

2024 BUSINESS PLAN



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MESSAGE FROM THE CHIEF OF POLICE



Danny G. Smyth

am pleased to introduce the Winnipeg Police Service 2024 Business Plan, my final plan in conjunction with the Winnipeg Police Board's 2020-2024 Strategic Plan.

This plan continues to enhance much of the work being done by the Service in areas like gang suppression, restorative justice, traffic safety, and community engagement.

This year's plan will introduce the new Manitoba Integrated Missing Persons Response (MIMPR). The MIMPR will provide a consistent intake process for missing person reports across the province and, in partnership with the RCMP, prioritize investigations into suspicious missing persons cases.

The Service will continue to leverage new and improved technological solutions, as well as realignment of existing resources and better routing of non-urgent calls for service. This includes implementing the next stages of our Connected Officer Program to enhance service delivery and effectiveness, as well as completing the technical infrastructure upgrades necessary to transition to Next Generation 911.

Our Business Plan is a living document that needs to be responsive to the dynamic changes in our environment, as well as input from our membership, the Winnipeg Police Board and the community. By providing innovative opportunities to advance public safety, we will optimize our community impact and fulfill our mandate as a community safety partner.

Danny G. Smyth Chief of Police



Our Vision

A CULTURE OF SAFETY FOR ALL

Our Mission

Build safe and healthy communities across Winnipeg through excellence in law enforcement, protection and crime prevention.

WHAT WE VALUE AND BELIEVE

WE VALUE:

Integrity

We act in an open, honest and trustworthy way in all of our interactions with each other and the public

Respect

We honour the diversity of individuals, showing understanding and acceptance for all people

Citizens and Communities

We conduct ourselves in a professional manner at all times, are above reproach and demonstrate pride and commitment to the people and communities we serve

Accountability

We make quality, ethical decisions that guide our individual and collective efforts and are responsible for our actions, use of resources and effectiveness

Courage

Whether serving on the streets or providing leadership and support, we will make tough decisions and take decisive actions to valiantly protect people and communities

WE BELIEVE:

- The safety and security of people, property and the community are a critical public interest
- In the rights of individuals and bias-free policing
- In the worth of each individual but in the reality that individuals and groups who engage in criminal behaviour must face the consequences and society must be protected from them
- Significant strides in preventing crime will happen when the risk factors of crime are appropriately addressed
- We must work collaboratively with the community and other justice, social services, health and community agencies who contribute time, resources and support, if we are to prevent crime in the long-term
- Our success depends upon the professionalism, innovation, skill and compassion of civilian and sworn members of the police service
- In the health, protection, well-being and professional development of our membership
- Effective governance is critical to ensuring accountability and effectiveness in the delivery of policing services





OUR GOALS AND STRATEGIES

1. PROTECTION AND CRIME PREVENTION

- Promote road safety and driver responsibility
- Promote safety of downtown and other at risk neighbourhoods
- Prevent and disrupt gang and illicit drug activity

2. COMMUNITY PARTNERSHIPS

- Promote communication, transparency and accountability
- Foster relationships, partnerships, understanding and trust to build confidence in police
- Referrals to restorative justice and diversion programming

3. EFFECTIVE AND EFFICIENT SERVICE

- Collaborate to reduce the demand for police response
- Explore innovative technologies
- Instill a culture of continuous improvement

4. HEALTHY ORGANIZATION

- Enhance training and professionalism in the Service
- Focus on employee safety, health and wellness



GOAL1

- 1.1 Downtown Safety Strategy
- 1.2 Gang and Gun Suppression Strategy
- 1.3 Manitoba Integrated Violent Offender Apprehension Unit (MIVOAU)
- 1.4 Traffic Safety Strategy



OBJECTIVE 1.1

Downtown Safety Strategy

The Downtown Safety Strategy was developed in response to community needs downtown with a particular focus on the Sports, Hospitality, and Entertainment District (SHED) and surrounding area. Police and cadets provide a visible, proactive presence through foot patrols and build relationships through engagement with the community. Collaborative partnerships with downtown businesses and organizations are key to achieving the goal of reducing crime, disorder, and enhancing overall community safety. In collaboration with the Downtown Community Safety Partnership, a multiagency safety hub will be established, along with an expanded CCTV network, to improve responses to safety and wellbeing concerns. Additionally, the expansion of foot patrols will further boost community safety and provide greater visible proactive presence to deter crime.

