

SURVEY RESPONSES

JUNE 15, 2021

**PHLP 2021  
WELLNESS  
SURVEY**

PENNSYLVANIA

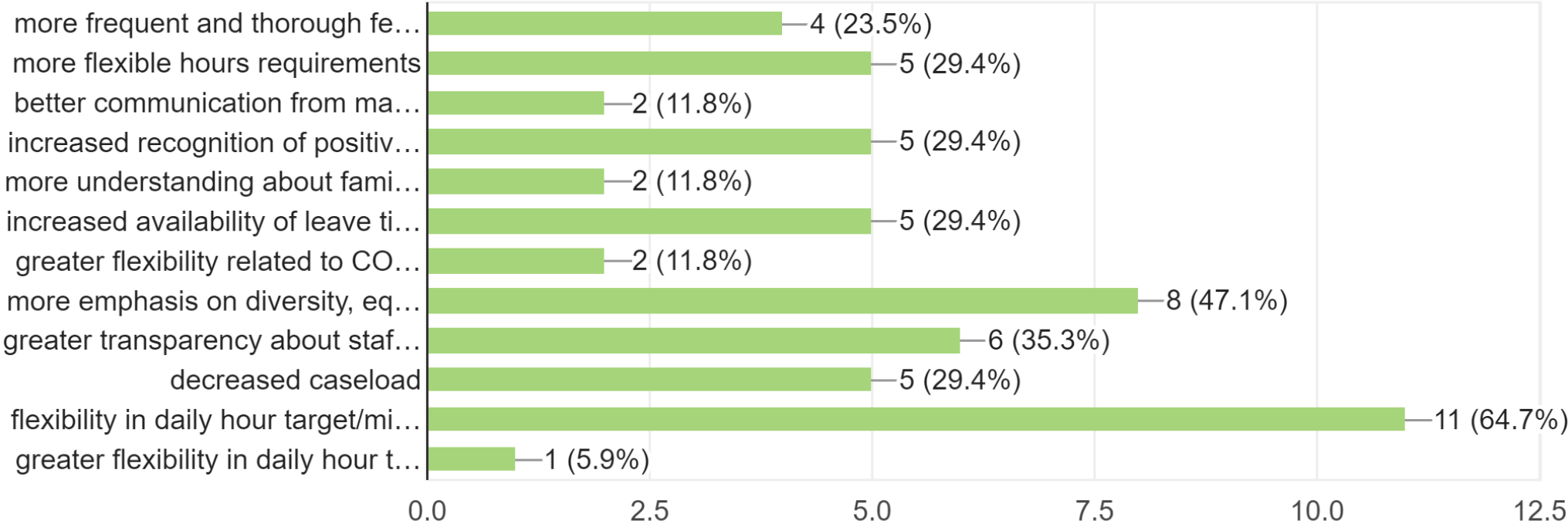
**Health Law**

PROJECT

# QUESTION 1:

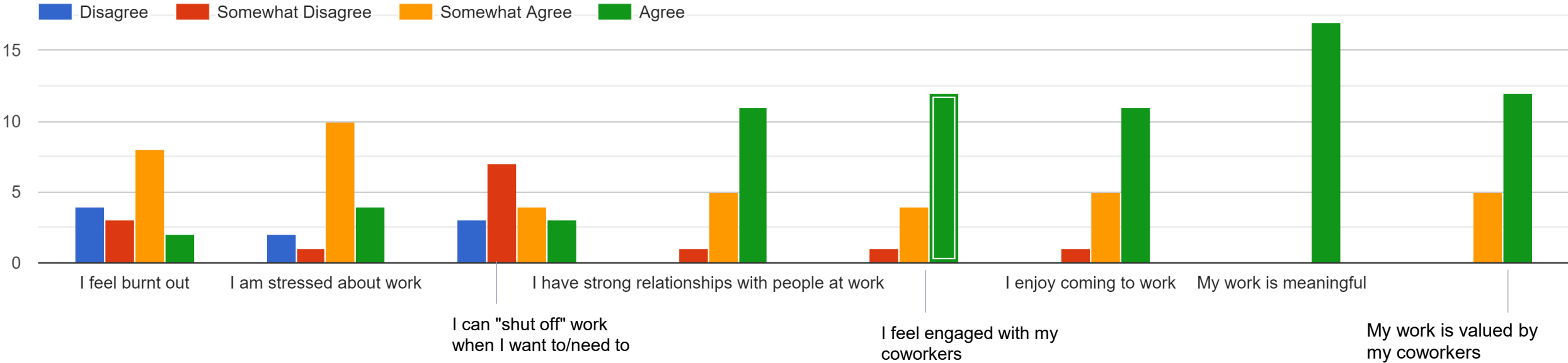
If you could wave a magic wand and improve one or more area(s) of your job, what would it be?

