

Members' Digest

Highlights

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From Health Risk to Workforce Intelligence

Why seeing risk earlier can support healthier, more resilient workforces

September brings fuller schedules and overlapping health pressures, from wildfire smoke to chronic conditions and mental health strain. These challenges can affect members' well-being and an organization's attendance, safety and workforce continuity.

MembersHealth already connects members and eligible family members to physician-led care, prevention and navigation. Our next step is to pair these care pathways with privacy-respecting workforce intelligence, helping organizations recognize patterns earlier and respond more effectively.

Wildfire Smoke and Workplace Readiness

Wildfire smoke can affect work far from the fire

Canada's wildfire season typically runs from early April to October, and smoke can travel thousands of kilometres from the fire zone. This means air quality can become a workplace concern even when a fire is far away. Outdoor workers, people performing strenuous tasks and those with heart or lung conditions may face greater risk. Indoor workplaces can also be affected when smoke enters through open windows or ventilation systems.

What organizations can do

- 01 Monitor:** Assign responsibility for checking the Air Quality Health Index and local advisories.
- 02 Adjust:** Define when strenuous outdoor work may be reduced, rescheduled or moved to cleaner air.
- 03 Prepare:** Maintain ventilation and filters, identify cleaner-air spaces and include smoke in continuity plans.
- 04 Connect:** Tell workers how to report symptoms and where to access timely care.

Use the AQHI to guide your day

The Air Quality Health Index (AQHI) rates local health risk from 1 to 10+. During smoky conditions, the AQHI may be calculated hourly using fine particulate matter (PM_{2.5}), allowing it to respond quickly as smoke levels change. Use the scale below, together with local advisories and your symptoms, to decide when to reduce exposure or adjust activities.



Low Risk
1-3

Moderate Risk
4-6

High Risk
7-10

Very High Risk
10+

Protect Your Body Through The Day

Protect your movement. Act early.

More than six million Canadians live with arthritis. During Arthritis Awareness Month, remember that regular movement, supportive work habits and timely care can help prevent discomfort from becoming more disruptive. In 2024, musculoskeletal conditions remained Sun Life's second-most common category of long-term disability claims.



Stop Strain Before It Builds

Change position

Avoid staying fixed for long periods. Alternate sitting, standing and walking when the task allows.

Bring the work closer

Keep frequently used items within easy reach and adjust the chair, screen, tools or work surface to fit you.

Vary the demand

Rotate tasks where possible and use short recovery breaks before fatigue changes how you move.

Reduce the load

Keep items close to your body, use available equipment and ask for help with heavy, awkward or unfamiliar lifts.

Build capacity gradually

Increase activity, strength or workload in manageable steps, especially after time away or an injury.

Recover on purpose

Sleep, regular movement and time away from the same repeated demand all support recovery.

Do not wait for pain to become normal

If symptoms persist, keep returning, affect sleep or limit what you can do, arrange a clinical assessment. Seek care promptly for severe pain after an injury or new weakness or numbness. A clinician can help rule out more serious causes and guide treatment, activity and appropriate referrals.

From Early Signals to Timely Action

The value of acting early

Healthcare value is not created by access alone. It is created when the right support reaches the right person early enough to influence what happens next. That makes time one of the most important measures of care.

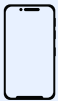


IN TIME = SIGNAL + ACCESS + ACTION



Signal:

Preventive screening and clinical conversations help identify concerns earlier.



Access:

Members can connect with physician-led care and other eligible supports through the programs provided by their organization..



Action:

Assessment, treatment, referrals, care navigation and follow-up help move members from concern to a clear next step.

How MembersHealth supports action IN TIME.

MembersHealth already connects these stages through its care, prevention and navigation services. Our dashboard represents the next stage of this strategy: connecting these care pathways with privacy-respecting workforce intelligence.

As its dashboard capabilities become available, Member OS™ is intended to help participating organizations recognize aggregated, de-identified patterns, identify opportunities for earlier support and track meaningful outcomes over time. Individual clinical information remains confidential.

The goal is not simply to collect more information. It is to turn appropriate insight into timely action.

When The Pieces Came Together

Michael began noticing small changes

For several months, Michael felt more tired than usual. He was occasionally light-headed, his sleep had changed and headaches were becoming more frequent. No single symptom seemed urgent on its own, and he did not initially realize they might be connected.

Through a Discovery+ preventive health assessment, Michael discussed his health history, screening information and current concerns. Although screening alone does not provide a diagnosis, considering these details together indicated that further clinical assessment was needed.

From early signal to clinical action

A MembersHealth physician reviewed Michael's information, discussed his symptoms, and arranged targeted testing when clinically appropriate. The results identified a health concern that required treatment and monitoring.

Michael and his physician developed a care plan, with follow-up coordinated to help him understand his results and next steps. Over time, his symptoms became more manageable and he gained greater clarity about his health.

For Michael, the value was not simply a test result. It was shortening the time between noticing something was wrong, getting answers, and knowing what to do next.



The Discovery+ care pathway

- 01 Health history and screening
- 02 Clinical review
- 03 Physician assessment
- 04 Targeted testing
- 05 Care plan
- 05 Coordinated follow-up

Be Ready Before You Need It

Preparedness starts with a plan

Preparedness does not have to be complicated. Keeping emergency supplies current, knowing what to do in a crisis and understanding how to access care can help individuals and organizations respond with greater confidence.



Prepare For The Unexpected



Check your first aid kit

Review supplies every six months. Replace expired or damaged items, restock anything that has been used, and make sure everyone knows where the kit is kept.



Refresh the basics

Know when to call 9-1-1, where the nearest AED is, and how to provide the first aid or CPR you have been trained to give.



Make an emergency plan

Identify safe exits, meeting places, emergency contacts, health needs, pet arrangements, and where important documents are stored.



At work: know your next step

Preparedness also means knowing where to turn when a health concern appears.

Organizations can ask:

- Do members know how to access their available care?
- Are there clear pathways when a health or seasonal risk emerges?
- Do we know what action should follow when a concern is identified?

See Earlier. Act In Time.



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