

Nomination: 6528

Community Savings Credit Union - enabling workplace happiness internally and externally

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company Community Savings Credit Union
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title Community Savings Credit Union - enabling workplace happiness internally and externally
Category E01 - E10 Team > E04 - Engagement/Happiness Team of the Year
Team Submission Format Written Answers
a. Briefly describe the nominated team: its history and past performance (up to 200 words). Required At Community Savings Credit Union, we live by our labour values. Our purpose is to unite working people to build a just world, and for Community Savings, that starts with our employees. It is our philosophy that protecting and supporting employees' mental wellbeing is core to workers' rights, and we actively champion and support health and wellbeing both in our own organization and beyond through our advocacy work. The People & Culture team take on a pioneering and innovative approach to health and wellbeing in our workplace, as for us, this is where personal and professional happiness lives. We do not follow the path already trodden. We ask ourselves - and leading mental health experts - one key question: what will leading employers 100 years in the future do to support their team's wellness? This ambition to lead has set the path for the wellness initiatives that we offer. Our five-person team leads on culture, employee experience, personal development, social purpose integration, and wellness. In recognition of this core culture, health and wellbeing focus, we re-named our department from HR to People & Culture in October 2022 to reflect our people-first values.
b. Outline the team's achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words). Required The People & Culture team have developed a comprehensive wellness program, with an emphasis on psychological safety and wellbeing. One key program, the Balance Series, was created to address how low our mental health benefit uptake was. This ongoing mental health series is delivered in all-staff town halls by a Registered Clinical Counsellor. The program covers topics including debunking myths about therapy, boundary setting to support mental health, and recognizing signs of stress/burnout. To celebrate the first year of the Series, every team member received Wellness Packs with options of a mental health gift. The 'How Do You Really Feel?' internal video campaign highlighted what can be going on 'inside' for a person when they purport an externalized message of being 'fine'. This high impact campaign encouraged healthy dialogue around mental health and how to support each other through times of stress and uncertainty. Our resilience training was developed after hearing about the effects of the pandemic on staff. Led by Personal Leadership coach and culture expert, Lorne Rubis, the training provided employees with tools and resources to create healthy coping mechanisms when dealing with stress. In October 2022, we re-named sick days to health days, recognizing that many employees did not necessarily equate taking care of their mental health as they would their physical health with time off work. Beyond training and cultural initiatives, we increased coverage for mental health counselling and therapy to \$2,000 per annum. Alongside this, we offer unlimited registered massage therapy for employees (yes, really).

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's past performance (up to 250 words). Required

In everything that Community Savings does, it looks to both develop programs internally and advocate externally. Our Workplace Health & Wellness focus is unique – we ask: “what can we do as employers to help support people?”

In October 2022, we launched a Canada-wide landmark study on men’s mental health at work with the University of British Columbia. In Canada, men account for roughly 75% of suicide deaths, and too often work is not part of the solution. The report identifies key actions for employers to support mental health and reduce stigma. Report recommendations include mental health first aid training, nurturing a culture of compassion & evolving understanding of mental health at work.

Our People & Culture team, collaborating with other departments, shared the report so other organizations could learn and benefit from the findings. We secured over 57 original pieces of media coverage on mental health at work in major national publications. We distributed the report to every credit union CEO and HR lead in BC, and key MLAs and MPs with influence in the mental health field.

Our commitment to workplace mental health alongside our boldness to execute on unique wellbeing campaigns has resulted in 91% of our employees stating that they feel proud to work for Community Savings. The same percentage said they find their work here meaningful. These results, coupled with a 65% increase in mental health spend to proactively support mental health (Q1 2023 vs Q1 2022), demonstrates the effectiveness of our dedication.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Web links for our mental health campaign (in order of links)

- The webpage we developed to share the results of the report (www.healthdaysforall.ca)
- The opinion editorial Community Savings wrote with our Men's Mental Health Report head researcher
- An article in Canadian HR Reporter about our mental health focus, quoting Community Savings VP of People & Culture Kirsten l'Anson
- An article in The Squamish Chief, quoting Community Savings President & CEO Mike Schilling
- Work and the Epidemic of Men's Depression, covered by the Tyee and quoting the report head researcher from UBC Dr John

Web links with other recognition

- Business of Good Workplace Wellness Award win

Supporting materials for our Balance Series

- Balance Series year 1
- Balance Series year 2
- Balance Series gift options after year 1
- Mental health month calendar
- Balance Series presentation - debunking myths about therapy and therapists
- 2023 Balance Series host

Webpage Link

<https://www.healthdaysforall.ca/> (<https://www.healthdaysforall.ca/>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://theprovince.com/opinion/mike-schilling-and-dr-john-ogrodniczuk-mental-health-in-the-workplace-is-being-ignored> (<https://theprovince.com/opinion/mike-schilling-and-dr-john-ogrodniczuk-mental-health-in-the-workplace-is-being-ignored>)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

<https://www.hrreporter.com/focus-areas/wellness-mental-health/new-report-looks-at-mens-mental-health-in-the-workplace/370982> (<https://www.hrreporter.com/focus-areas/wellness-mental-health/new-report-looks-at-mens-mental-health-in-the-workplace/370982>)

Would you like to add an additional webpage link?

Yes

Web Page Link 4

<https://www.squamishchief.com/local-news/mens-mental-health-is-really-suffering-a-new-study-shows-6035612> (<https://www.squamishchief.com/local-news/mens-mental-health-is-really-suffering-a-new-study-shows-6035612>)

Would you like to add an additional webpage link?

Yes

Web Page Link 5

<https://theyee.ca/News/2022/10/24/Work-Epidemic-Men-Depression/> (<https://theyee.ca/News/2022/10/24/Work-Epidemic-Men-Depression/>)

Would you like to add an additional webpage link?

Yes

Web Page Link 6

<https://www.comsavings.com/cscu-wins-2022-business-of-good-award-for-workplace-wellness> (<https://www.comsavings.com/cscu-wins-2022-business-of-good-award-for-workplace-wellness>)

Would you like to add an additional webpage link?

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/16393/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNjM5MywiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6Imlnbm90Mental%20Health%20Series%202022%20%282%29.pdf>)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (<https://stevies-sage.secure-platform.com/file/16394/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNjM5NCwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6Imlnbm90TCzuE5CRtchMOs?2023%20Balance%20Series%20Calendar.pdf>)

Would you like to add an additional supporting document?

Yes

Supporting Document 3

Download File (<https://stevies-sage.secure-platform.com/file/16395/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNjM5NSwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6Imlnbm90Balance%20Series%20Gift.jpg>)

Would you like to add an additional supporting document?

Yes

Supporting Document 4

Download File (<https://stevies-sage.secure-platform.com/file/16396/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNjM5NiwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6Imlnbm90Mental%20health%20month%20calendar.png>)

Would you like to add an additional supporting document?

Yes

Supporting Document 5

Download File (<https://stevies-sage.secure-platform.com/file/16397/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNjM5NywiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6Imlnbm90DBPHSN77iH9x22Trivv-M7vyUkJP-kZZcg?2023%20Balance%20Series%20Presentation%20%E2%80%93%20Debunking%20Myths%20Outline.pdf>)

Would you like to add an additional supporting document?

Yes

Supporting Document 6

Download File (<https://stevies-sage.secure-platform.com/file/16398/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkJjoxNjM5OCwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6Imlnbm90Balance%20Series%20Host.pdf>)

Would you like to add an additional supporting document?

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