17 responses



# QUESTION 2:

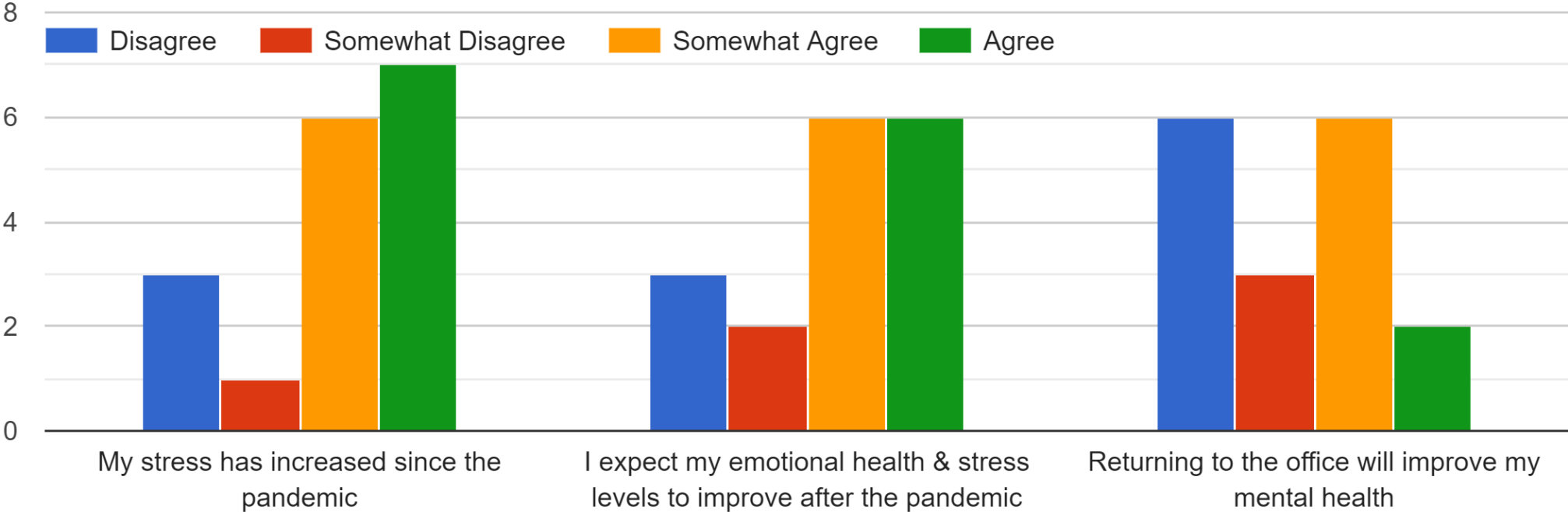
Please rate the following statements.



TOTAL SURVEY RESPONSES: 17

# QUESTION 3:

Please rate the following statements related to our COVID-19 workplace.

