin	% Being	#End	%YTD	# Change	% Change
Low	78	17%	134	29%	56	71.8%
Medium	237	52%	227	50%	-10	-4.2%
High	143	31%	97	21%	-46	-32.2%

Top Changes in Behavior Risks MaineDOT

Risk	# Begin	# End	# Change	% Change	Annual Savings
Stage 1 Hypertension	193	154	-39	- 20.2%	\$74,880
Stage 2 Hypertension	75	50	-25	- 33.3%	\$48,000
Depression	27	18	-9	- 33.3%	\$8,280
Inactivity	252	188	-64	- 25.4%	\$160,000
Sugary Beverages	143	113	-30	- 21%	
Whole Grains	137	100	-37	- 27%	
Fruits & Veggies	206	160	-46	- 22.3%	
Presenteeism	72	61	-11	- 15.3%	
Processed Foods	287	230	-57	- 19.9%	
Personal Safety Risk	136	117	-19	- 14%	
Negative Health Perception	112	91	-21	-18.8%	
Poor Sleep	187	155	-32	- 17.1%	Primary cost driver
Tobacco Use	106	100	-6	- 6%	\$36,000

Then.....



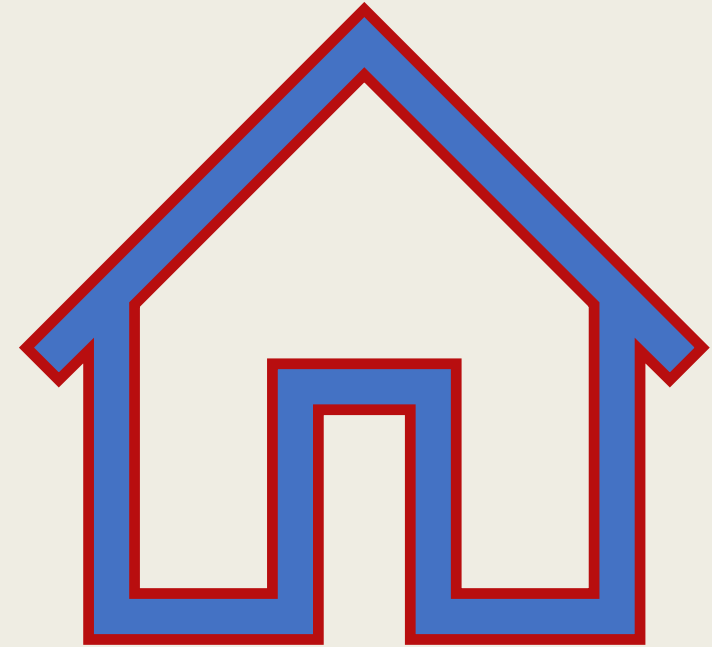
**COVID
Arrived**

What people need most, what they perceive as 'true wellness,' has profoundly changed.

Changes That Appeared During COVID

- We didn't know what we didn't know....how long this would last, who would catch it next, etc. Everyone was scared and confused
- Can we touch equipment, groceries, desks, etc, or do we have to wash it all?
- Plexi-glass, signs, stickers on floors, home deliveries, restaurants closing
- Loneliness- alone at home- scared
- On the flip-side, introverts loved the peace quiet and being home
- Kids at home, schools all remote, streets empty, businesses shutting their doors
- Impacts on the job market, economy, rising prices for food and gas
- On-line purchases and new jobs start to soar
- Technology increases- fitness APPS, order groceries and delivery
- Workplaces not knowing the right thing to do- when to come back to work, can we really remote work? Extra expenses for extra equipment, production vs no production, new policies to create and adapt
- Media Alarming
- Stress, Stress, Stress!

So, We Are
Working From
Home Now.....



How Does That Affect Us?

How is it Different? Maybe- Turned a Room into an Office?

- Your workspace matters
- It's lonely in paradise
- We need to create balance
- You live where you work



Your Workspace
Matters

Home Offices

- ❑ Recreate the office workspace.
- ❑ Space.
- ❑ Lighting.
- ❑ Equipment.
- ❑ Resources.
- ❑ Organizing tools.



