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# **ASSESSING YOUR COMPANY'S WELLNESS EFFORTS**

## **Prepared by:**

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## ABOUT TRUCKING HR CANADA

As a national, non-profit organization, Trucking HR Canada advances modern HR solutions for the trucking and logistics workforce

One of our strategic priorities is to make a company's job easier by delivering a comprehensive collection of up-to-date guides, reports, templates and more to support effective human resources management and recruitment and retention efforts.

Visit [truckinghr.com](http://truckinghr.com) to find out more.

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## WANT MORE

To help fleet employers build flexible workplace practices, Trucking HR Canada wrote *Flexible Workplace Practices: The Growing Importance of New Ways of Working*. Help your company offer new ways of working by exploring the following topic areas:

- Why employers should consider offering flexible work options
- What are common flexible work options used today and their prevailing benefits
- Factors to consider before initiating flexible work practices
- Recommendations on how to effectively implement flexible work arrangements
- Guidelines for measuring success

To view this online resource visit [truckinghr.com](http://truckinghr.com)

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## INTRODUCTION

In recent years, employers have moved (through legislative updates and employee expectations) from ensuring the health and safety of employees while at work, to a more comprehensive approach to employee wellness and well-being. This includes both at-work impacts along with considerations for how work influences life.

Employee wellness, therefore, is a big responsibility.

Trucking HR Canada's *Workplace Wellness: A Holistic Approach to Your Employees' Wellbeing* online resource guide, provides employers with recommendations on how to implement a comprehensive wellness program.

As important as the program itself is understanding the impact of your efforts. Implementing specific measures helps you to assess the overall effectiveness of your company's wellness program and the health and wellness of your team. With proper measures in place, you can determine what's working and to what extent, and you can identify what's not working at all. This data can then help inform decisions on where and how to invest company resources moving forward.

In the following pages, we provide examples of what can be tracked and measured. Included is the following:

- Examples of wellness measures (Section A); and
- Best practices in monitoring the progress of your wellness program. (Section B).

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## EXAMPLES OF WELLNESS MEASURES

There are a variety of indicators that a company can use to identify areas of concern, and successes, within your company's practices. In order to narrow in on what the indicators and practices are that affect employee wellness, it's important to understand broadly what the contributing factors to wellness are. When looking at a company's wellness practices, emphasis should be placed on:

- Emotional Well-Being;
- Environmental Wellness;
- Psychological Safety;
- Occupational Wellness;
- Physical Health; and
- Social Connections.

Each of these contributing factors, along with examples of specific measures and metrics within each are outlined below.

In Trucking HR Canada's *Workplace Wellness: A Holistic Approach to your Employee's Wellbeing* companies are encouraged to consider each of the following when reviewing their wellness program:

- Process Evaluation – participation rates, levels of interest, participation satisfaction
- Impact Evaluation – short-term changes in attitude, behaviour, and skills
- Outcome evaluation – longer-term impact on the financial and health measures

Examples of all three are included here.

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## **EMOTIONAL WELL-BEING**

Emotional well-being is the ability to understand our mental capacity in order to accept ourselves wholly, successfully cope with challenges and obstacles – at work and in life – and to identify how we are feeling and why. This is closely aligned to, and often labeled mental wellness.

Companies can assess emotional well-being in the workplace by:

- Determining levels of stress within the workplace and at-home through responses to stress related questions on employee health surveys, EAP utilization rates, and short- and long-term disability claims (both types and frequency of claims).
- Understanding interest in stress-prevention education by measuring participation rates in associated lunch and learns or other stress-related information sessions.
- If the company offers mental health days, reviewing how many are used and by whom they are utilized.
- If the company offers health spending accounts, determine how much is allocated to mental wellness activities (for example: psychologist reimbursements, medication types).
- Reviewing the utilization rates of the company's associated paramedical practitioners.
- Assessing participation rates in company retirement savings programs as financial strain often contributes to emotional wellbeing.

## **ENVIRONMENTAL WELLNESS**

Environmental wellness is all about creating clean, safe and healthy work environments. This also includes being aware of the environmental impact of our jobs and any environmental hazards that could impact our health. Finally, it's about safeguarding our workplace and immediate surroundings from environmental hazards.

