

The logo consists of a solid green square. Inside the square, the text "SOBEYS INC." is written in white, uppercase, sans-serif font. Below it, the word "MENTAL" is written in a larger, bold, dark green, uppercase, sans-serif font. Below "MENTAL", the word "WELLBEING" is written in white, uppercase, sans-serif font. At the bottom of the square, the phrase "support is here" is written in a smaller, white, lowercase, italicized sans-serif font.

SOBEYS INC.
MENTAL
WELLBEING
support is here

Mental Wellbeing Toolkit

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Preventing Burnout: Boundaries & Saying No



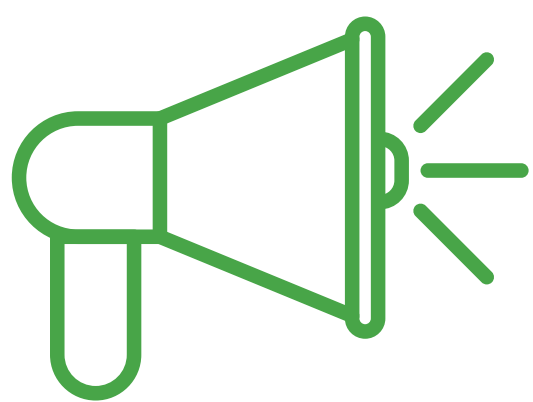
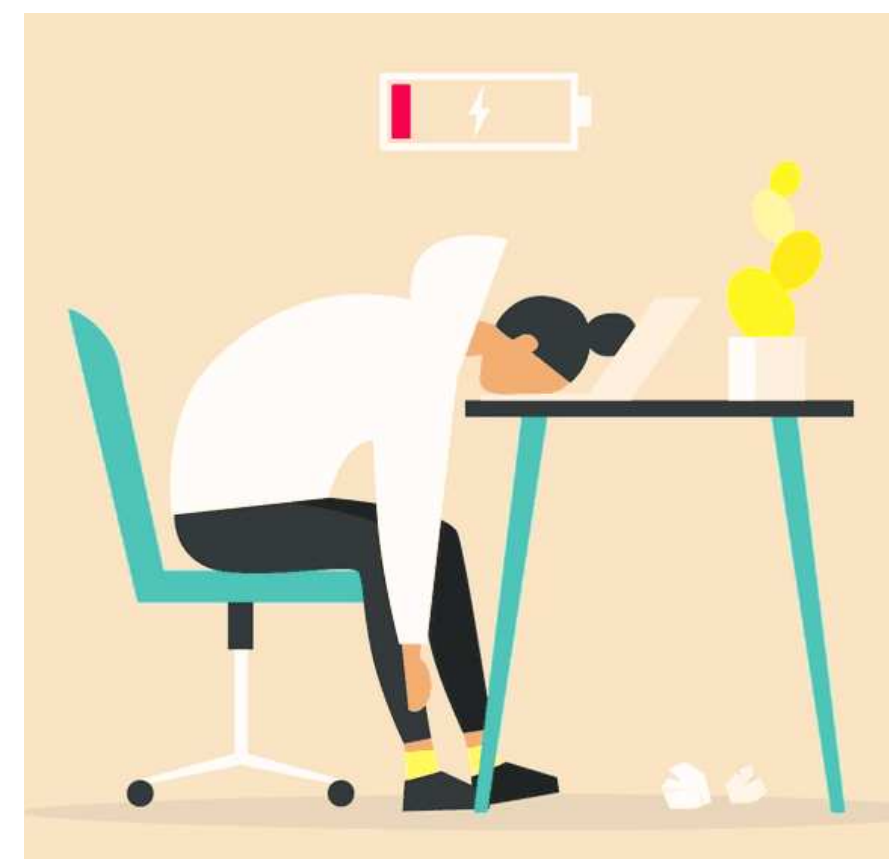
The World Health Organization has defined burnout as: **“a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.”**

It states that the syndrome is characterized by: **“feelings of energy depletion or exhaustion; increased mental distance from one’s job, or feelings of negativism or cynicism related to one’s job; and reduced professional efficacy.”**

We can be full-throttle passionate about our jobs — fulfilled, purposeful and motivated — and still get burned out. In fact, the more passionate we might feel, the easier it is for us to justify the long hours because we take pleasure and find purpose in what we’re working on or toward.

