



# OUTSTANDING WORK ENVIRONMENT

## GOAL 2: BE A HEALTHY, INSPIRING WORKPLACE THAT CULTIVATES WELL-BEING, RESILIENCE AND COMMITMENT, AND BE RESPONSIVE TO THE FAMILY NEEDS OF FACULTY AND STAFF

### Objective: A Healthy, Respectful, Inclusive and Collegial Workplace

**Purpose:** UBC sustains an inclusive atmosphere of collegiality and respect by increasing its investment in the coordinated orientation of new recruits, development and recognition programs, health and well-being initiatives, and leader training and support.

**Definition:** There are two series of metrics used to measure how healthy UBC is as a workplace: Responses to the Workforce Experiences Survey and the long-term disability incidence trend. The survey data measure the opinions of staff and faculty regarding their workplace experiences at UBC. The survey is conducted every 2-3 years, the most recent being November 2011. For these questions, we asked staff on a five-point scale the whether they would rank UBC favourably on the question asked. We report the percent of staff who respond “agree” or “strongly agree”.

### Responses to Workforce Experiences Survey (November 2011)

| Survey Question  | Vancouver | Okanagan | UBC |
|--|-----------|----------|-----|
| Percent of faculty and staff who agree that their work contributes to their overall state of health and wellbeing                              | 40%       | 45%      | 41% |
| Percent of staff and faculty who agree that their immediate head/manager treats people fairly  | 74%       | 77%      | 75% |
| Percent of faculty and staff who agree "my immediate head/manager encourages open and honest two-way communication"                            | 70%       | 75%      | 71% |
| Percent of faculty and staff who agree their immediate head/manager demonstrates a commitment to practices that support diversity              | 67%       | 68%      | 67% |
| Percent of staff and faculty who agree their work allows them to achieve an acceptable balance between their work life and their personal life | 57%       | 52%      | 56% |

### Long-Term Disability Plan – Number of New Disabilities Per Year

| Figure                             | 2011 | 2012 | 2013 |
|------------------------------------|------|------|------|
| LTD Incidence – UBC                | 0.5% | 0.8% | 0.5% |
| LTD Incidence – Industry Benchmark | 0.8% | 0.8% | 0.7% |

## Explanation of the results and Next Steps:

**Responses to Workforce Experiences Survey:** We track a number of metrics which indicate the degree to which staff and faculty perceive that UBC is a health workplace that cultivates well-being, resilience and commitment, and is responsive to the family needs of faculty and staff.

The first metric measures the percentage of employees who believe that working at UBC has a positive impact on their overall state of health and well-being. Our 2011 score of 40% on the Vancouver Campus and 45% on the Okanagan Campus indicates that a minority of faculty and staff think their work contributes to their overall state of health and wellbeing.

The second metric measures the percentage of staff and faculty that say their immediate head or manager treats people fairly. Our 2011 score of 74% on the Vancouver Campus and 77% on the Okanagan Campus indicates that staff and faculty perceive that their head or manager treats people fairly in about three-quarters of cases.

The third metric measures the percent of staff and faculty who say their immediate head or manager encourage open and honest two-way communication. Our score of 70% on the Vancouver Campus and 75% on the Okanagan Campus indicates that employees perceive that their head or manager encourages open and honest two-way communication in most cases.

The fourth metric measures the percent of staff and faculty who indicate that their immediate head or manager demonstrates a commitment to practices that support diversity; 67% for the Vancouver Campus and 68% for the Okanagan Campus provide a favourable rating on this item.

The fifth metric measures the percent of faculty and staff who agree that their work allows them to achieve an acceptable balance between work life and personal life; 57% of the Vancouver Campus and 52% of the Okanagan Campus indicate a favourable work-life balance.

**Next Steps:** We are currently planning for the 2014 Workforce Experiences Survey and plan to provide fresh data as it becomes available. In addition, UBC continues to expand and diversify healthy workplace initiatives.

**Long-Term Disability:** Our final figure indicates that our incidence of new claims for Long-Term Disability have declined slightly from the year prior to 0.5% and is below the industry benchmark of 0.7%. While UBC's number of new disabilities was previously in line with the industry trend, it is now below it. There are effective short-term intervention practices in place to minimize time loss, and advances in medicine and supportive health benefits programs provide for earlier diagnosis and treatment successes, that continue to keep employees in the workplace. However, employees are also being supported with access to income benefits when medically unable to be in the workplace.

**Next Steps:** Focus on early intervention and prevention by continuing to promote return to and stay at work services and other programs that focus on keeping employees productive and engaged in the workplace.