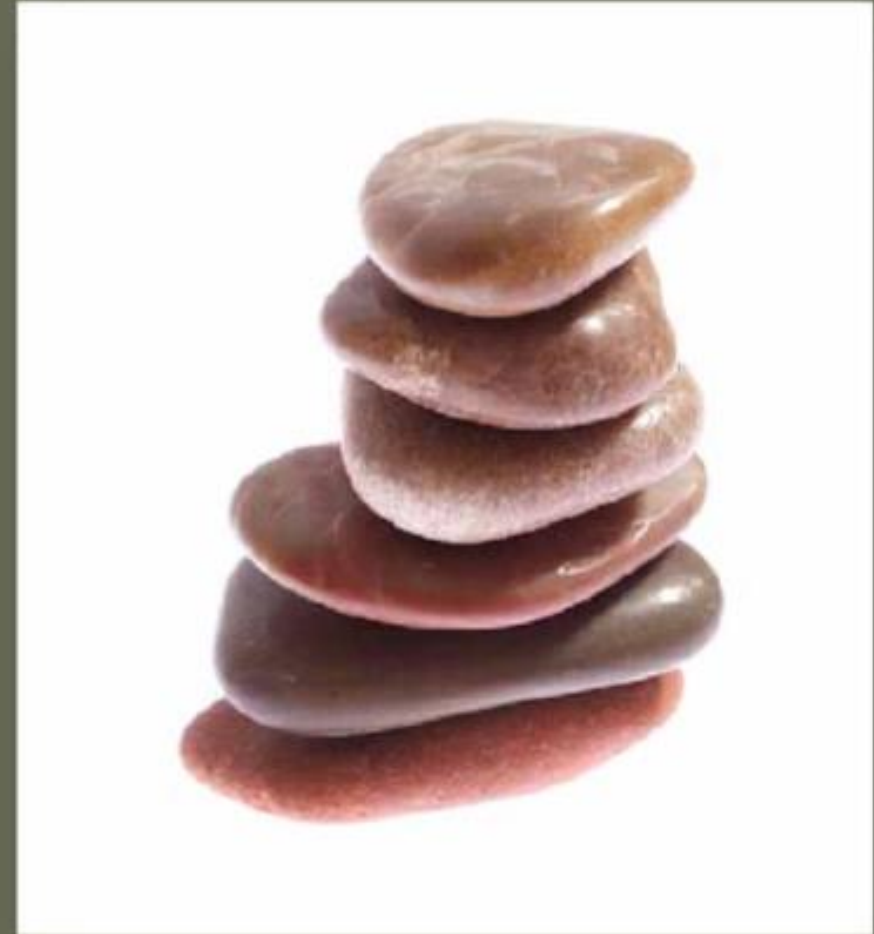


IT'S LONELY IN PARADISE



Finding Your Own Balance

- Isolation:
 - ▣ Quiet for thinking
 - ▣ No interruptions
- Interaction:
 - ▣ Collaboration
 - ▣ Social needs met
- Learn how to assess your current balance.



Plan your Social Interaction



What's On Your Plate?

- Determine your daily schedule.
- Break jobs into tasks and schedule them.
- Keep yourself motivated and on task.
- Strategy for problem solving.



Then 2 years Later.....Back in the Office for Office Folk (part-time) and Some Have Always Been On The Job...Never at Home

- Stress regarding coming back- COVID still lurks, hard to stay in a cubicle all day
- In-person Health Coaching contract expired
- Many choosing to retire- loss of person and expertise/knowledge
- Shortage of staff on crews- stress, additional work
- Supervisors feeling the pressure
- Summer tasks on the speed track; lack of staff
- Wellness Committees not well attended

Why Did So Much Change for Some and NOT All?

Employee engagement (at all levels) is the mutual commitment between the organization and the employee.....and understand, we are all in the same boat

But we're not all alike.....

- Some engaged
- Some disengaged
- And around 15-20% are trying to “sink the boat”

Why Is Your Boat **STILL** Sinking?



