

5.1 (c)

EWSNetwork and Manulife working together to support the current vision of improving wellness, mitigating health risks and lowering benefit costs, while at the same time ensuring a positive employee experience and favourable engagement rates creates a positive synergy that is beneficial for all parties involved.

Experience:

As a leading Canadian corporate and employee wellness company, Employee Wellness Solutions Network [EWSNetwork] services corporate clients coast-to-coast. Clients are located in 7 provinces [including bilingual programming in Quebec], in 53 cities and in 110 locations. EWSNetwork is owned by Garth and Meaghan Jansen, has been in operation since 2003 and the head office is located in London, Ontario.

EWSNetwork Awards/Recognition Summary

- Winner - 2014 Benefits Canada Health and Wellness Program of the Year Award (<1000 employees)
- Winner - 2014 Benefits Canada Engagement Award
- Finalist - 2014 Benefits Canada Strategic Partnership Award
- Finalist - 2014 Benefits Canada Health and Wellness Program of the Year Award (2 clients)
- Finalist - 2014 Benefits Canada Engagement Award (2 clients)
- Finalist - 2014 Benefits Canada Communication Award
- Finalist - 2013 Benefits Canada Health and Wellness Program of the Year Award
- Finalist - 2013 Benefits Canada Strategic Partnership Award
- Finalist - 2012 Benefits Canada Health and Wellness Program of the Year Award
- Winner - 2012 Benefits Canada Strategic Partnership Award
- Winner - 2011 Benefits Canada Health and Wellness Program of the Year Award
- Gold Award – 2014 Waterloo Region Healthy Workplace Award (2 clients)
- Platinum Award – 2014 Waterloo Region Healthy Workplace Award (2 clients)
- Innovator Award – 2014 Waterloo Region Healthy Workplace Award
- Gold Award – 2013 Waterloo Region Healthy Workplace Award (2 clients)
- Gold Award – 2012 Waterloo Region Healthy Workplace Award (2 clients)
- Gold Award – 2007 - 2009 London Region Healthy Workplace Awards [awards program concluded]
- London's 20 Under 40 Business Award - 2013
- Several media articles [Please refer to Appendix D i – D viii]

Depth and Breadth of Capabilities:

EWSNetwork works diligently to provide customized program designs that target the specific needs and interests of any organization. Our focus is taking programming, information and initiatives directly to the employees, thereby maximizing participation. This unique approach ensures that a wellness program is reaching not only the people who are already interested in health, but also the individuals that need a wellness program the most.

EWSNetwork's integrated approach has proven to show that real results are seen by the effective wellness programming that leads to enhanced participation, engagement, containment of benefits costs and the overall evidence-based results.

EWSNetwork's designs its wellness programs on four very important and necessary components to ensure success. These four components are; individual, group, awareness and virtual. We have found that combining all four of these components draws the largest employee engagement. Addressing individual needs, establishing a healthy group culture, enhancing awareness across the workforce and offering virtual programming for clients with smaller satellite locations ensures that there is truly something for everyone.

The entire EWSNetwork toolbox of programs is used to organize and implement a client-specific comprehensive strategy. These four components are highlighted below:

INDIVIDUAL

The individual aspect of the wellness program is comprised of the one-on-one health coaching. Employees voluntarily sign up for 30 minute wellness appointments with a certified EWSNetwork health coach. Follow up wellness appointments are set with participants with the goal of having a health coaching appointment once per 4-6 weeks. Discussions during these wellness appointments range from customized meal plans, exercise prescriptions, stress management, time management, sleep improvement, diabetes, heart health, injury prevention, family health, and any other aspects of practicing healthy lifestyle behaviours at work and at home. Accountability, evaluation and follow up that lead to healthy behavioural change are the benefits and goals of the wellness consultations.

GROUP

Group wellness initiatives are implemented to address culture, morale and team-work. Some examples include fun challenges, lunch n' learns, workshops and exercise classes.

AWARENESS

Awareness-based initiatives are implemented to address health and wellness behaviours. Some ways in which these initiatives are offered are through signage, email campaigns and walkarounds. Often a EWSNetwork employee will participate in staff meetings to facilitate a recap of the program and share additional wellness information.