That drive, that tenacity, that compassion, that laser focus is not in limitless supply — we must cultivate it. And we can only do that by stepping away and creating a life outside of work that we also derive pleasure from. **The glorification of work isn’t doing anyone any favors.** It’s the people who can, and do, switch off who have it right and not the people who burn the candle at both ends and who are always ignoring their needs to get something done.

Even though switching off can feel counterproductive, it’s playing the long game. **Taking the breaks we’re entitled to is a good way to create space for yourself — coffee breaks, lunch breaks, vacation time and sick days.** Creating space by taking breaks doesn’t mean that we’re no longer passionate, dedicated or motivated — **it simply increases our capacity to keep harnessing our passion, dedication and motivation.**



"Daring to set boundaries is about having the courage to love ourselves, even when we risk disappointing others. We can't base our own worthiness on others' approval. **Only when we believe, deep down, that we are enough can we say, enough!**" - Brené Brown

10 Steps for Setting Healthy Boundaries

- **#1 – Ask for help**
Get your manager to help you define your priorities
- **#2 – Conduct an audit**
What situations cause stress and anxiety, write it down
- **#3 – Set limits**
Define your hours, don't check emails between 6-9 p.m., turn off notifications
- **#4 – Communicate clearly**
Tell your team your limits and set expectations
- **#5 – Take time to respond**
The art of *pausing*, check in with yourself
- **#6 – Practice saying no**
Imagine the ability to say no as a muscle – you need to build it
- **#7 – Develop a system**
Do it, defer it, delegate it, drop it
- **#8 – Create structure**
Agendas, weekly meetings, 1:1s
- **#9 – Prepare for pushback**
Visualize your boundaries, when they are crossed, handle it rationally instead of emotionally
- **#10 – Support each other**
Understand each others' boundaries, hold your team accountable, burnout is not a badge of honor

How To Say No Framework

- **Consider the Request**
Evaluate if you have the capacity to do it
- **Acknowledge the Request**
Thank the person for thinking of you
- **Use Evidence to Say No**
I need to do X so I don't have capacity to do Y
- **Reinforce or Renegotiate**
Get them to agree or get confirmation on priorities



Instead of saying:

“I **can't** do this because of x, y, z.”

Try this:

“I **don't** have the capacity to take this on.”

“**Can't**” opens the door for solutions

“**Don't**” closes the door and sets the boundary



Need More Support? www.sobeysmentalwellbeing.com



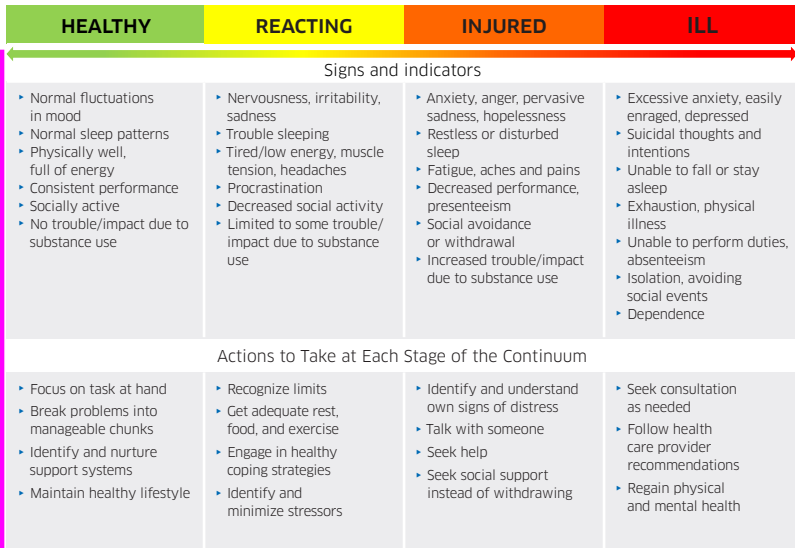
Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Mental Health Continuum Model