Employee Engagement 2017

What's this Tell Us?

No matter how one feels the organization is- great, good leaders, good pay, good people, you STILL have disengagement.

SOMETHING IS MISSING!!

We Keep Trying to “Engage” or “Direct”
the Employee, NOT the Whole Person

Life and Work Factors

Engagement is About Engaging the Person, Not Just the Employee

No matter how one feels about MaineDOT, they're more likely to be engaged if:

- Their values line up with DOT's mission
- Their Supervisor cares about them as a person
- There is respect for work/life balance

Can you say YOU are engaged as a "WHOLE" person right now?

What Do People Want Since COVID? How Do We Get Them Engaged....Again?

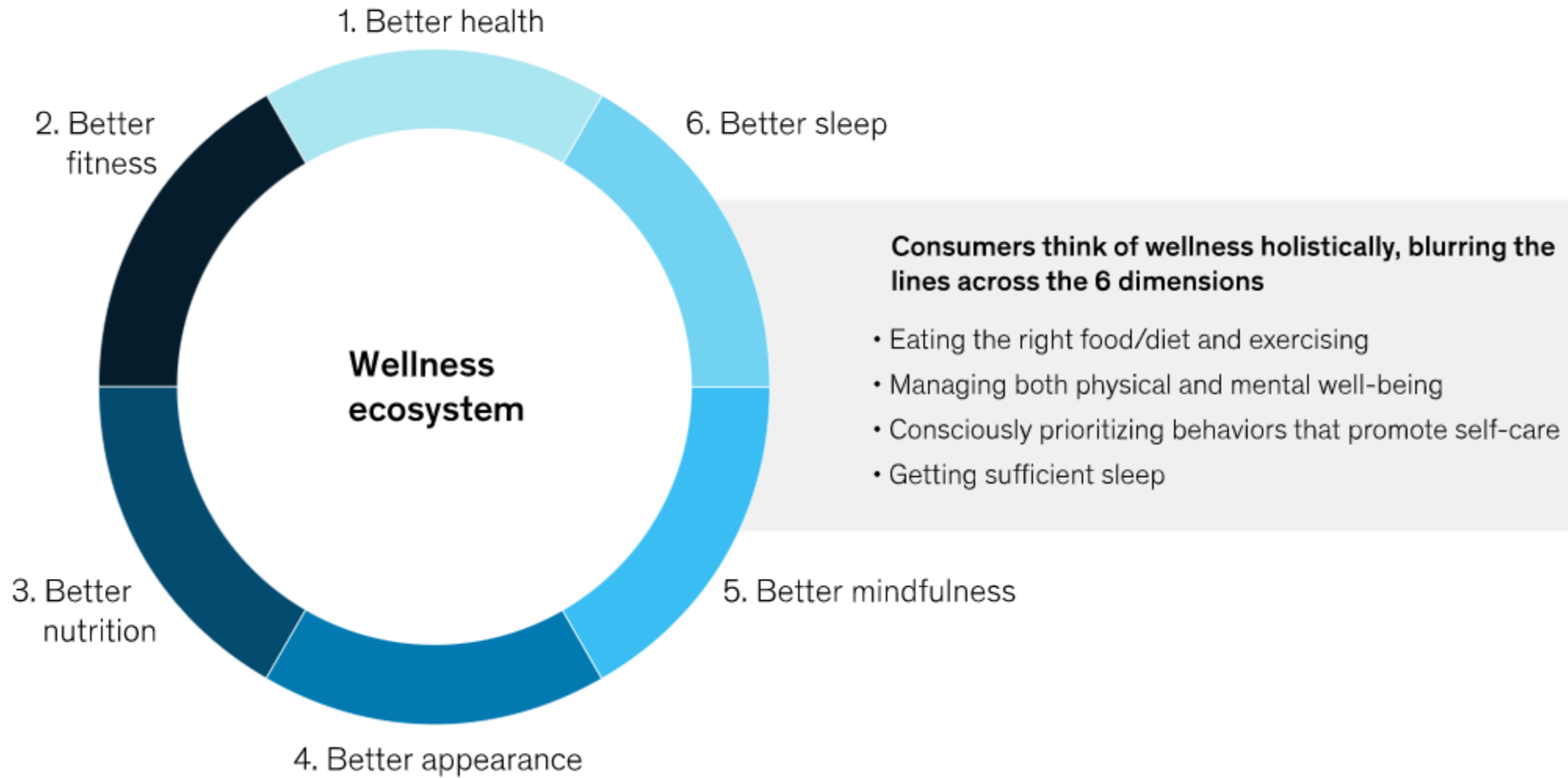
- More people are seeking resilience and self-reliance (Next-Gen Naturalism) such as with Dirty Wellness- restoring the world's soil and our connection to it.
- Between fitness wearables, telehealth apps, and smart home gyms, there seems to be no shortage of technologies (tech) promising to make us well. The technologies make up the majority of our screen time—may be harming our health. Do we need technological wellness? A kind of wellness that doesn't just remedy the toxic toll that tech takes on our minds on bodies, but rather, puts health at the center of how—and how often—we engage with technology at large.
- We need to treat our tech intake more like our food intake—taking greater care to understand how it affects our mind, body, and overall wellbeing.