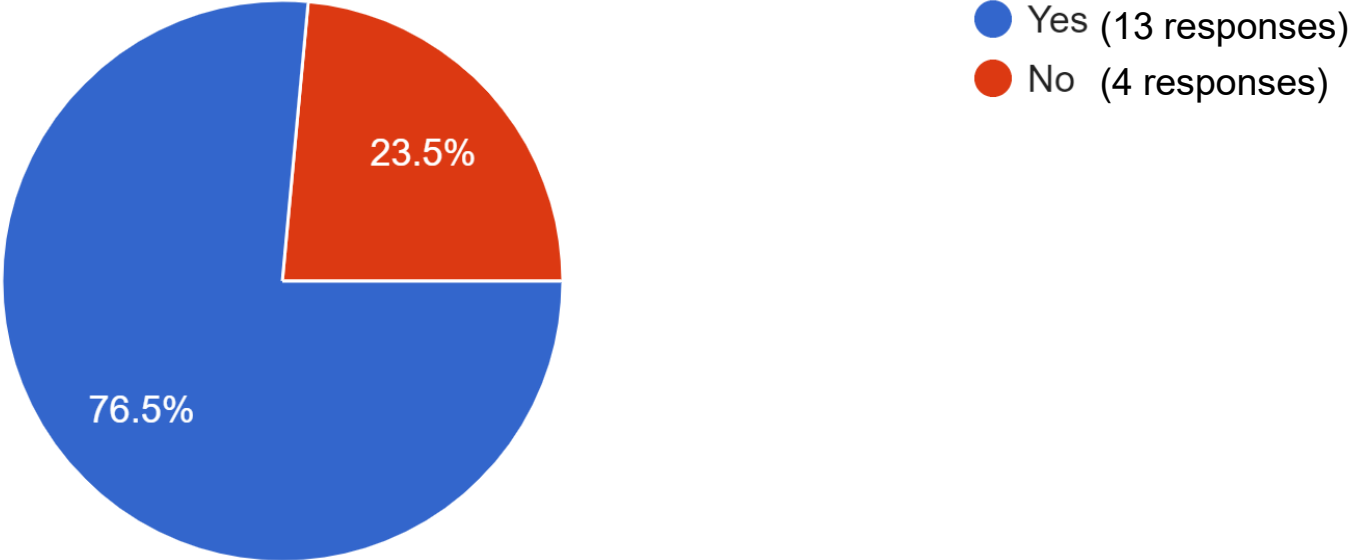


TOTAL SURVEY RESPONSES: 17

# QUESTION 4:

Would you be interested in more social activities outside of normal work hours?

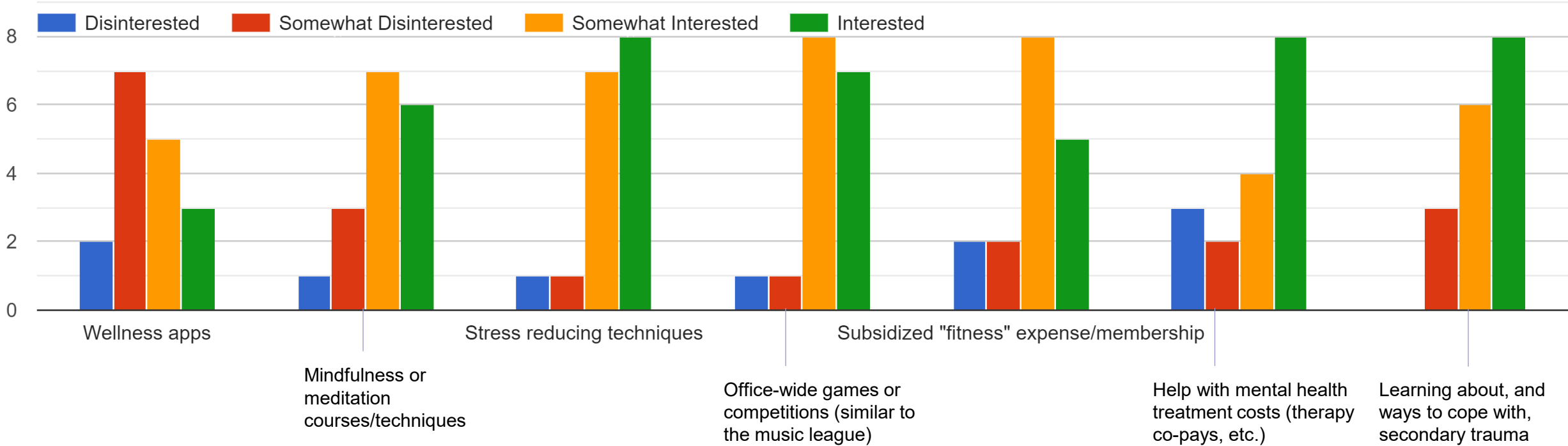
17 responses



TOTAL SURVEY RESPONSES: 17

# QUESTION 5:

Please rate your interest level in the following:



TOTAL SURVEY RESPONSES: 17

# QUESTION 6:

How would you describe PHLP's workplace culture, in four words or less?

