



Working better through wellbeing

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GETTING THROUGH TOGETHER

WHĀIA E TĀTOU TE PĀE TAWHITI

COVID-19 has presented workplaces with a unique challenge - to rapidly adapt and continue business under the 'new normal', while ensuring staff remain safe and well. This has seen workplaces reshape their way of working in unexpected, unforgettable, and also positive ways. In this edition, we spotlight two WorkWell workplaces who have shown the instrumental role early planning and preparation, ongoing, clear, consistent and regular communication, and strong effective leadership, has on the wellbeing of staff.

Rotorua Lakes Council

WorkWell Gold Accredited workplace

As part of the local response to COVID-19, Rotorua Lakes Council have been instrumental in ensuring the welfare of their local community while simultaneously supporting the wellbeing of their staff. WorkWell Leader, Adrienne Thomas, says "...lots of innovative thinking about how to keep things going for both the community and staff was required," adding, "a flexible attitude has been essential."

In achieving this, the Council applied the WorkWell multi-level approach. At an organisational level, new documentation regarding working from home, and using software remotely

has been developed, while staff have also been familiarised with how to report health and safety issues online. Addressing factors within the physical work environment has centred on ongoing, consistent and clear communication. This has seen a dedicated COVID-19 intranet page established alongside an 0800 number for COVID and health-related questions, regular communication from the CEO, the provision of infection control resources, and a Facebook group established to encourage staff to remain connected when working from home. At an individual level staff have undertaken online risk assessments to support working from home and have access to wellbeing resources, helplines and various support courses such as online parenting and financial advice; while essential staff have been provided with flu vaccines.

Trevelyan's Pack and Cool Limited

Working towards Bronze Accreditation

Trevelyan's Pack and Cool Limited (Trevelyan's), is a kiwifruit and avocado post-harvest company based in Te Puke. As an essential service, during lockdown Trevelyan's were required to make prompt changes to their processes and procedures to be able to continue to operate, bringing additional challenges to an already demanding time of the year.

At an organisational level, Trevelyan's quickly established a COVID-19 Committee who concentrated on a strategy to enable the business to continue operating under the strict guidelines issued by Ministry for Primary Industries. Regular communication to staff was an important aspect of this. Additionally, they developed a COVID-19 team, who were dedicated to implementing and encouraging staff to retain physical distancing through methods such as staggered start and break times. They were also responsible for carrying out temperature checks of staff entering at all entrances, supervising hygiene standards, conducting audits on location registers and monitoring the cleanliness of the site.

Changes implemented to the physical environment included having staff walk on the left of all corridors to maintain social



Caption: Staff temperature checks in action at Trevelyan's Pack and Cool Limited

distance, a one-way clocking in system, screens set up between work stations, hygiene standards increased and enforced and track and tracing of all staff on site.

At an individual level, Trevelyan's enlisted Wellform Psychology to compile a wellness video for their staff, focusing on mental wellbeing and those working from home – showing a real commitment to the mental health and wellbeing of their staff.



Current News and Research

NZ COVID-19 App QR Code – Have You Displayed Yours?

Across all Alert Levels, all businesses and organisations are required to display the official NZ COVID-19 QR code posters in a prominent place where customers or visitors enter the premises. If you haven't got this sorted yet, use the self-service webform to quickly and easily generate your official QR code. See <https://qrform.tracing.covid19.govt.nz/> Make sure you also encourage your staff to download and use the NZ COVID Tracer App.



Basic Hygiene Key to Reduce Infection Spread

A positive outcome of COVID-19 has been the increased awareness of the importance of basic hygiene measures to avoid the spread of infection. This includes good hand hygiene, cough and sneeze etiquette, avoiding touching your face, and cleaning surfaces. Promoting good infection control measures within your workplace can prevent a wide range of serious infectious diseases – not just COVID-19. Your efforts to support staff to reduce the spread of germs and to create a safe and hygienic working environment should consider a multi-level approach to ensure it is effective and sustainable. Here are some tips to achieve this:

- **Organisational** (Policies and procedures): e.g. Encouraging staff to stay away from work when they are unwell and supporting them in managing their workload to avoid pressure to work when sick.
- **Environmental** (Infrastructure and facilities): e.g. Provision of facilities for hand hygiene such as soap and hand washing facilities, keyboard wipes, hand sanitizer, single use hand towels.
- **Individual** (Opportunities, information and training): e.g. Borrowing the WorkWell glow box to demonstrate and teach effective hand hygiene.

Upcoming Events – October

Breast Cancer Awareness Month: 1-31 October
www.breastcancerfoundation.org.nz

Mental Wellbeing Support for Workplaces

A combination of stress, change and uncertainty can have significant, long lasting and wide-reaching impacts on our mental wellbeing. With COVID-19 ticking all of these boxes, it is unsurprising the mental health of many New Zealanders has been affected in some way. Therefore it is timely for workplaces to consider new or additional ways to support staff mental wellbeing. There are some great tools and resources that can help with this, simply search in Google any of the below:



- **COVID-19 Workplaces Resource** – Mental Health Foundation
A resource to assist workplace leaders to create work environments where staff feel safe, calm, connected and hopeful throughout the COVID-19 pandemic and beyond.
- **Getting Through Together** – Whāia E Tātou Te Pae Tawhiti – Mental Health Foundation
A mental wellbeing campaign with great tools and resources to help New Zealanders get through the COVID-19 outbreak together.
- **Open Minds for Employers** – Mental Health Foundation
Equips managers with the confidence and skills to talk about mental wellbeing in the workplace.
- **Unite Against COVID-19** – NZ Government
A central hub of information from the New Zealand Government about COVID-19, including workplace specific information.
- **Just a Thought** – Wise Group
A free online learning tool with easy-to-use, practical strategies to cope with the stress and disruption.
- **Melon** – Ministry of Health
A safe space to connect and support each other with self-care resources for emotional wellbeing. Features include a journal, self-check tool, coping tools, and community support.
- **Covid-19 Mental Wellbeing Resources** – Ministry of Health
Information and tools to support your mental wellbeing during the COVID-19 response
- **Mentemia** – Mentemia Ltd
A mental wellbeing app that can be used to monitor, manage and improve mental wellbeing by setting daily goals and tracking progress. Available for individuals or to help your workplace thrive.



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