McKinsey & Co.: Future of Wellness Survey

April 2022



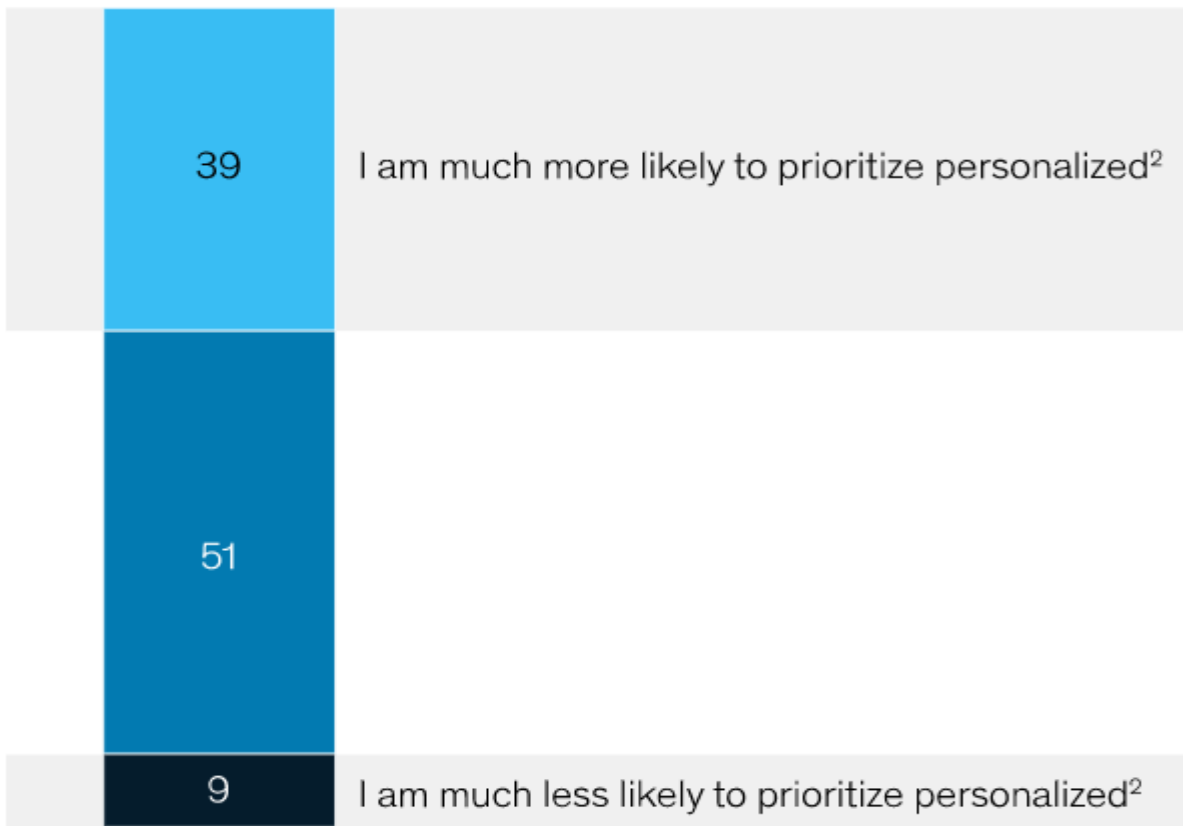
Our latest research reaffirms six dimensions of wellness that consumers consistently reference.