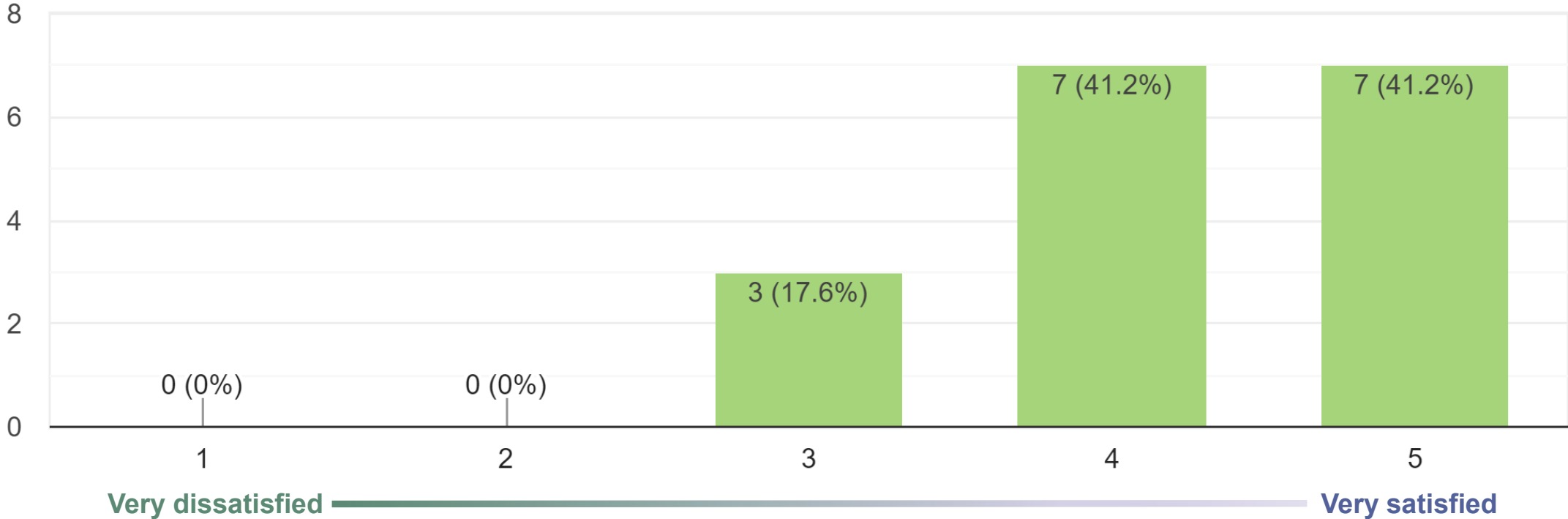


- **Supportive**, genuine, **caring** and enjoyable
- **Supportive**, collaborative, teamwork
- Very supportive
- Hard working good people.
- welcoming, supportive,
- **Supportive** Friendly Calm/Relaxed
- Client driven, CHC focused
- Friendly Community
- Flexible, **caring**, value employees.
- Motivating, Inclusive, collaborative, transparent
- **Supportive, caring**, fun, passionate
- supportive, progressive, nurturing, empathetic
- supportive, integrity, busy, satisfying
- Altruistic, busy, demanding, self-sufficient
- **caring** and **supportive**
- Intense, rewarding, supportive
- supportive, challenging, and rewarding

# QUESTION 7:

Overall, how satisfied are you with your job?

17 responses

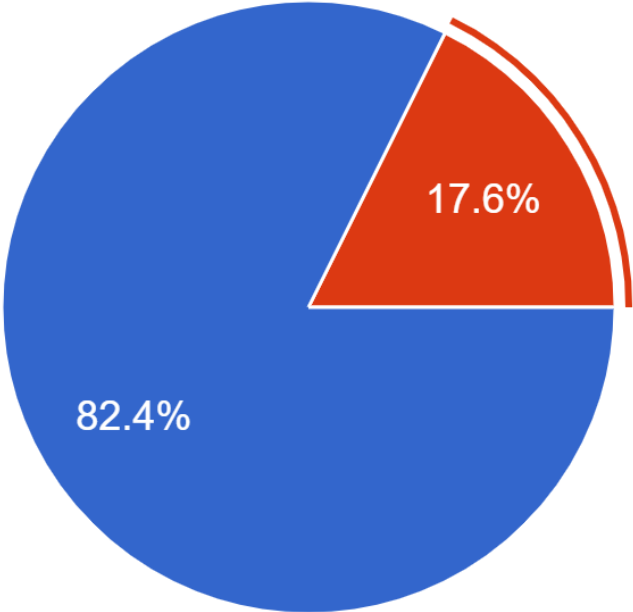




# QUESTION 8:

Do you feel comfortable taking time off?

17 responses



- Yes (14 responses)
- No (3 responses)

# QUESTION 9:

If you answered "no" to the previous question, please explain.

I struggle to find when and how to take time off, mostly due to the high case volume. I also think I have a hard time prioritizing my need for time off in the face of clients' demanding needs. I think I could benefit from my supervisor asking/ encouraging/ advocating about my taking time off. Otherwise, I find I underutilize it.

