Employee Mental Health: A Case Study

How Cope Notes Transformed a Hybrid Workplace Culture

Transforming cultures

With typical low EAP engagement and a diverse workforce growing at a rapid pace, traditional measures were falling flat. By taking a proactive approach and offering Cope Notes, eNotaryLog was able to catalyze a lasting culture of wellness.

PROACTIVE VS REACTIVE

"Any solution that waits for an individual to engage with it, rather than initiating that prevention and intervention daily, isn't a solution at all. Allowing my employees to work without this vital daily support was simply not an option."

Joe Bisaillon
 Co-founder of eNotary Log



84%

of employees reported increased focus, mood, and productivity



13X

the engagement of the average Employee Assistance Program

FOCUS AREAS



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Stress

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Anxiety

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Burnout

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Loneliness



Depression

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Social tension

THE CHALLENGE



The International Journal of Stress Management found that 90% of employees who meet the criteria for "burnout" also meet the criteria for depression. Working in a high-stress, high-growth environment can wear on performance and psyche alike. Responsible for a rapidly expanding multicultural team spanning across multiple in-person and virtual settings, one notarization company was at a crossroads.

"We explored lots of mental health vendors when searching for a solution," explained Joe Bisaillon, Co-founder of eNotaryLog. "Many of them were inconvenient, complicated, required sensitive personal data from our employees, or far exceeded our wellness budget."

THE SOLUTION



eNotary Log purchased enough subscriptions for all of their inperson and remote employees, assuming they'd have plenty left over for future hires. To their surprise, adoption was immediate and nearly unanimous.

"We weren't just looking to check a box," Bisaillon expanded. "We were hoping for something accessible and easy... something our employees would actually use. And it looks like we found it."

For some, the changes were subtle, with early results being more apparent in their focus, attitude, communication, confidence, and overall workplace engagement.

For others, the impact was nothing short of transformative, driving an improvement in physically healthy behaviors such as exercise, diet, and sleep. Some even saw a decline in reliance on unhealthy coping mechanisms like cigarette and alcohol use.

THE TESTIMONIAL



READ: eNotaryLog's recommendation to the state of Arizona



To the government of the state of Arizona:

As a leader of a team that works in a high-stress environment, I have learned the value of implementing preventative mental health care measures like Cope Notes. Factors like stress, burnout, frustration, anxiety, loneliness, and depression can slowly and silently poison even the most dedicated and positive minds. When you consider the tremendous financial cost of poor health outcomes, in addition to the sheer danger and negligence of waiting to respond to crises and tragedies until after they arise rather than preventing them, allowing my employees to work without this vital daily support was simply not an option.

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We explored several mental health vendors when searching for a solution. Still, many of them were inconvenient to access or required sensitive personal data from our employees... not to mention their comparatively lofty price points. When we discovered Cope Notes, one thing became clear. Any solution that waits for an individual to engage with it, rather than initiating that prevention and intervention daily, isn't a solution at all. The fact is that mental health can be a very complex subject. While not everyone can muster up the energy or initiative to reach out in their moments of need, everyone can certainly benefit from the consistency that Cope Notes' brain-training platform provides, whether they're living with a diagnosis or not.