VIRTUAL

The EWSNetwork virtual programming is designed to complement all onsite wellness programs. This virtual component is valuable for those organizations who may have a variety of logistical differences such as multiple locations or populations who prefer online vs onsite. The virtual initiatives offered include but are not limited to; monthly newsletters that include a wellness challenge. Online group challenges [i.e. pedometer challenges, exercise challenges, wellness bingos and many more], recipe campaigns and e-mail campaigns. In addition to the virtual programs each employee has access to his or her own wellness program managing system where they are able to book an onsite wellness consultation, track their own personal data and goals, register for upcoming events and access our resource center.

Complementing Manulife's Objectives:

A partnership between EWSNetwork and Manulife adds tremendous value to current wellness offerings. Below is how EWSNetwork envisions supporting Manulife's direction. Each objective is further supported through this RFP, specifically under sections 5.2 and 5.3.

Manulife Objective - Actively participate in a network of suppliers that provide on-site wellness services to our clients as the need arises. The network will not be exclusive; the network will likely include multiple suppliers offering similar service, but with unique elements such as geographic location, industry specialization, types of biometric screening offered, scope of services and service delivery.

EWSNetwork Support - EWSNetwork is available to be a part of Manulife's professional network. EWSNetwork currently services corporate clients coast-to-coast, has bilingual abilities, and works with organizations in numerous industries.

Manulife Objective - Manulife will select provider(s) from the network to support each client opportunity, based on client's needs in terms of scope of services, ability to meet geographic needs, service value, and service delivery

EWSNetwork Support - Currently, EWSNetwork works with, but not limited to, small to medium-sized organizations [50-1000 lives] and has the ability to service clients in any city across Canada. EWSNetwork's programs are comprehensive and strategic. Integrating Manulife's current offerings with an EWSNetwork on-site strategy provides tremendous value to Manulife's clients.

Manulife Objective – Provide high quality on-site wellness services to our clients and their employees, at their workplace location, at a mutually agreed-upon time, in both official languages.

EWSNetwork Support - EWSNetwork's programs may be offered on-site which contribute to favourable

engagement and participation rates. EWSNetwork and Manulife will work together to determine best timeframes to be on-site. Some factors may include shift times, urban/rural settings, and satellite offices. EWSNetwork has bilingual capabilities.

Manulife Objective – Support Manulife and our clients in promoting, communicating and registering employees for the wellness services

EWSNetwork Support – EWSNetwork has the capabilities to promote, communicate and register employees for the wellness offerings via the customized wellness portal.

Manulife Objective – Contribute to the overall wellness objectives of Manulife’s clients resulting in healthier, more engaged and productive employees

EWSNetwork Support - Through establishing the Manulife client’s objectives and designing a strategic plan with Manulife, a results-based program may be implemented to engage employees leading to a healthier, more aware, more productive workforce.

Manulife Objective – Willingness to provide wellness services at a wide variety of geographic locations, including, urban, rural and remote workplaces across Canada, either by the supplier’s own staff or through alliances with other qualified suppliers. Qualified suppliers do not need to have national coverage; we will match suppliers to clients based on their service location (s).

EWSNetwork Support - EWSNetwork has the capabilities to service Manulife clients coast-to-coast, urban and/or rural. Our unique system provides quality assurance in program deliverables.

Manulife Objective – Ensure a positive employer and employee plan member experience.

EWSNetwork Support - Working with Manulife to establish client objectives, employee needs, interests, and wants contribute to a positive experience. Other satisfaction measureables are further discussed in section 5.2 and 5.3.

Manulife Objective – Provide metrics on employee participation that illustrate aggregate results of medical testing and assessment of outcomes and the value of the services, and provide measures of employee and client satisfaction.

EWSNetwork Support – EWSNetwork may provide the necessary reports to Manulife outlining participation, engagement, assessment of objectives and satisfaction. More information is shared in section 5.2.

Manulife Objective – Provide services through qualified and trained health care professionals.

EWSNetwork Support – EWSNetwork assures quality with Manulife’s clients as a unique system of recruiting, training and maintaining qualified and certified professionals is in place.