I feel comfortable and encouraged to take time off but it can be difficult to make the time.

I feel comfortable taking time off now, but it was difficult when my caseload was much busier.

I answered yes but it made me write an answer anyway so, taking off can cause me anxiety which is why it's reassuring how understanding and acceptable it is at PHLP.

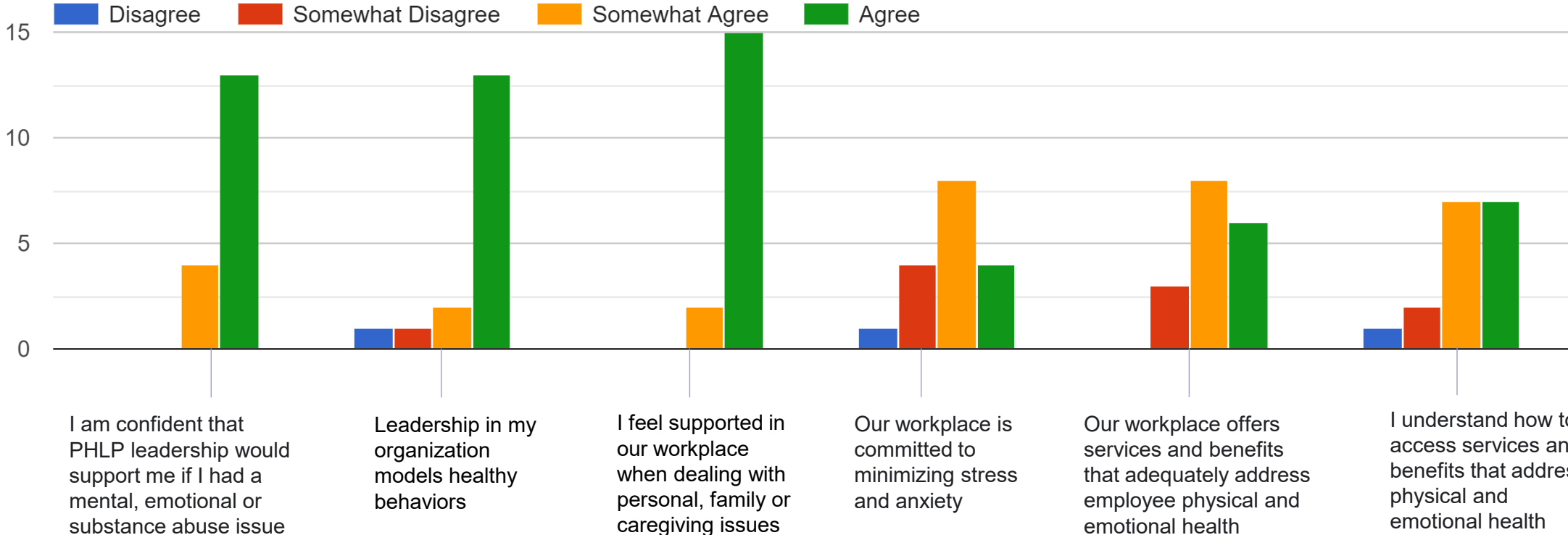
No one else to handle my work & then I just get backed up

I answered yes - but will say that the one hang up I have is around case load. There never seems to be a "good" time to take time off so I end up setting myself back by being out of the office.

Mostly yes, but sometimes I feel uncomfortable totally disconnecting - or I can't, because someone calls my cell, and I dislike that

# QUESTION 9:

Please rate the following statements.



# QUESTION 10:

## What can PHLP do to improve employee wellness?

More support managing a high case load. The most stressful part of this work for me is deciding how much to help. I think I could benefit from stronger supervision in this area, as well as perhaps more standardization/protocol in place to reference. And/or dispersing of case volume, including hiring more staff if needed, to accommodate the high case load. Additionally, I find myself on average working at least an hour or two beyond 7 hours per day. I do my best to log the additional time but it can be challenging to keep up with every extra bit worked. However, I think it would be quite useful to have an overtime or comp policy in place. I understand that this job inherently demands a great deal of time, but some way of being encouraged to flex time if working quite late one day would be appreciated.

Clearer expectations around working beyond formal 9-5 hours, especially when it comes to case handling. Ex.: how frequently should staff expect to work longer days, weekends?

Increase PTO for long term employees and reduce caseloads, share work more

Once a year retreat with staff from all offices.

Maybe more flexible hour schedules.

Understanding one size doesn't fit all for wellness, so having group and individual options so everyone feels comfortable.