THE WORKING MIND™

Workplace Mental Health and Wellness



RESOURCES

If you are concerned about signs of stress in yourself or a buddy, get it checked out. Resources include:

- ▶ Family and friends
- ▶ Colleagues, managers and human resources
- ▶ Employee and Family Assistance Program
- ▶ Family Doctor and other healthcare providers
- ▶ Community resources
- ▶ Insured or private services, including psychologists

Special acknowledgment made to the staff at the Department of National Defence and the Calgary Police Service for their collaboration in the development of this program.

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Production of this brochure has been made possible through a financial contribution from Health Canada. The views expressed herein represent the views of the Mental Health Commission of Canada.

The Big Four Strategies

SMART GOAL SETTING	VISUALIZATION	POSITIVE SELF TALK	DIAPHRAGMATIC BREATHING
<ul style="list-style-type: none">▶ Specific: your behaviour▶ Measurable: see progress▶ Attainable: challenging and realistic▶ Relevant: want it or need it▶ Time-bound: set finish time	<ul style="list-style-type: none">▶ Be calm and relaxed▶ Use all senses▶ See positive mental images▶ Keep it simple▶ Use movement	<ul style="list-style-type: none">▶ Become aware of self-talk▶ Stop the negative messages▶ Replace with positive▶ Practice thought stopping: "I can do this." "I am trained and ready." "I will focus on what I can do."	<p>Rule of 4:</p> <ul style="list-style-type: none">▶ Inhale to count of 4▶ Exhale for count of 4▶ Practice for 4 minutes <p>Breathe into the diaphragm</p>

AIR: Ad Hoc Incident Review

1. Acknowledge: Something has happened, and listen.
2. Inform: Check in and apply the Mental Health Continuum Model.
3. Respond: Observe and follow up.



Support is here



Accessing resources for your mental wellbeing has never been easier.

Visit www.SobeysMentalWellbeing.com from any browser or mobile device for:

- Information and resources about mental wellbeing
- Access to mental health benefits for teammates
- Stories, articles, and webinars updated regularly



Choose the resources & programs that work for you.



We are a family nurturing families.



Togetherall

Services Included

Togetherall is a **safe, online community** where individuals remain **anonymous** to each other and draw strength from others with similar **lived experiences**. The platform is:

- Accessible and **active 24/7/365**, no formal referral is needed.
- Moderated by registered mental health practitioners (Wall Guides) who ensure individuals are kept safe and feel supported.
- Also available - additional self-assessments, recommended resources, self-guided courses and creative tools to help members express and track how they are feeling.

Check out the [explainer video](#) and [member testimonial](#) of the Togetherall platform.

Eligibility

- Available to all Teammates across Canada.

How to access?

- Visit www.togetherall.com/joinnow/sobeys from any device.
- Register using any email address. The platform is completely anonymous.



Employee and Family Assistance Program (EFAP)

Services Included

Our EFAP program provides you with tools to support your mental health and well-being. You have free access to:

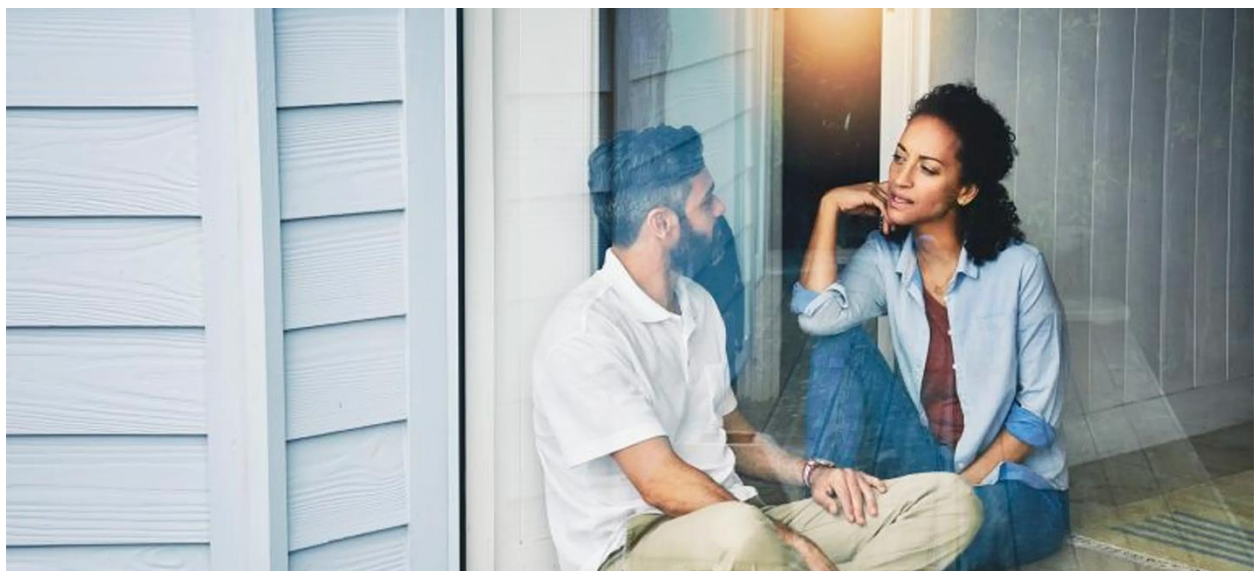
- Professional, short-term Counselling – in-person, telephonic, video, self-directed
- Career Support – optimize your career, resiliency and retirement
- Family Support – find solutions that meet your needs
- Financial Support – tools and resources to build a bright financial future
- Health Coaching – make the changes needed to be well and stay well
- Legal Support – expert, confidential information about how the law applies to specific situations
- LIFT Session Virtual Fitness – access your fitness journeys 24/7 on your mobile device
- Naturopathic Services – take a natural and holistic approach to the maintenance of good health
- Nutrition Services – maintain a balanced diet so you can achieve your goals

Eligibility

- All Corporate employees and their immediate family members.
- Franchise employees enrolled in the Franchise benefit plan, and their family members.

How to access?

- Reach out 24/7/365 at 1.844.880.9142
- www.workhealthlife.com
- Download the My EAP app in your app store [Apple](#) [Google Play](#)



Dialogue Virtual Healthcare

Dialogue offers eligible Sobeys employees and their families a convenient virtual health care experience. If you have a health care related question or concern, consider Dialogue as your telemedicine solution. Below are some conditions Dialogue can evaluate and help treat virtually:

- Sinus pain, headache, cough and fever
- Dermatology issues such as skin rashes, hives or abrasions
- General advice for muscular or joint pain
- Mental health concerns including stress, fatigue, anxiety and insomnia

Telemedicine is not ideal for all health concerns. If your symptoms cannot be assessed online, Dialogue will guide you appropriately.

Generally, there are four steps to a Dialogue Consultation through the app or web:

1. **Intake** - Via the app or web, answer a series of questions to begin the diagnosis.
2. **Consult** - Connect with the right medical resource, such as a nurse, nurse practitioner or doctor to further diagnose and provide medical advice.
3. **Outcome** - Receive a care plan, any required prescriptions, referrals or laboratory tests.
4. **Follow-Up** - Receive timely follow-up from the same medical professional.

Remember: if it's an emergency, call 911!

Below are a few things that Dialogue **cannot** treat or assess:

- Follow-ups to medical conditions already evaluated by a medical practitioner (e.g., oncology, chronic conditions etc.)
- Laboured breathing
- Pregnancy follow-ups
- Severe traumas such as fractures, deep cuts or burns that require physical examination
- Dialogue is only available within Canada

For children under two, conditions that Dialogue can safely evaluate may be more limited compared to adults and older children.

Eligibility

- Employees enrolled in the YouFlex health plan

How to access?

- <https://pages-support.dialogue.co/sobeys/>
- Download the Dialogue app in your app store [Apple](#) [Google Play](#)
- Click Get Started. You'll need your employee ID to register.