



# Charter

## ▪ Work-Life Balance ▪

At the heart of NL Health Services' commitment is our vision:

**"Health and Well-Being. Every Person. Every Community."**

This applies not only to the patients we serve but also to our employees, the foundation of our organization.

We recognize the dedication and strength of our workforce, whose hard work is vital to delivering quality health care. In return, we are committed to fostering a workplace culture that prioritizes well-being by providing the support, flexibility, and resources needed for a sustainable work-life balance.

To achieve this, we will implement policies that encourage a healthy separation between work and personal life, support flexible work arrangements where possible, and equip employees with tools for effective time management and overall well-being.

Building a culture of balance requires collaboration across all levels. Employees are encouraged to disconnect outside scheduled hours, recharge, and prioritize self-care. This Charter is a commitment to creating a workplace that values both professional fulfillment and personal well-being.

Our people are our greatest asset. By cultivating respect, balance, and continuous support, we strengthen our teams, improve patient care, and ensure a healthier future for everyone. Together, we will build a workplace where well-being is not just encouraged, it is essential.

As health-care leaders, fostering work-life balance is essential for staff well-being and high-quality patient care. Aligning core values with leadership practices ensures a sustainable and supportive work environment.



The core values of NL Health Services: **Innovation, Compassion, Accountability, Respect, and Excellence (I CARE)** represent a guiding framework for all employees, physicians, volunteers, and leadership. By integrating these values into leadership decisions, health-care leaders can cultivate a balanced, resilient, and engaged workforce—ultimately improving patient outcomes and organizational success.

## ▪ Living the Charter ▪

The Charter affirms NL Health Services' acknowledgment and commitment to support work-life balance. You, our leaders, carry the weight of supporting employees, fulfilling challenging roles and responding often beyond typical workdays. There is a shared commitment within the leadership team to be open to new ways of working together. Listed below are key actions along with suggestions of how you may consider implementing each action. We encourage leaders to initiate collaborate and discuss within your team to explore what actions can be implemented to support work-life balance in your workplace.

### ▶ Create Meeting Free Zones

- No routine scheduled meeting prior to 10 a.m. on Mondays.
- No scheduled meeting from 12-1 p.m. to enable lunch breaks.
- Establish parameters that are appropriate and feasible for your team.

### ▶ Set Meeting Etiquette

- No meetings for sole purpose of information sharing.
- Meetings have a stated purpose/agenda.
- Consent agendas will be used where appropriate.
- Invite only those who will be expected to contribute.

### ▶ Reduce Meeting Length

- Schedule meetings to allow for transitions (i.e. 10 a.m.-11 a.m.; ending meeting 10:50 a.m.).
- Start and stop on time.
- Recommended daily maximum of 5 hours in virtual meetings, where possible.

### ▶ Emails and Text Messages

- Choose telephone or face-to-face over electronic communication where possible.
- Practice sending emails usually during your typical working hours and provide a reference time frame for others.
- Schedule delivery of email messages within set communication hours.
- Phone or text preferred for after-hours emergencies.
- Requests should include timeline for response.
- Avoid unnecessary use of 'reply all' and 'cc'.
- Where possible, schedule calendar space for email review.

### ▶ Networking

- Create opportunities to meet in person and online current and new colleagues.
- Make time in your day for mental and physical self-care activities.
- Check in on colleagues who don't seem to disconnect.

### ▶ Flexible Work Arrangements

- Support flexible work arrangements where operationally feasible.
- Support employee autonomy to the extent operations allow.