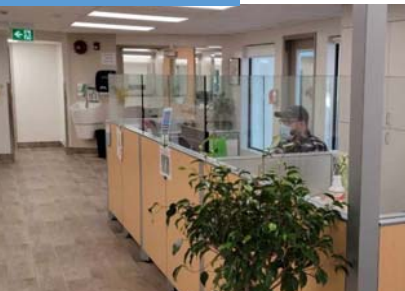
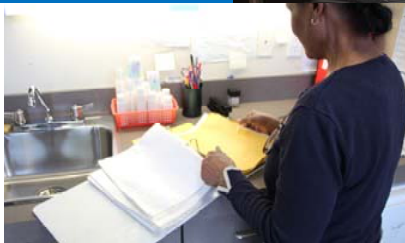




## For Employees



## Supporting Staff Wellness



### Lookout cares for our staff

Caring for vulnerable individuals who struggle with complex challenges is hard work. Lookout training is the one of the ways that we help staff for the job. However, challenging behaviours and workplace demands can be overwhelming at times.

Beyond talking with your leadership and team members, Lookout offers a variety of wellness programs and options to assist staff to monitor and maintain their wellness.

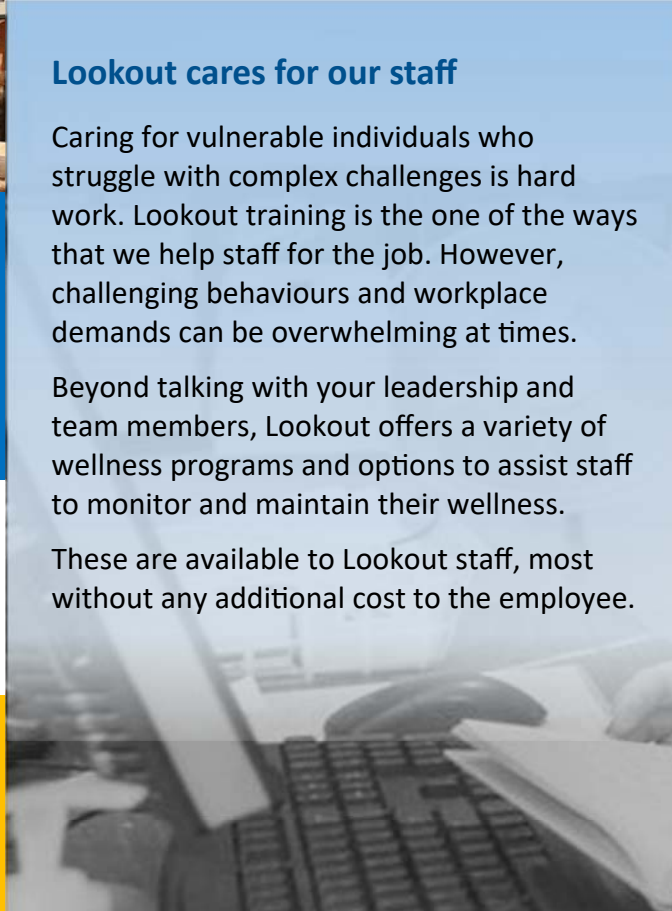
These are available to Lookout staff, most without any additional cost to the employee.

### Mood Disorders Association of BC

Lookout's MDABC offers a variety of traditional and alternative mental health services that are available to staff. The cost of many services are covered through medical plans; those not covered are priced reasonably.

It also offers peer-led support that address various subjects such as post-traumatic stress, self-compassion, mindfulness, bipolar disorder, depression and more. Most groups meet online.

More information about MDABC services can be found at <https://mdabc.net>.



Show yourself some love! Unbreakable Wellness is Lookout's wellness program designed by staff for staff.

The modules offers a resiliency toolkit that uses science-based tools for resilience in the face of vicarious trauma. Staff work on their own time to complete the xx modules.

The series of self-care topics include: nutrition, sleep, mood, purpose, mindfulness, movement and connection.

Staff can start their wellness journey at: <https://unbreakable-wellness.thinkific.com>

### Mental Health First Aid Training

This training focuses on your own wellness and mental health. MFHA is an educational program designed to equip people with knowledge and skills to provide initial support to someone experiencing a mental health crisis or challenge.

It teaches you how to recognize common mental health issues, offer assistance and guide individual towards professional help. By promoting early intervention and reducing stigma, MHFA training aims to improve mental health outcomes and create a more supportive and empathetic community.

Lookout offers MFHA as supplemental training to all staff.



### More information about these and other programs can be found by:

- Talking with your manager or coordinator
- Contacting Lookout's People and Culture office at [pcsupport@lookoutsociety.ca](mailto:pcsupport@lookoutsociety.ca)

## Employee and Family Assistance Program (through Blue Cross)\*

EFAP offers counselling, coaching, information and support for all types of issues relating to mental health management, and achieving greater personal and workplace well-being. You and your dependents can receive short-term counselling from a professional counsellor either in person, over the phone or at [pbc-efap.ca](http://pbc-efap.ca).

You can also access a full suite of Homewood Life Smart—Lifestyle and Specialty Counselling Services, as well as several on resources. See <https://pbc-efap.ca> for more information.

*\*part of Lookout's employee benefit package*

## Other resources for Lookout staff:

- **Employee Assistance and Wellbeing through TELUS Health\*** (formerly LifeWorks)— access to mental health supports to stay healthy at work and at home. The program offers trained mental health counsellors, legal and financial advisors as well as wellbeing products, programs and resources. Digital access at <https://lifeworks.com/en/employee-assistance-wellbeing>
- **Enhanced Disability Management Program\* (EDMP)**—a proactive approach to support staff facing disability or health challenges that focuses on early intervention, accommodation strategies, rehabilitation coordination and return to work planning.
- **Wellness Recovery Action Plan (WRAP)** - a recovery and crisis prevention plan that you create for yourself. It is a tool to learn how to take charge of your own health and wellness, and develop ways to cope on a daily basis. Lookout offers the 6-8 week program periodically throughout the year.
- **Moving Forward Program**—is a free 12-session psycho-education and coaching program based on cognitive behavioural therapy, solution focused therapy, positive psychology and mindfulness offered by Moving Forward, an non-profit organization. It also provides counselling services via in-person, online or the phone. More info available at: <https://movingforward.help>

## In the past year, Lookout staff have helped us operate .....



**34**  
RESIDENCES

- 1,266 housing units
- 312,425 nights spent by tenants in their own homes
- 767 tenants with case plans
- 24,612 tenant activities held



**16**  
EMERGENCY SHELTERS

- 2,686 emergency shelter guests
- 121,666 overnight stays in 24/7 shelters
- 396,201 shelter meals served
- 16,896 overnight stays in temporary shelters
- 23,244 times people were turned away because shelters were full



- 179,240 community overdose prevention site visits
- 1,231,669 needles collected for safe disposal
- 1,527 outreach/shelter guests with case plans

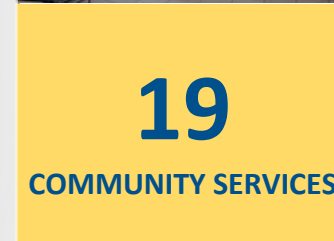


**16**  
OUTREACH PROGRAMS

- 904 dental appointments provided
- 8,502 people served by Lookout health programs in Surrey
- 3,425 MDABC appointments provided



**82**  
HEALTH SERVICES



**19**  
COMMUNITY SERVICES

- 164,196 resource centre visits
- 136,590 snacks served at Powell Street Getaway



Thank you for being part of the team that makes all this possible!

