

Person-Centered Care

Person-centered care for individuals

As defined by CMS, is integrated health care services delivered in a setting and manner that is responsive to individuals and their goals, values, and preferences, in a system that supports good provider-patient communication and empowers individuals receiving care and providers to make effective care plans together.

Person-centered care for employees

Person-centered care provides integrated employee support in a manner responsive to individual employees' goals, values, and preferences, within an organizational culture that supports open communication and empowers employees.

Key Facts from the World Health Organization

Decent work is good for mental health.

Poor working environment--including discrimination and inequality, excessive workloads, low job control and job insecurity--pose a risk to mental health.

15% of working age adults were estimated to have a mental disorder in 2019.

Globally, an estimated 12 million working days are lost every year to depression and anxiety at a cost of US \$1 trillion per year in lost productivity.

There are effective actions to prevent mental health risks at work, protect and promote mental health at work, and support workers with mental health conditions.



4 in 5
workers feel emotionally drained
from their work,
an early sign of burnout.

2. Adams, T, Reinert, M, Fritze, D, & Nguyen, T (March 2021).
Mind the Workplace 2021 Report. Mental Health America,
Alexandria VA.

One in four workers are experiencing the more severe signs of burnout, including reduced personal efficiency, and cynicism towards peers and their jobs. Chronic workplace stress and **burnout** can lead to mental health concerns if left untreated.



According to the World Health Organization (WHO), employers who prioritize mental health see positive impacts on employee retention, engagement, and health care costs.

For every \$1 invested in treatment for common mental disorders, there is a \$4 ROI in improved health and productivity.

<https://www.who.int/teams/mental-health-and-substance-use/promotion-prevention/mental-health-in-the-workplace>

Mental Health First Aid Certification

What it covers

Common signs and symptoms of mental health challenges.

Common signs and symptoms of substance use challenges.

How to interact with a person in crisis.

How to connect a person with help.

Expanded content on trauma, substance use and self-care.



Personal Preference Profile

Headspace® App

Stephen H. Montgomery Education & Training Fund

Career Ladders

Employee Assistance Program (EAP)

Wellness Benefits

DEI & B Advisory Council

Healthy Balance:
 A program that allows all
 Williamsburg Landing
 employees to earn up to \$600
 annually

Motivation Alliance® App:
 an empowerment tool that
 allows employees to take
 control of their future health by
 leveraging the power of
 personal health metrics and
 advanced wellness education



The goal of the Healthy Balance program is to educate, inform and motivate employees about their health and wellbeing in an effort to improve their quality of life. Participation in Healthy Balance is voluntary. Every employee, regardless of past participation or length of employment, is eligible to earn incentive money and take advantage of the wellness tools (listed below) that the program provides.

In order to earn incentive money, which is paid out twice a year, you must come to the Health Club and meet with a staff member to update your status on the incentive criteria listed below.

Incentive Criteria	Payout
1. Well exam in the last 12 months	\$25
2. No tobacco use in the last 12 months	\$15
3. BMI less than 25 –OR– 10% reduction since the previous incentive update	\$50
5% reduction since the previous incentive update	\$20
4. Total cholesterol less than 200 mg/dl –OR– HDL of at least 65 mg/dl	\$35
5. Blood pressure reading below 140/90 –OR– 10% reduction since previous incentive update	\$30
6. Exercise Logs or Attendance Logs (<i>Exercise 12 times per month, 20 minute minimum per workout. Submit each month for \$10/month, up to \$60</i>)	\$60
7. Fasting blood glucose less than 100 mg/dl –OR– A1C below 7.0	\$40
8. Completion of 2 wellness educational videos per update period (<i>contact Health Club for details to create a free TedEd account</i>)	\$20
9. Complete Wellness Assessment form	\$25
Total Potential Payout	\$300

Wellness Tools provided by Healthy Balance
\$100 one-time reimbursement for an offsite weight loss program
\$200 one-time reimbursement for an offsite tobacco cessation program or prescription.
Free annual Flu shot
Free weight/height checks
Free blood pressure screenings
Free annual cholesterol/glucose screening
Free membership to the Health Club
25% off all Spa services

The times to come to the Health Club and update are twice a year as follows:

From February 1st to March 31st
 for the April payout

From August 1st to September 30th
 for the October payout

Wellness Recharge Benefit

This benefit provides every employee the opportunity to engage in wellness related activities in order to improve the culture of wellness at Williamsburg Landing. The following describes approved wellness activities:

- **Exercising at the Doig Health Club or outdoors while on campus**
- **Using any of the Wellness Recharge Rooms**

Must be completed on campus (outside of your work area and/or resident view)

Beginning March 3, 2023, all employees received time within their normal work hours to participate in wellness related activities three days per week, as described above.

Beacon Award Winner for “Best in Wellness” 3x

This award recognizes the Top 25 Senior Living Communities in North America for their dedication and comprehensive approach to wellness, benefitting all who live and work in their community.

The press release announcing this year’s winners states:

The ICAA NuStep Beacon Award not only celebrates excellence but also applauds communities that embrace wellness as a way of life. These communities have proven their dedication by establishing wellness as a fundamental principle and collaborating with residents, members, clients, and staff to create meaningful opportunities that empower individuals to lead healthier and more fulfilling lives.

Millennials (39%) and Generation Z (6%) comprise 45% of the U.S. workforce.⁷

Research shows that both generations are more accepting and outspoken about mental health and illness in the workplace.⁸

As workforce values shift, employers must adapt to build an engaged workforce and remain competitive in their industry.

7. "Gen Z in the Workplace: How Should Companies Adapt?" Imagine, Johns Hopkins University, 1 Aug. 2023, imagine.jhu.edu/blog/2023/04/18/gen-z-in-the-workplace-how-should-companies-adapt/#:~:text=Today%2C%20a%20large%20chunk%20of,about%2030%25%20of%20the%20workforce.

8. Millennials and Generation Z—Making Mental Health at Work - Deloitte. <https://www2.deloitte.com/content/dam/Deloitte/global/Documents/About-Deloitte/gx-deloitte-2021-mental-health-millennials-white-paper.pdf>.

According to Johns Hopkins University:

Gen Z values a far more diversified world than previous generations. Therefore, dedication to diversity and inclusion (DEI) in the workplace is not simply a “nice-to-have” for them, it’s an expectation. In a Tallo study of Gen Z respondents, 67 percent of respondents of working age claimed they had seen workplace discrimination based on race, ethnicity, gender identity, or sexual orientation, and 44 percent said they had personally experienced it. For Gen Z, diversity and inclusion go beyond issues of color and ethnicity. Gen Z embraces the right to freely express one’s gender identity. They are more at ease with non-binary identities and gender fluidity, and they want their employers to share this comfort. In support of this, a staggering 88 percent of Gen Z poll participants felt companies must inquire about preferred gender pronouns.

STATEMENT ON DIVERSITY

Diversity at Williamsburg Landing means the active presence and participation of persons of a variety of social, ethnic, and cultural backgrounds, various religious and spiritual orientations as well as race, gender, sexual orientation, age, or differing ability.

Our approach is to emphasize and facilitate a genuine sense of wellbeing within our community by deepening our connections with one another.

In summary:

- **Ensure new hires values align with your organization's values**
- **Personalize the onboarding experience**
- **Get to know your new (and current) employees**
- **Know your resources – HR, Social Workers, Chaplains, EAP, 988**
- **Encourage decision makers to incorporate DEI & B efforts into the culture (use of pronouns, draft a diversity statement, establish a DEI & B Committee?)**