

A Culture of Compassion in Canadian Workplaces

In support of World Compassionate Communities Day



Presenters:
Bonnie Tompkins and Laurel Gillespie

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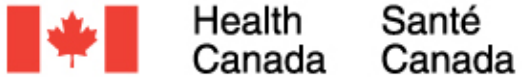
The Palliative Care ECHO Project

The Palliative Care ECHO Project is a 5-year national initiative to cultivate communities of practice and establish continuous professional development among health care providers across Canada who care for patients with life-limiting illness.

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Thank You

The Palliative Care ECHO Project is supported by a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.



Introductions

Presenters

Bonnie Tompkins

National Compassionate Communities Lead
Pallium Canada

Laurel Gillespie

CEO
Canadian Hospice Palliative Care Association

Welcome and Reminders

- Please introduce yourself in the chat!
- Your microphones are muted. There will be time during this session for questions and discussion. Please add your questions in the Q&A function.
- Use the chat function if you have any comments or are having technical difficulties.
- This session is being recorded and will be emailed to registrants within the next week.

Session Objectives

- Understand why the workplace is a key stakeholder in a Compassionate Community.
- Understand why it is important to create a 'care culture' in the workplace.
- Discover approaches used to create a care culture.
- Learn more about two Canadian resources that will support a workplace to build a more caring and compassionate culture.

Workplace: A key Stakeholder in a Compassionate Community



Workplace – Impact on Our Life

How the workplace impacts our life

1. Adults spend 1/3 of their life in a workplace
2. Provides financial stability
3. Increases our sense of connection with others
 - Often acting as a community for its employees
4. Provides a sense of purpose

Question

Imagine that you are an employee who is caregiving and feel you are struggling to manage your workload.

What would be some of the fears that keep you awake at night?

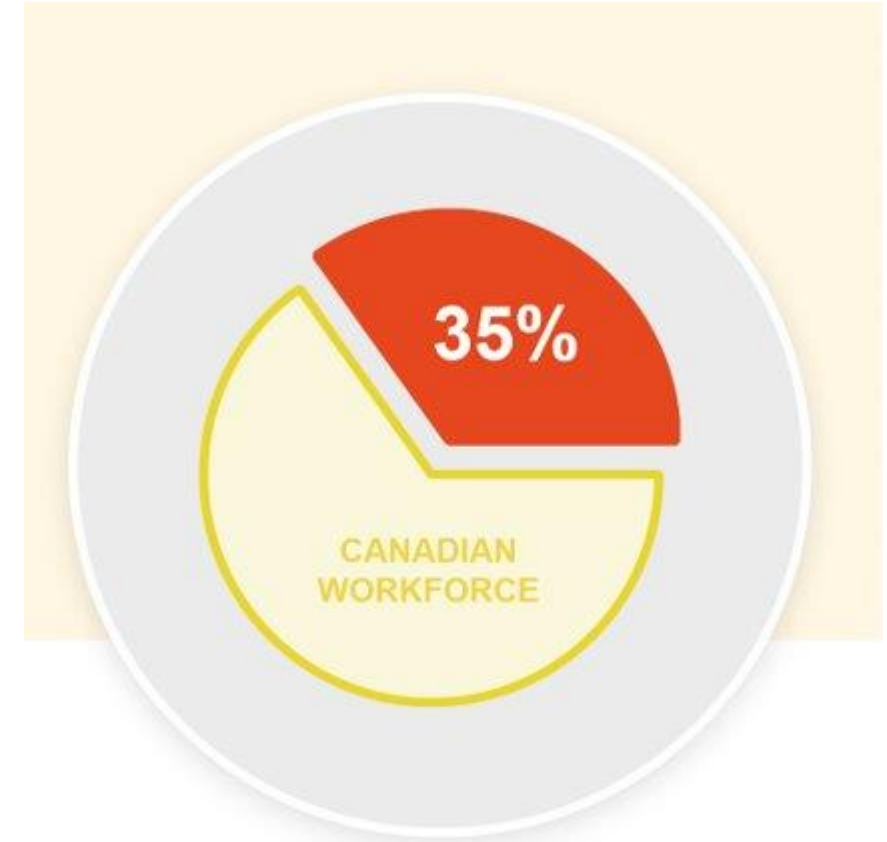
Why Prioritize a Stronger Care Culture in the Workplace



Why Focus on a Stronger Care Culture - Employees Also Caregiving

35% of the Canadian workforce is **providing unpaid, informal care** while balancing job responsibilities.

Every year, **560,000 full-time employees** who are caregiving reduce or leave their work due to conflicting demands between paid work and caregiving.



Why Focus on a Stronger Care Culture - Employees Dealing with Grief

Employees dealing with grief took an extra 30 workdays off each year to avoid coming back to an unsupportive workplace culture.



