

# Frequently Asked Questions



## Employer Certification

### 1. What are the requirements for employer certification?

There are three levels of certification options available to support you where you are at.

**Ambassador:** Leadership must complete a short online confidential questionnaire to determine readiness and commitment and pass with a score of 70% or greater. Included with membership.

**Master:** One person must complete an audit of organizational practices. Next, we survey employees to ensure they feel there is a culture of health that supports their productivity and performance. An alternative option is to tag on a set of questions to your employee engagement survey to prevent survey fatigue.

**Mentor:** You have met the requirements of a Master and are willing to mentor another organization in an area of expertise. The mentorship relationship and commitment are set by the mentor.

### 2. What is included with an employer certification?

- Tailored support to conduct an organizational audit and employee survey
- Aggregate results of the employee survey
- Tailored recommendations from the audit and employee survey
- A one-hour strategy session to build or enhance your health and performance strategy or embed it into your organizational strategy
- Digital badge to use to support your organizational image and support with recruitment
- Wide-spread recognition featured in an article, our newsletter, social media and more

### 3. What do you assess in the audit and survey?

The employee survey is broken down into three sections. The organizational audit is aligned with the first two sections.

- a. Culture and leadership
- b. Personal resources, community connections, and the physical environment
- c. Personal wants and needs

### 4. Do the assessment tools align with the Psychological Health and Safety Standard?

Yes.

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## 5. How long does the whole process take?

The whole process can take between one to six months or longer depending on the size and level of commitment of your organization. Some organizations like to go through the assessment process to build a plan and get certified the following year. Others like to go through it quickly and others like to time the certification with the deployment of other employee surveys. Once we have your assessment results, you get the full tailored recommendations and feedback within two to four weeks.

## 6. How long does it take to complete the assessments?

The employee survey takes about five minutes. We also have a condensed version that takes one-two minutes. The organizational audit takes up to thirty minutes but sometimes collaboration between different people is needed to accurately answer all questions.

## 6. When do you accept applications?

Our certification is the only program in Canada that certifies organizations on a rolling basis for their success in creating a healthy, high performing work culture. The perk? Your organization gets all the attention at the time of certification. Your organization is featured in an article, our newsletter, social media and more to put you front and centre as a high performing employer of choice.

## 7. What are the certification fees?

Type	Fee
Ambassador	Included with membership
Master or Mentor Certification	\$1000 (<99) \$1250 (100-499) \$1500 (500+)