OWNER: Superintendent Uniform Operations

LEAD: Inspector Division 11

ENVIRONMENTAL SCAN

Feel safe walking alone at night downtown (2023)¹	Downtown violent crime (2022) % difference over 5-year average (2017-2021) ²	Downtown drug crime (2022) % difference over 5-year average (2017-2021) ³	Downtown property crime (2022) % difference over 5-year average (2017-2021) ⁴	Downtown other crime (2022) % difference over 5-year average (2017-2021) ⁵
10%	14.6%	-38.1%	34.8%	-27.9%

ACTIONS

- Proactive foot patrol presence in the Foot Patrol Zone.
- Attention to special events in the downtown/SHED.
- Police and cadet presence in the downtown Winnipeg Transit corridors.
- Apply technology to enhance efficiency of Foot Patrol Officers.
- Establish downtown safety hub.

- Number of foot patrol hours in the downtown Foot Patrol Zone.
- Number of special events attended in the downtown/SHED.
- Number of hours deployed in the downtown Winnipeg Transit corridors.
- Number of individuals diverted to social supports.
- Highlights of technology advancements.
- Highlights of hub development.

OBJECTIVE 1.2

Gang and Gun Suppression Strategy

The Gang and Gun Suppression Strategy involves specialized tools and skilled teams positioned to address firearm and drug offences, and gang related violence. The Strategy emphasizes enforcement, prevention, intervention, and education programs. The Service, along with external enforcement partners, is committed to interrupt and address gang activity.

OWNER: Superintendent Investigative Services

LEAD: Inspector Division 40

ENVIRONMENTAL SCAN

Percent of homicides that were gang related (2023)	Dispatched events involving firearms (2023)¹	Crime guns seized (2023)	Crime guns processed through the Firearms Investigative Analysis Section (FIAS) (2023) ²
22.7%	2551	728	728

ACTIONS

- Conduct short and long-term investigations, focusing on known gangs and gang members, and illegal activities.
- Monitor gang members' compliance with bail, parole or probation conditions.
- Continue community engagement and collaboration with gang outreach partners to refer gang members and at-risk individuals.
- Continue #GangLifeIsNoLife gang-prevention campaign.

- Number of disruptions to gang operations.
- Number of gang members and associates arrested.
- Number of compliance checks.
- Number of community engagements and social program referrals.
- Number of #GangLifeIsNoLife engagements.
- Number of dispatched events involving firearms.
- Number of dispatched events involving firearm discharges.
- Number of guns seized, including improvised, ghost and 3-D printed.
- Number of crime guns processed through the Firearms Investigative Analysis Section (FIAS).
- Number of leads through use of Canadian Integrated Ballistics Identification Network (CIBIN).

^{1,2} Winnipeg Police Service 2023 Business Plan Q4 Report

OBJECTIVE 1.3 Manitoba Integrated Violent Offender Apprehension Unit (MIVOAU)

▮n 2023, the Manitoba Integrated Violent Offender Apprehension Unit (MIVOAU) was launched as a collaborative effort of the Winnipeg Police Service (WPS) and RCMP D Division in response to the increase in violent crime throughout the province. MIVOAU is focused on identifying, locating and apprehending violent and prolific offenders, including suspects in serious and violent crimes and persons with outstanding arrest warrants. This integrated unit assists investigative units from the RCMP and WPS, as well as external law enforcement partners.

OWNER: Superintendent Investigative Services

LEAD: Inspector Division 43

ENVIRONMENTAL SCAN

Violent crimes in all Districts (2022) % difference over 2021 ¹	Violent offenders apprehended by MIVOAU (2023) ²	Percent of violent offenders arrested on bail, probation or parole (2023)	Percent of violent offenders arrested involved as gang member or associate (2023)
19.5%	211	89%	32%

ACTIONS

- Apprehend violent offenders.
- Provide assistance to investigative units.
- Assist other law enforcement agencies or other partners to locate and apprehend violent offenders.

