Most employees have felt the effects of the pandemic from a personal or professional perspective. Whether they are dealing with anxiety about their physical health or the impact on their mental health, well-being is now of great importance to employees.

Wanting to help organizations adapt to hybrid modes, the Chamber held a co-creation workshop on November 25, 2021. More than 60 participants from different professional backgrounds worked together to create a Reference Guide containing three Fact Sheets that outlined ways of getting back to the office successfully.
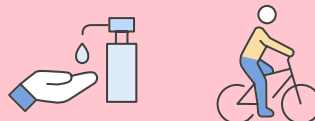
1 PROVIDING A HEALTHY WORK ENVIRONMENT TO SUPPORT WELL-BEING AND MENTAL HEALTH

2 CREATING A SENSE OF SECURITY AND BUILDING EMPLOYEE CONFIDENCE

3 DOCUMENTING AND DISSEMINATING THE LESSONS LEARNED AND ACHIEVEMENTS OF TELEWORKING

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The Chamber of Commerce of Metropolitan Montreal

Montréal

Québec

Fact sheet:
Optimizing well-being, health and safety

1. PROVIDING A HEALTHY WORK ENVIRONMENT TO SUPPORT WELL-BEING AND MENTAL HEALTH

Create a work environment that reduces overload and stress

Introduce a code of ethics with respect to after-hours communications (e.g. no non-emergency communications after 6 p.m.).

Encourage breaks between meetings, time without meetings dedicated to reflection or other types of "time protection" initiatives.

Set up and promote best practices for holding efficient meetings.

Entitle yourself to learn: allow time for development.

Put together teams to deal with psychological safety at work, mental health support, etc.

Provide access to various resources like EAPs.

Introduce benefits for office-based employees

Make your employees' lives easier by providing tangible benefits while they are in the office (lunch boxes, dry cleaning, on-site daycare, etc.).

Make the office an energizing and stimulating creative space (e.g. hold daily activities, artistic performances, creative workshops, speakers).

Share offices with complementary companies (e.g. skills and culture).

Provide "living" spaces in the office that allow people to socialize.

Provide a workplace that encourages personal development, collaboration and a sense of belonging through specific physical resources (e.g. furniture, recognition, physical symbols, greetings)

Define the company's values and convey them to the teams. Conduct regular follow-ups on adherence to values.
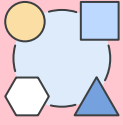
Organize team building activities in the office, taking advantage of the space.

Offrir des cours de développement personnel sur place (ex. : méditation, yoga, cuisine, etc.).

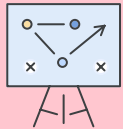### Provide a welcoming and modern work environment

Design offices to meet employee needs (e.g. collaborative spaces, light, plants, relaxation space).

Update communication tools (e.g. Teams, Slack, Zoom) based on the pandemic experience to support either in-person or virtual exchanges.

Review work organization and recommended methods

Promote agile approaches, which are better suited to the uncertainty and rapid changes in working environments.

Offer greater autonomy in order to decentralize the work and increase the level of engagement.

Support managers who supervise employees who are teleworking or working in hybrid mode.

2. CREATING A SENSE OF SAFETY AND BUILDING EMPLOYEE TRUST

Define clear occupational health and safety policies

Communicate health guidelines clearly and continue to keep everyone informed.

Make health supplies available in sufficient quantities.

Keep record of employee attendance at the office.

Provide rapid testing for employees (if possible).

Update measures and communications for unvaccinated people.

Promote transportation flexibility and safety

Provide information about the low risks associated with public transit.

Adjust schedules for greater flexibility (e.g. staggered hours to avoid the rush hour).

Provide financial compensation for travel (e.g. public transit fare credit, park-and-ride, BIXI passes).

Frame the time spent in transit as an opportunity for entertainment (e.g. listening to podcasts, reading).

3. DOCUMENTING THE LESSONS LEARNED AND ACHIEVEMENTS OF TELEWORKING

Formalize the lessons learned to define hybrid mode work policies

Refine the use of tools introduced during lockdown (e.g. Teams, Zoom).

Update policies to incorporate the best teleworking practices that organizations have come up with in recent months..

Access useful resources to help you plan ways to get your workers back safely and efficiently.

Access the toolbox