Note: Represents 139 trigrams (3-word phrases); minimum frequency of 5 per n-gram. Question: When you think of wellness, what comes to mind?
Source: McKinsey Future of Wellness Survey, April 2022; Alex Reunecker, "N-gram generator," accessed May 17, 2022

The shift toward personalization continues, particularly among millennials.

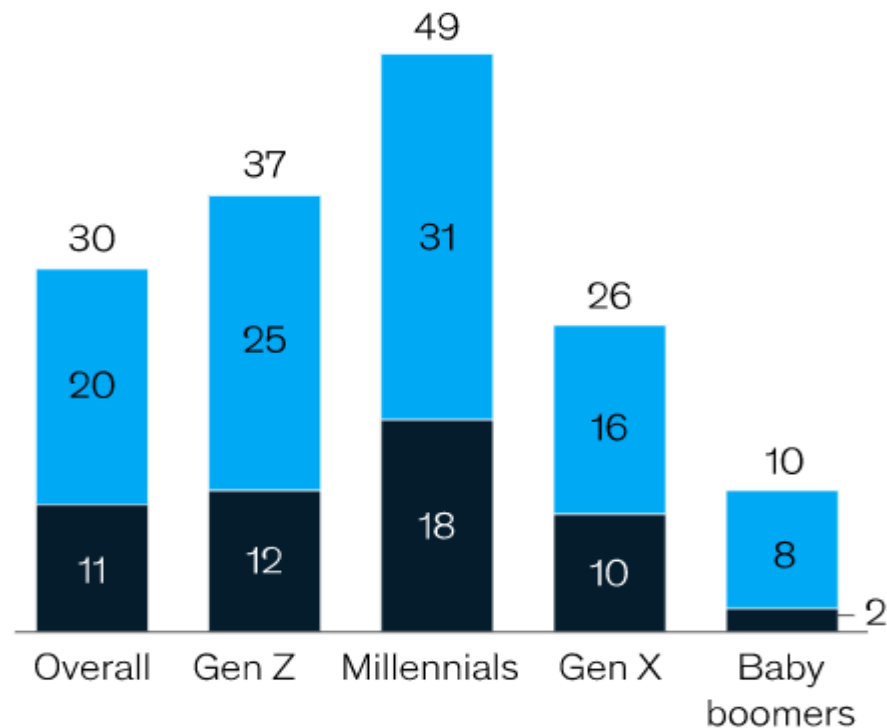
Prioritization of personalization now vs 1 year ago,¹
% of respondents



Preference for personalization,³
% of respondents

■ Strongly agree ■ Agree

Preference for personalized products, services, and apps using personal data



Note: Figures may not sum, because of rounding.