- Number of violent offenders apprehended by MIVOAU.
- Percentage of arrests involving a gang member or associate.
- Percentage of offenders apprehended while on bail, parole or probation.
- Number of times MIVOAU assisted WPS or RCMP investigative units.
- Number of initiatives with external partners or other law enforcement agencies.

¹ Winnipeg Police Service 2022 Statistical Report

² Winnipeg Police Service 2023 Business Plan Q4 Report

OBJECTIVE 1.4

Traffic Safety Strategy

The Traffic Safety Strategy promotes responsible driving through enforcement and education, with a focus on speeding, impaired driving and distracted driving. Road safety education and enforcement programs are led by Traffic Division members, in partnership with members in all divisions. Road safety is also supported through various external agency partnerships, relevant provincial legislation and municipal bylaws, as well as commercial and light vehicle inspections to ensure compliance with relevant safety standards.

OWNER: Superintendent Operational Support

LEAD: Inspector Division 52

ENVIRONMENTAL SCAN

Impaired Driving offences (2023) ¹	Distracted Driving offences (2023) ²	Support for red light cameras at certain intersections (2022) ³	Vehicle inspections completed (2023) ⁴
540	1924	78%	1638

ACTIONS

- Coordinate and conduct enforcement and education activities with a focus on speeding, impaired driving and distracted driving.
- Investigate serious collisions with injuries and/or fatalities.
- Conduct commercial and light vehicle inspections.

- Number of officer-enforced speeding offences.
- Number of mobile photo radar/laser photo enforcement tickets issued.
- Number of intersection safety camera offences.
- Number of drug and/or alcohol impaired driving offences.
- Number of distracted driving offences.
- Number of serious collisions with injuries/fatalities investigated.
- Number of vehicle inspections completed.
- Percentage of inspections classified as fail and taken out of service.
- Highlights of education, enforcement and awareness campaigns.

^{1,2,4} Winnipeg Police Service 2023 Business Plan Q4 Report ³ 2022 Winnipeg Police Service Citizen Survey



GOAL 2

- 2.1 Indigenous Women and Girls Safety Strategy
- 2.2 Restorative Justice Programs and Diversions
- 2.3 Community Engagement
- 2.4 Manitoba Integrated Missing Persons Response (MIMPR)



OBJECTIVE 2.1

Indigenous Women and Girls Safety Strategy

The Service continues to develop proactive strategies that reduce the victimization of Indigenous women and girls by working with and supporting Indigenous-led community organizations and community partners. Enforcement efforts also focus on individuals and groups involved in the exploitation and trafficking of Indigenous women and girls. The Service is committed to enhancing collaboration with external agencies and community groups regarding at-risk missing person files to harness their community knowledge, networking and active engagement at the grassroots level.

OWNER: Superintendent Investigative Services

LEAD: Inspector Division 41

ENVIRONMENTAL SCAN

Percent of counter exploitation investigations involving Indigenous women and girls (2023) ¹	Percent of homicides involving Indigenous women and girl victims (2023) ²	Percent of total missing person reports involving youth in care (2023) ³
37%	16%	59%

ACTIONS

- Investigate cases involving the exploitation of Indigenous women and girls, and human trafficking.
- Support the work of the Winnipeg Outreach Network and other community organizations providing support to MMIWG.
- Collaborate with Indigenous and community organizations on missing person investigations.

- Percent of homicides involving Indigenous women and girl victims.
- Clearance rate of homicides involving Indigenous women and girl victims.
- Percent of counter exploitation investigations involving Indigenous women and girls.
- Percent of street level and on-line interventions involving Indigenous women or girls at risk of exploitation.
- Percent of total missing person reports involving youth in care.
- Highlight of activities with external agencies and community organizations.

^{1,2,3} Winnipeg Police Service 2023 Business Plan Q4 Report

OBJECTIVE 2.2

Restorative Justice Programs and Diversions

The Service is committed to supporting the goals of restorative justice by using discretion and a restorative justice approach to resolve appropriate events on scene, as well as diverting appropriate cases, including domestic disputes, from the criminal justice system to programming and services.