Benefits of a Stronger Care Culture

Fostering a work culture that is compassionate is good for both employees and employers

- Improve morale
- Increase employee retention
- Reduce absences
- Improve workplace productivity
- Support your team when they need it most

Two Canadian Resources Designed to Support Workplace Care Culture



Canadian Compassionate Companies

Canadian Hospice Palliative Care Association

Canadian
Compassionate
Companies



Entreprise
canadienne
compatissante



BY
Pallium Canada



About the Canadian Hospice Palliative Care Association

- **CHPCA** is the national voice for hospice palliative care in Canada
- Hospice palliative care is an approach that aims to reduce suffering and improve the quality of life for people who are living with life-limiting illness through:
 - the provision of pain and symptom management;
 - psychological, social, emotional, spiritual, and practical support;
 - and support for caregivers during the illness and after the death of the person they are caring for.



A Little History on Compassionate Care Benefits (CCB) and the Evolution of the Canadian Compassionate Company (CCC)

- **Compassionate Care Benefits (CCB)** were introduced by the Federal Government in 2004 and offered 6 weeks of benefits through Employment Insurance.
- CHPCA was engaging with front line workers in palliative care to encourage them to act as knowledge brokers to caregivers and patients to increase access to the federally legislated CCB.

The History and Evolution continued...

- A joint survey in 2014 with the Human Resources Professionals Association revealed that most HR professionals believe in some form of compassionate care for employees, however, there was a wide range of what the policies looked like.
- In 2016, the CCB was extended to 26 weeks.
- Now, under the labour code, there is an extension of 10 days past death as a result of the passing of Bill C-277.

The origin of the Canadian Compassionate Company program

- The CHPCA Champion's Council is a group of industry leaders who have come together to increase the profile of hospice palliative care in corporate Canada.
- In 2013, they developed the idea of a program that would encourage Canadian businesses to adopt the CCB which was still not being widely accessed.
- The Canadian Compassionate Company program was launched in 2016 with GSK as the 1st company to achieve the designation.



What is the Canadian Compassionate Company designation?

- Supporting caregivers is important for the employee, their loved one, family, friends, community, and for Canada in general, and it is the most tangible way to demonstrate that an employer cares.
- Organizations that do an exemplary job of providing that support can now become designated as a Canadian Compassionate Company (CCC).
- Companies need to recognize that employees may occasionally require more time off from work than is accommodated by their regular leave policies.
- The CHPCA's CCC program recognizes those organizations that have formal HR policies in place to accommodate employees who may need to take time off work to care for a loved one.



Criteria to become a Canadian Compassionate Company



Does my company or association qualify for CCC status?



If you answer “**yes**” to **three of the following questions** you may qualify for a CCC designation:

- Does your company/association have an **HR policy** that endorses the Compassionate Care Benefit (CCB)?
- Are your **employees’ jobs protected** while they access the CCB?
- Does your company have **top-up benefits** over and above the CCB?
- Does your company have a **flexible and supportive** caregiver accomodation policy?
- Does your company **promote ACP** using resources and tools available at advancecareplanning.ca or do you have your own materials?

May 2019

APPLY NOW!
get your CCC
designation



For more information
visit: chpca.net/CCC

To apply:
chpca.net/cccapplynow

Contact us at:
sponsorship@chpca.net
1-800-668-2785 x 224

Benefits to being a Canadian Compassionate Company

Strengthen employee engagement through CHPCA's awareness campaigns

- Companies with engaged employees see **233%** greater customer loyalty and a **26%** greater annual increase in revenue (Aberdeen).
- For the inaugural World Compassionate Communities Day our CCCs were profiled.
- National Grief & Bereavement Day including the Saying Goodbye Concert.
- In partnership with the Canadian Home Care Association – Caregiver Day.
- Advance Care Planning tools and resources.

Kickstart the change in your organization

- **52%** of employees report that the culture of their organization is not as supportive as it could be around the career progression of caregivers (Harvard Business School).
- **BE A LEADER**
 - in work-life balance policies and practices.
- **ADVERTISE YOURSELF**
 - Promote yourself as a CCC employer.

Advance Care Planning is an integral part of the CCC

- ACP is also a great way to initiate a cultural change in your organization.
- There are many ways to introduce ACP to your workplace through lunch & learns or webinars.
- We have just launched the Universal Toolkit in a Box.

Advance Care Planning
Planification préalable des soins

CANADA

Compassion belongs in our workplace culture

- According to a [2018 Statistics Canada survey](#), approximately one in four Canadians aged 15 and older (7.8 million people) were providing care to a family member or friend with a long-term health condition, a physical or mental disability, or problems related to aging.
- Of these, almost *half* reported they were caring for a parent or in-law. Due to the devastating impact of the COVID-19 pandemic on our most vulnerable populations, it would not be surprising to see an increase in self-reported caregivers today.

For More Information ...

- For more information visit:
 - <http://www.chpca.ca/CCC>
- To apply online:
 - chpca.ca/cccapplnow
- For more information, contact Kelly MacLaren at:
 - kmaclaren@chpca.ca or
 - sponsorship@chpca.ca

Compassionate Workplace Campaign

Pallium Canada



BY
Pallium Canada



About Pallium Canada

- National, non-profit founded in 2000
- Building capacity
- Transforming practice and settings
- Research and technology-driven solution provider
- Empowering communities



How the campaign was developed

- Completion of a comprehensive literature review.
- Focus groups with employers and employees with lived experience.
- Content was created with subject matter experts from Canada and the United Kingdom.
- Content reviewed by an advisory committee of business leaders, HR and labour representatives and employees.
- Piloting of the campaign.