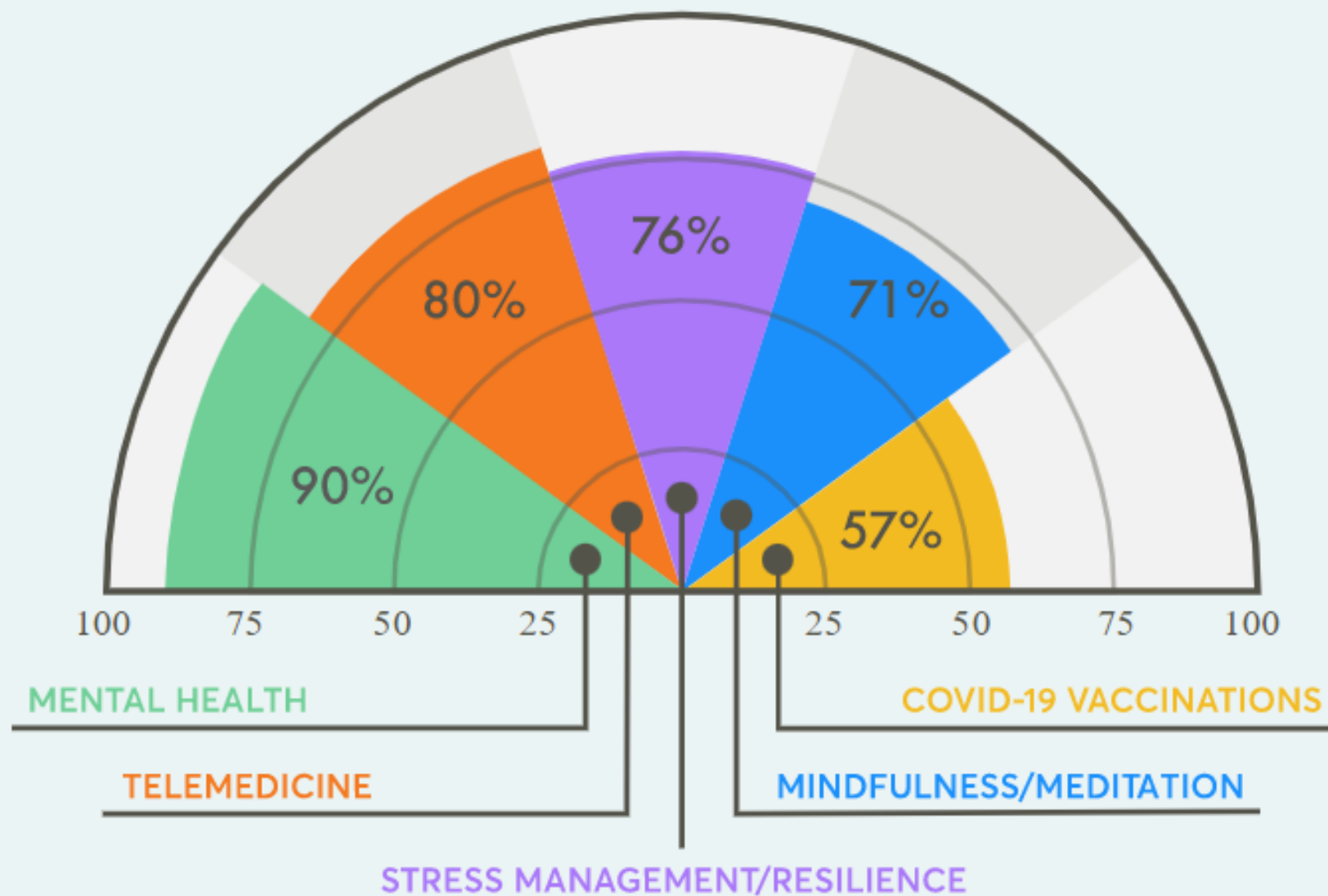
¹Question: In general, how much more likely are you to prioritize personalized wellness products or services now vs 1 year ago?

²Figures represent the sum of the top two and bottom two choices.

³Question: Please indicate how strongly you agree or disagree with the following statement: "I prefer using brands whose products, services, and apps are personalized to me via connection with my personal data."

RISING STARS

Percentage Of Employers Investing More



New Normal: (Signa 360 Well-Being Survey)

- Overall, 18% of people surveyed said they believed their life will never be the same again, up from 13% in April. This rose to 26% of people in Singapore, while China was the least pessimistic at just 5%.
- In terms of what will change due to COVID-19, 40% said the biggest difference would be their financial status or how they manage their finances, while 37% said they worry about future pandemics emerging.
- Physical health and well-being - 36% saying how they manage this aspect of their lives will change in the future.
- Availability and access to virtual health - 54% of respondents saying they were now likely to use virtual health as an option for consultation or diagnosis

Questions on five themes that influence well-being: physical, family, social, financial and work. To date, have engaged over 16,000 people across China, Hong Kong, Korea, New Zealand, Singapore, Spain, Taiwan, Thailand, United Arab Emirates, United Kingdom and United States between January & June 2020.