OWNER: Superintendent Uniform Operations

LEAD: Inspector Division 13

ENVIRONMENTAL SCAN

Diversions from the criminal justice system (excluding domestic offences) (2023)¹	Diversions of domestic offences from the criminal justice system (2023) ²	Restorative justice events facilitated on scene by members and School Resource Officers (2023) ³
278	145	2285

ACTIONS

- Monitor and divert appropriate cases.
- Monitor and divert suitable domestic cases.
- Monitor restorative justice events facilitated by members on scene.
- Sponsor and enhance members' understanding of restorative justice and current practices.
- Continue partnership to facilitate the restorative justice process.

- Number of individuals diverted (excluding domestic offences).
- Number of individuals accused of domestic offences diverted.
- Number of restorative justice events facilitated by members on scene.
- Number of restorative justice events facilitated by School Resource Officers on scene.
- Highlights of activities to enhance member awareness.

OBJECTIVE 2.3 Community Engagement

py actively encouraging community mobilization, partnering in community-based initiatives and Consulting with diverse communities, the Service remains committed to building and maintaining the positive relationships that are essential to promote community wellbeing, reconciliation and safety. The Community Relations Division and Community Support Units actively engage with citizens, community groups and organizations by supporting community-based events, providing crime prevention and education initiatives, and responding in a timely manner to community safety trends.

OWNER: Superintendent Community Engagement

LEAD: Inspector Division 51

ENVIRONMENTAL SCAN

Social media	Social media	Crime prevention and education initiatives (2023) ³	Community-based events
Facebook engagement	Twitter engagement		attended by WPS members
(2023)¹	(2023)²		(2023) ⁴
938	1002	764	662

ACTIONS

- Foster relationships in the community, with a focus on Indigenous, newcomer, diverse and racialized communities.
- Collaborate with community partners and organizations on crime prevention and education initiatives.
- Provide information and support to victims of crime.
- Support community-based events and initiatives throughout the city.

- Number of engagements with community groups, including Indigenous, newcomer, diverse, and racialized communities.
- Number of collaborative crime prevention and education initiatives.
- Number of community-based events attended by WPS members.
- Number of WPS Victim Services engagements with victims of crime.
- Number of public/social media engagements and highlights of reach.

OBJECTIVE 2.4 Manitoba Integrated Missing Persons Response (MIMPR)

uilding on the success of the WPS Missing Persons Unit and expertise of the Missing Persons Coordinators, the Manitoba Integrated Missing Persons Response (MIMPR) will improve collaboration among police agencies and standardize missing person reporting within Manitoba. Development of the MIMPR will be informed through consultation and engagement with Indigenous organizations, and partnership with government and community agencies. The MIMPR addresses recommendations outlined in The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls.

OWNER: Superintendent Community Engagement

LEAD: Inspector Division 41

ENVIRONMENTAL SCAN

291/100,000	141/100,000
Manitoba has the second highest rate of children/ youth reported as missing among Canadian provinces (2022) ¹	Manitoba has the third highest rate of adults reported as missing among Canadian provinces (2022) ²

ACTIONS

- Engage and consult with Indigenous organizations and community agencies on the development of the MIMPR.
- Consult with Manitoba police agencies and their communication centres on the MIMPR procedures.
- Identify and implement human, technical and capital resources required to support MIMPR operations.
- Collaborate with Child and Family Services agencies to embed resources in the MIMPR.
- Launch the Manitoba Integrated Missing Persons Response.

MEASURES

■ Highlights of progress to launch MIMPR.

^{1,2} National Centre for Missing Persons and Unidentified Remains (NCMPUR) 2022 Fast Fact Sheet



GOAL 3

- 3.1 Alternative Response to Citizens in Crisis (ARCC)
- 3.2 Special Events
- 3.3 Planned Response and Service Enhancement Program
- 3.4 Connected Officer Program



OBJECTIVE 3.1 Alternative Response to Citizens in Crisis (ARCC)

he Alternative Response to Citizens in Crisis (ARCC) is a collaborative partnership between the Service and Shared Health's Crisis Response Centre (CRC) in which plainclothes police officers and mental health clinicians are partnered to respond to non-criminal, low-risk crisis calls for police services. The combined experience, skills and expertise of the ARCC team enables them to respond safely to calls, perform mental health assessments, develop care plans and connect individuals and their families to supports within their community and the healthcare system. In addition to providing services to individuals in crisis, ARCC teams work collaboratively with agencies to provide wrap-around services for coordinated continued support.