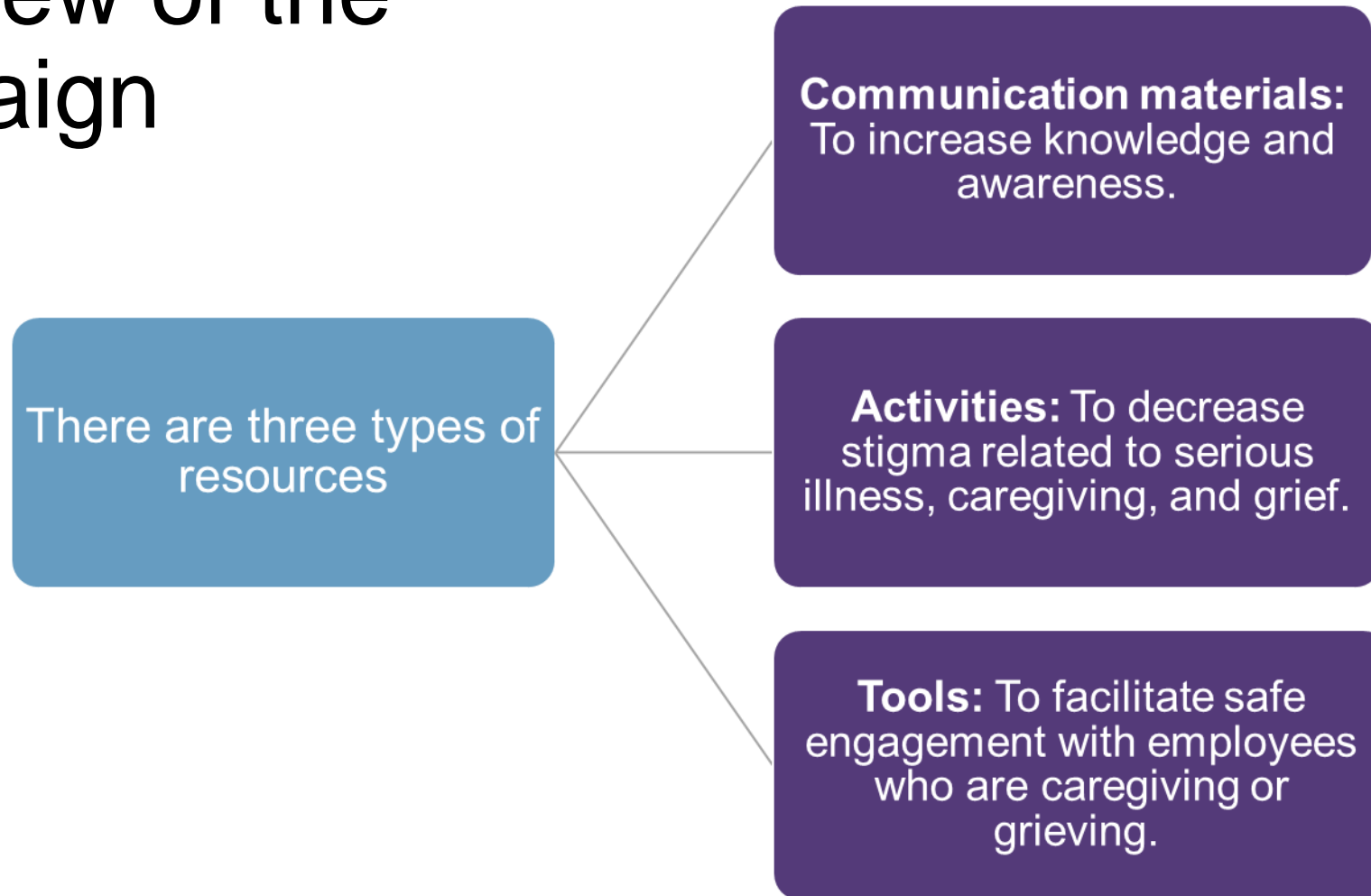
Goal of the campaign

The goal of the Compassionate Workplace Campaign (CWC) is to create a more caring work culture where Canadians who are caregiving and grieving receive the support they need.

The campaign provides resources to achieve this goal by:

- **Building awareness and understanding** of these experiences.
- **Decreasing the stigma** associated with these experiences.
- **Raising awareness** of resources and supports.
- **Prompting and enabling** supportive conversations.
- **Empowering people** to create a more caring culture.

Overview of the Campaign



How a Workplace can Engage with the Campaign

Two approaches used by workplaces:

1. Run as a new, stand-alone initiative.
2. Integrate within current programming (e.g., wellness or mental health).

Pallium provides planning and implementation support for the workplace.



Reach out now to learn more and start building your care culture today!

www.compassionateworkplace.ca



Do you have any questions?

Wrap Up

- Please fill out the feedback survey after the session.
- A recording of this session will be emailed to you within the next week.

Thank You



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