So what trends are getting the thumbs up from employers for 2022?

- They would be mental health (90%), telemedicine (80%), stress management and resilience (76%), mindfulness and medication (71%), and COVID-19 vaccinations (57%). Notice how many of them are tied to mental well-being.
- Which trends are on the out? On-site fitness classes (63%) for one. It's easy to see why since many employers are still virtual or hybrid. If employers are offering fitness classes their typically virtual now. Other trends employers aren't investing in any more are health fairs (59%), free healthy food/stocked kitchens (54%), biometric screenings (50%) and on-site clinics (35%).

Well-being support

The main way employers did increase their support was:

- Employee assistance programs 74%
- Increased mental health support 63%
- Flex hours 60%
- Expanded wellness benefits 60%
- Organizational mindfulness 56%
- Leadership models work/life balance 34%
- Increased PTO 33%
- Physical health activities 32%
- Increased financial health assistance 16%
- Other 8%

Working From Home

- Working from home (WFH) continues to be an option for 60% of respondents, down from 61% in April, with 97% of those who have this option saying that it is something they always or occasionally make use of.
- The benefits of WFH are appreciated with 73% saying it makes their day more flexible, although this was down slightly from 76% in April, suggesting that flexibility may have started to lose some of its appeal.
- Loneliness: More people reported feeling 'not close to others' after long periods of lockdown and restrictions without in-person interaction.

Checking-in

Check in regularly with colleagues and friends to demonstrate that we care about their well-being – not just about work but also how they are feeling about other aspects of their life. How are they managing to balance home schooling and work? Or how are they feeling about the health of their family? It's important to connect beyond work and take the time to understand how others are feeling.

What Can Leaders/Companies Do?

- Show you care about the “whole” person
- Be approachable
- Be empathetic
- Be involved!

What Direction is MaineDOT Leaning Toward for Wellness?

- Meet with Sr. Mgt. to discuss the “new” strategy for the “new” normal
- Work with a Strategist/Facilitator
- Determine the goals....have they changed? Survey MaineDOT as a whole
 - *Retention/Recruitment*
 - *Turnover*
 - *Best Places to Work*
 - *Engagement*

Determine What We **NOW** Look at for Engagement- Keep the Focus

- Wellness
- Safety
- Readiness
- Prevention
- Stress/Mental Health
- Other

Look at What Data Exists for us Now

- Injuries
- OSHA
- Health Claims Info.
- Surveys

Consider Combining Groups

Example:

- Safety, Health and Wellness
- Innovation and Research
- TOMS, Superintendents, OSS's
- Others? Based on strategy session
- Technology- for engagement, recruitment of younger employees, retention

DO We Need a New Name for the Committees?

- Prevention Team
- Employee Improvement Team
- Employee Motivation Committee

Consider Recognition Day Events a Roll-Out Time

New Theme?

Devise around the MaineDOT Mission

Awards based on who exemplifies the culture of MaineDOT?

More of an integrated approach

Strategy Team and Subcommittees

Develop a new team who will take the info from the strategy session and move it forward

Find (**the right people**) people for the Region Committees who are engaged and believe in the effort

A report from the Health Enhancement Research Organization (HERO) and Mercer reveals just how vital leadership support is to high-quality workforce wellness initiatives.

These findings suggest that organizations that want to be perceived as caring about the wellbeing of their employees and having employees who are satisfied with their well-being initiatives need to enable, reinforce and encourage leaders and managers to care about the well-being of their people. Employers need to stop thinking of well-being initiatives as “plug and play” programs that check the well-being box, and, instead, consider how the culture and practices of the organization support people as people.

YOUR Thoughts?