

BC Hydro's Holistic Approach to Employee Wellbeing

About BC Hydro

BC Hydro is a provincial Crown corporation and one of the largest energy suppliers in Canada, generating and delivering electricity to 95% of the population of British Columbia. Committed to safety, reliability, and affordability, the company aims to deliver clean electricity while contributing to a sustainable future for the province.

As an employer of over 7,500 employees across the province, BC Hydro prioritizes customer satisfaction, integrity, teamwork, and innovation. With a focus on healthy work-life balance, BC Hydro promotes a positive and inclusive workplace culture. The organization has been named one of British Columbia's Top Employers and one of Canada's Best Diversity Employers for four years in a row.

Investing in employee health and wellbeing: A cornerstone of the BC Hydro philosophy

BC Hydro is an organization that has always prioritized the health and wellbeing of their employees to support a safe, healthy, and productive workforce. As part of the health and wellbeing strategy, employees have access to comprehensive flexible benefits, generous time off, competitive wages, opportunities for career growth and a lifetime pension. In addition, they have access to a wide range of health and wellness programs and resources and a dedicated team that provides recovery and return to work support.



AT A GLANCE

BC Hydro is a leading Canadian energy provider, supplying clean electricity to 95% of British Columbia. With a strong commitment to sustainability and employee wellbeing, the company fosters a positive workplace culture and delivers reliable, affordable power to their customers. The organization has been named one of British Columbia's Top Employers for four years in a row.

As a part of BC Hydro's robust employee health and wellbeing strategy, they chose LifeSpeak Mental Health and Resilience and ALAViDA Substance Use to:

1. Expand mental health and substance use support
2. Provide proactive, on-demand resources earlier in the continuum of care

KEY RESULTS

- LifeSpeak *Mental Health & Resilience* utilized on **72% of days annually**
- **92%** of LifeSpeak *Mental Health & Resilience* videos accessed annually
- **Over 23,000 interactions** with ALAViDA *Substance Use* in the last year

Providing a proactive mental health resource as a part of their comprehensive benefits

An important pillar of BC Hydro's health and wellbeing strategy is supporting mental health. Their long-established approach covers many aspects such as 24/7 mental health access through their Employee and Family Assistance Program and extended health benefits that include a separate mental health practitioner benefit. In 2008, BC Hydro chose to integrate LifeSpeak *Mental Health and Resilience* into their approach to provide proactive mental health support earlier in the continuum of care. LifeSpeak provides mental health and wellbeing education through thousands of micro-learning videos and guidance from top mental health experts.

Corrina Hill, the manager of Health and Recovery Services at BC Hydro, tells us why they chose LifeSpeak. "It was important to us that we provide evidence-based content to our employees. LifeSpeak content is based on research and developed by experts. At BC Hydro, our philosophy includes helping employees in a way that meets them where they are. LifeSpeak provides a depth and breadth of content that our team members can access to meet their unique needs. That aligns with our philosophy because it allows our employees and their families to access resources that are most meaningful to them."

BC Hydro weaves LifeSpeak into its health and wellbeing strategy in many ways. LifeSpeak is featured in every monthly newsletter circulated by their health and wellness champions. They use LifeSpeak in their safety meetings and in communication with employees who are returning to work after illness and injury. BC Hydro

turns on all the LifeSpeak campaigns and promotes them through their health and wellness champions, including launches of promotional material and embedding LifeSpeak links into their virtual wellbeing sessions. BC Hydro even developed a campaign on financial wellbeing with a board game concept called Hydropoly to promote their internal financial health resources including LifeSpeak in a fun way.

BC Hydro also supports their internal employee networks with help from their LifeSpeak account managers who collaborate to develop content for their sessions. Hill says, "Our LifeSpeak account managers have been very helpful - they have attended our Health and Wellness events and walk people through LifeSpeak resources with suggestions on how to use them in a way that suits their needs. They've been great to work with".

As a customer of LifeSpeak for over 15 years, BC Hydro has been pleased that LifeSpeak *Mental Health and Resilience* has been an accessible, valuable resource for employees and their families across the province. With healthy utilization across their employee base, the Health and Recovery Services team became interested in exploring another product of LifeSpeak Inc., *ALAVIDA Substance Use*, as an additional resource for employees.