Publish salaries to promote culture of fairness and ensure pay equity. Encourage folks to work reasonable hours not to work late nights and weekends. Supervisors and management check in on staff regularly to check on stress level and work load. Sponsor mindfulness / meditation and exercise app memberships, and regularly encourage people to take time off.

# QUESTION 10 (continued)

What can PHLP do to improve employee wellness?

Decrease the workload. Plus, I feel like we talk the talk of balance - people tell each other all the time to take breaks & take time off - but we don't walk the walk. Sometimes people will ask me to do something that may be time-sensitive as in needs a day or 2 turnaround, and then when I don't do it within a few hours, they do it themselves. I personally dislike Teams chatting for most things because it's not as easy to flag messages, and therefore mark as to-do, as it to emails; chatting seems to require an instant response. I've gotten non-emergency calls to my cell on vacation. I feel like we have a culture of urgency that is largely unwarranted.

I believe creating a wellness committee who is dedicated to exploring these issues and options to offer to employees is a great idea and will help improve wellness

PHLP does a great job of supporting their employees and making sure everyone is taken care of. I think building in wellness days every few months could be helpful. They could be optional but just a time for people to take time off for themselves, even if it's a half day.

Work on adjusting our case loads so that everyone is not so overwhelmed, and so that we might have more time to do impact/systemic work. Getting to do more systemic work will offer a change of pace from the every day case work, and will help get at those occasional feelings that we're missing the forest for the trees

# QUESTION 10 (continued)

What can PHLP do to improve employee wellness?

PHLP is already such a caring and supportive environment, I already feel like that makes a big difference in terms of wellness. Managing stress and work/life balance are areas where I think we could improve, but I'm struggling to come up with ways to get at that, just given the nature of our work. Time management and other techniques to reduce stress?

Maintain flexibility as we return to in-person work.

Be more deliberate about periodically surveying wellness and adjusting policy and workloads in response.

Maintain some work-from-home flexibility, even after pandemic

Getting this input from staff is a good step; PHLP staff support each other; people may need additional help managing workload and balance

This survey was definitely a start!

# QUESTION 10:

Please share ideas for wellness events/activities.

Closing early every once in a while (i.e. once a quarter) for a regional PHLP outdoor meet-up

BAKE OFF!

Question of the day at the top of case review

Professional development workshops/opportunities on topics like vicarious trauma, self-care, etc.

outings (hiking, etc.,) or yoga?

More flexible time. I don't think mandatory wellness events will help with stress considering most people will be thinking about casework during these events.

A non-working retreat for staff focused on wellness - yoga instruction, mindfulness, exercise, etc.

more opportunities to celebrate moments big and small; work (e.g., wins, work anniversaries) and non-work (e.g., birthdays, secular holidays); book club (?)

Summer Fridays

# QUESTION 11:

How do you define wellness?

Being supported

Having work be a rewarding, challenging, and satisfying part of your life, but not more important than other aspects of your life such as family, community, or artistic pursuits.

access to help when needed

having the tools to not only manage stress but thrive

having a finely-tuned sense of urgency

a consistent work-life balance

Being happy and feeling supported

Wellness is balance.

Good health.

Anything that helps make a positive (and preferably) healthy impact on your life.



# QUESTION 11:

How do you define wellness?

taking care of mind, body and soul.

Ability to thrive in personal and work life.

"Practicing healthy habits on a daily basis to attain better physical and mental health outcomes, so that instead of just surviving, I'm thriving."  
Easier said than done.

A culture in which we can openly discuss stress and as well as strategies for prioritizing wellness

Mental balance to brave all storms of life.

Being healthy in a holistic sense - both mentally and physically. I think that it requires making the time to meet physical and mental health needs - time for therapy, exercise, time with loved ones, etc - and being able to prioritize those things that keep us well.

# QUESTION 11:

## Other comments & suggestions

Break up 2-hour case review with a 5-minute break after the first hour of case review.

Adopt clearer priorities for cases & issues & decide on balance between individual casework & systems advocacy

I wonder about trainings, teach-ins, meetings etc. to learn about/engage in advocacy around the "bigger picture" of our work so as not to remain so in the weeds/trenches focused on our individual clients. I know this is hard to imagine with our case volumes, but perhaps one afternoon or Friday staff meeting a month, we could watch a film, read and discuss an article, participate in a workshop led by a relevant facilitator, etc. I think this piece is important for our own education as well as to keep us plugged into the larger goals for justice and health equity we're working on in an individual level daily.