OWNER: Superintendent Uniform Operations

LEAD: Inspector Division 11

ENVIRONMENTAL SCAN

Calls ARCC team attended (2023) ¹	Percent of ARCC clients remaining in the community (2023) ²	Clients proactively supported by ARCC (2023) ³
1229	97%	74

ACTIONS

- Redirect and assign calls for service awaiting dispatch to ARCC team to improve the outcomes for non-violent individuals experiencing mental health-related crises.
- Work collaboratively with other WPS units to respond to referrals and provide mental health services.
- Work collaboratively with agencies to provide wrap-around services and connect individuals and their families to supports within the community.
- Explore opportunities to expand ARCC services.

- Total number of ARCC events.
- Number of events awaiting dispatch assessed by ARCC and approved for ARCC response.
- Number of events ARCC attended on scene to take over or assist.
- Percentage of clients remaining in the community.
- Number of clients proactively supported by ARCC.
- Highlights of ARCC activities.

OBJECTIVE 3.2

Special Events

The Special Events Unit (SEU) is responsible for planning police response to major public events, including mass assemblies, demonstrations, and protests. Together with Police Liaison Teams (PLT), the SEU monitors current and emerging public order events and proactively communicates, educates and de-escalates where required. This engagement with event organizers is essential to encourage gatherings that are peaceful, lawful and safe.

OWNER: Superintendent Uniform Operations

LEAD: Inspector Special Projects

ENVIRONMENTAL SCAN

Events monitored by	Special events attended	Pre-event engagements conducted
Special Events Unit	by police resources	by Police Liaison Teams to liaise
(2023) ¹	(2023) ²	and educate (2023) ³
299	153	103

ACTIONS

- Maintain awareness of upcoming special events.
- Engage with event organizers to identify and manage risks, and to ensure events are peaceful, lawful
 and safe.
- Coordinate police resources for response to major public events, including mass assemblies, demonstrations, and protests.

- Number of events monitored by the SEU.
- Number of event engagements by the PLT.
- Number of special events attended by police resources.
- Number of hours of assigned police resources for special events.

^{1,2,3} Winnipeg Police Service 2023 Business Plan Q4 Report

OBJECTIVE 3.3 | Planned Response and Service Enhancement Program

he Service continues working towards improving customer service with a focus on lower priority events awaiting dispatch and redirecting phone calls received by the Communication Centre. Successful partnerships with 211, 311 and Manitoba Justice Victim Services (Domestic Violence Intervention (DVI) team) will be maintained. This year, efforts continue to focus on online and in-person reporting, self-service options at district stations and Headquarters, as well as the online submission and processing of criminal record checks. To accomplish this, the Service will use new technology, re-align existing physical and human resources, and dispatch non-urgent calls to police units other than General Patrol.

OWNER: Superintendent Operational Support

LEAD: Inspector Division 31

ENVIRONMENTAL SCAN

Crime reports submitted online (2023)¹	Events directed to Investigative Units and Community Support Units (2023) ²	Criminal record checks submitted online (2023)
46,012	758	60,987

ACTIONS

- Research and identify process and service improvements.
- Redirect callers from the Communication Centre to appropriate resources.
- Streamline access to services at Headquarters.
- Enhance self-service options at district stations.
- Continue the partnership with Manitoba Justice to support the DVI team.
- Redirect and assign calls for service awaiting dispatch to police units other than General Patrol.
- Continue to monitor new technology implemented to enhance online criminal record checks.

- Number of calls redirected from WPS non-emergency line to 211 and 311.
- Number of non-criminal domestic events awaiting dispatch closed by DVI.
- Number of events responded to by units other than General Patrol.
- Number of crime reports submitted online.
- Number of criminal record checks submitted online.
- Highlights of customer service improvements.

^{1,2} Winnipeg Police Service 2023 Business Plan Q4 Report

OBJECTIVE 3.4

Connected Officer Program

The Connected Officer Program leverages digital technology to increase efficiency, promote community safety and support victims of crime. Frontline officers who have been equipped with smartphones, police applications and mobile access to police databases have gained efficiencies with report processing, evidence gathering and overall police response. Further implementation of the Connected Officer Program to General Patrol officers will continue in 2024.