"We appreciate that LifeSpeak is evidence-based, has great breadth and depth, and can be accessed in a variety of ways. It aligns with our philosophy to enable our employees and their families to access resources that are most meaningful to them."

- Corrina Hill, Manager, Health & Recovery Services, BC Hydro, Vancouver, Canada



Supporting earlier substance use challenges with confidential, on-demand resources and coaching

Since the early 2000s, BC Hydro has offered treatment support for employees with a diagnosed substance dependence. Recognizing that many employees facing substance use issues may hesitate to seek clinical help due to stigma or job concerns, BC Hydro aimed to offer support at earlier stages of substance use and provide resources for the wider employee population seeking to improve their relationship with substances and make changes for a healthier lifestyle.

In 2023, BC Hydro initiated a pilot program with ALAViDA *Substance Use* to support employees wanting to change their habits around substance use. ALAViDA's evidence-based methods provide confidential on-demand resources and expert human support for all substances. The self-guided, digital TRAiL platform employs evidence-based methods like Internet-based Cognitive Behavioral Therapy (iCBT) to help individuals

educate themselves, set goals, and take action. Expert coaches offer additional support, while tools like the Craving Kit assist in managing challenges. Designed for the working population, ALAViDA caters to a wide range of individuals, including those looking to be proactive about their health, struggling with substance use, dealing with a loved one facing substance use issues, and leaders seeking to better support their teams.

“We chose ALAViDA,” Hill said, “because it offers guidance for those wanting to adopt healthier habits around substances as well as those that are struggling but not ready to ask for formalized support. We also like that both ALAViDA *Substance Use* and LifeSpeak *Mental Health and Resilience* offer resources that can support anyone at any stage of their health journey. They provide varied ways that people can access expert information and support and that’s important to us and really helpful to our employees.”

Impact

The Health and Recovery Services team at BC Hydro is passionate about helping their employees realize the full benefit of their resources. Their robust health and wellness strategy supports the holistic wellbeing of their employees. As a part of their strategy, LifeSpeak and ALAViDA have been two valuable resources for their employees. Their work in weaving LifeSpeak *Mental Health & Resilience* and ALAViDA *Substance Use* into regular communication messages has resulted in high utilization of both solutions.

LifeSpeak Mental Health and Resilience

BC Hydro's engagement with LifeSpeak is strong. "There's a trust element with LifeSpeak content. It's curated and evidence-based, so the research has already been done. Team members like the variety of ways in which they can access information such as videos and tip sheets. They also like the microlearning aspect of LifeSpeak so they can access information in short bursts, which is great. Our employees engage in LifeSpeak's Ask the Expert program and value the anonymity, so they can feel free to ask their questions and get an expert response. Our employees value the different ways to access information and the varied types of support from LifeSpeak."

In the last year, employees accessed LifeSpeak regularly, utilizing nearly a thousand videos ranging from topics such as mindfulness, physical health, financial health, sleep, and relationships.

KEY RESULTS

**LifeSpeak utilized
72% of days in the
last year**



**In the last year,
92% of LifeSpeak
videos were
accessed**



ALAViDA Substance Use

Hill states, "engagement with ALAViDA in our first year is high and continues to grow, and it is reassuring to know that individuals are getting help when they need it. This year, we're really looking forward to studying the impact of that utilization to learn more about the outcomes for our employees." In the last year, employees have had tens of thousands of interactions with ALAViDA. Interactions include completion of educational content, self-assessments, resources, journal entries, TRAiL modules, and sessions with expert coaches.

KEY RESULTS

**23,000+ ALAViDA
interactions in the
last year**



A Comprehensive Approach to Employee Wellbeing

BC Hydro's unwavering commitment to employee health and wellbeing serves as a model for organizations seeking to create a high-performance, sustainable workplace. By prioritizing employee care through comprehensive programs, flexible work arrangements, and a supportive culture, BC Hydro has not only fostered a healthier workforce but has also solidified its position as a leading employer in British Columbia. The company's dedication to its employees is evident in its enduring success and positive impact on the community.

Learn more about LifeSpeak *Mental Health and Resilience* and our full suite of solutions.

Contact us or request a demo today.

lifespeak.com