Environmental wellness can be measured by:

- Determining the effectiveness and impact of environmental controls, such as air filters, HVAC systems, quality of lighting (including natural lights), etc. For truck driver positions, it's about identifying opportunities to reduce pollution impacts.
- Measuring the adherence to and impact of environmentally friendly processes and practices (e.g., carbon footprint reduction, waste reduction, air pollution, etc.).
- Minimizing and measuring noise levels for employees.
- Monitoring utilization of energy efficient transportation methods (e.g., use of office bike racks, designated parking spots for electric or hybrid vehicles, etc.).

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## **PSYCHOLOGICAL SAFETY**

Psychological safety exists when people feel free to speak up, express ideas or concerns, ask questions and make mistakes without fear of being humiliated or punished.

You can measure psychological safety by:

- Observing participation in meetings – is everyone speaking up or is it just leaders? Are ideas and suggestions freely shared?
- Conducting a targeted survey on your team's impressions to their psychological safety at work.
- Tracking the number of suggestions and ideas that are proactively submitted by team members – either through formal or informal channels.
- Monitoring employee absenteeism – number sick days, short- and long-term leaves.
- Measuring employee turnover. Pay close attention to the exit interview data – why are employee's leaving?

## **OCCUPATIONAL WELLNESS**

Occupational wellness refers to our ability to feel satisfied within our jobs and fulfilled by the work that we do. It's driven by our connection to the company's purpose and alignment with the company's values, our sense of career opportunity and our ability to achieve and maintain work/life harmony.

Company's can measure occupational wellness by:

- Tracking overtime hours and annual vacation allotments vs days taken. Are employees taking enough time off and if not, why?
- Reviewing the results of your employee wellness survey [Pay close attention to statements that indicate alignment with the company's purpose and values.
- Measuring the number of employee referrals for open positions. Do people do this willingly and proactively?
- Monitoring the number of internal applicants for open positions – including lateral moves and transfers.

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## Need a Tool?

Trucking HR Council has you covered. Visit the *Employee Wellness Survey Tool* - for sample questions to help your company understand the overall impressions of your workplace practices and the impact those practices have on the personal health and wellbeing of your employees.

## PHYSICAL HEALTH

Physical health is quite comprehensive, however, in the context of workplace wellness, this includes our willingness and desire to take care of ourselves through physical exercise, proper nutrition, adequate sleep and proactive, preventative health screenings. It also includes the organizations obligations for our physical health and safety at work.

Measures of physical health from an employee wellness perspective include:

- Reviewing the number of workplace injuries and loss-time incidents.
- Monitoring group health insurance utilization rates. In particular, look at utilization within the preventative services (often under paramedical) and top drug usage.
- Tracking participation rates in company sponsored fitness, nutrition and other physical health programs.
- Assessing EAP utilization rates for nutrition and weight loss programs.
- Gauging the impact of ergonomic assessments and programs.

## POLICY REVIEW

Social connections are our ability to develop positive relationships with other people and relating in a way that helps build trust and mutual respect. These social connections help add value to our own and other people's lives. They also help create a sense of belonging.

Within the workplace, social connections can be measured by:

- Assessing employee participation rates in company social events (both during work time and after hours).
- Monitoring lunch activity - are people sitting and eating together? Are they taking lunch at all?

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- Determining the effectiveness of teams through productivity measures and participation in collaboration activities.
- Reviewing the associated questions regarding social connections within an employee engagement survey. Look specifically at questions that speak to connection and team work.

## SECTION B: BEST PRACTICES IN MONITORING PROGRESS

It's not realistic, especially when initially starting a company wellness program, to implement and track all of the measures outlined in the previous section. Be selective about what you want to measure and why. Once you have decided, below are tips to help you monitor your progress.

1. Define the baseline measures – where is the company right now? Then establish realistic but stretch goals – where does the company want to be?
2. Determine how often you want to assess the defined measures. Be realistic on the frequency based on the measure and impacts. For example, if a measure is disability claims and you typically only have 1 or 2 per quarter, action taken won't be impactful by the next quarter so measuring that annually is appropriate. Turnover data and exit interview feedback on the other hand may be something you measure quarterly.
3. Consider creating a dashboard to help track and communicate the program's metrics. This can be published and shared with the leadership team and/or all of your employees.



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