OWNER: Deputy Chief Investigative Services

LEAD: Inspector Special Projects

ENVIRONMENTAL SCAN

Connected Officers deployed (2023)¹	Average administrative time saved through use of electronic notes (2021) 2	Average time saved using audio victim/witness statements (2021) ³
60 Officers trained and equipped with Connected Officer devices	1 hour per event	30 minutes per victim/witness

ACTIONS

- Continue implementation of the Connected Officer Program to equip frontline officers in General Patrol divisions with digital technologies.
- Track usage of mobile applications and tools.

- Number of officers assigned to Connected Officer Program.
- Number of digital notes produced.
- Number of audio statements produced.
- Quantity of digital evidence collected through mobile application.

¹Winnipeg Police Service 2023 Business Plan Q4 Report ^{2,3}Winnipeg Police Service 2023 Business Plan



GOAL4

4.1 Training and Professionalism

4.2 Workplace Safety and Wellness



OBJECTIVE 4.1

Training and Professionalism

The Training Division maintains a curriculum for Recruit, Cadet and Central Processing Officers, as well as providing a continued focus on mandatory recertification in key areas such as Use of Force, Police Vehicle Operations, Firearms, Mental Health and First Aid. Additionally, the Training Division has placed a high priority on leadership training and maintains its commitment to diversity education and trends in modern policing. Certain training is subject to the Commission on Accreditation for Law Enforcement Agencies (CALEA) standards, which ensure best practices are implemented and independently assessed. The Talent Acquisition Unit (TAU) continues to be instrumental in mentoring applicants from diverse communities to contribute to the goal of diversity.

OWNER: Superintendent Support Services

LEAD: Inspector Division 33

Director Human Resources

ENVIRONMENTAL SCAN

Mandatory recertification	Courses with a leadership	New employees who identified as
courses delivered	development component	Indigenous, racialized or female
(2023)¹	(2023) ²	(2023) ³
347	10	76

ACTIONS

- Maintain recertifications of members.
- Deliver training and education to support the development of leadership competencies.
- Develop and implement new course content to sustain trends in modern policing.
- Track lifesaving interventions using tourniquets, chest seals, and Narcan.
- Continue efforts of the Talent Acquisition Unit to mentor Indigenous, racialized and female applicants through the application process.

- Number of mandatory recertification courses delivered.
- Number of training sessions with a leadership development component.
- Number of new employees identifying as Indigenous, racialized or female.
- Number of tourniquets and chest seals applied.
- Number of events requiring the use of Narcan.
- Highlights of Talent Acquisition Unit.

^{1,2,3} Winnipeg Police Service 2023 Business Plan Q4 Report

OBJECTIVE 4.2

Workplace Safety and Wellness

he Human Resources Division, Training Division, and Behavioural Health Unit (BHU) focus attention and resources to support the physical and mental health of members and their families. In response to the 2021 Mental Health & Workplace Culture Survey, the Service worked with members to develop an Action Plan. Since the August 2022 launch of the Action Plan, 254 actions have been taken to achieve 41 of the 50 recommendations. While these efforts continue, the Service will partner with the Winnipeg Police Association and Winnipeg Police Senior Officers Association to develop a follow-up survey as an important next step.

OWNER: Superintendent Support Services

LEAD: Director Human Resources

ENVIRONMENTAL SCAN

Mental health training/awareness	Behavioural Health Unit contacts	Health assessment/awareness
initiatives	with members	initiatives
(2023) ¹	(2023)²	(2023)³
172	9980	278

ACTIONS

- Continue BHU services to support the mental health of members and their families.
- Continue health programming to support the physical health of members.
- Continue to identify and implement actions to improve workplace culture and member wellness.
- Continue initiatives that strengthen skills contributing to employee wellness.

- Number of mental health training/awareness initiatives.
- Number of Behavioural Health Unit contacts with members.
- Number of health assessments/awareness initiatives.
- Number of recommendations completed since launch in August 2022.
- Number of action items implemented since launch in August 2022.
- Highlights of member wellness initiatives.





