Workplace Mental Health: Relevant in all work settings

Nitika Rewari, Manager, Workplace, Research, Evaluation & Knowledge Translation
Mental Health Commission of Canada

#WorkplaceMH
Session Objectives

1. Defining mental health in the workplace context
2. Mental Health in the Trucking Industry
3. Take away tools and resources that you can apply in YOUR workplace to implement the Standard
4. Case Study
What does mental health mean to you?
Public Health Agency of Canada

Definition of Mental Health

• **Capacity** of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life

• **Deal** with the challenges we face

• **Positive** sense of emotional and spiritual well-being
What does mental illness mean to you?
Definitions

- **Mental Disorder** causes major changes in a person’s thinking, emotional state and behaviour, and disrupts the person’s ability to work and carry out their usual personal relationships.

- **Mental Health Problem** is a broader term that includes mental disorders and symptoms of mental disorders which may not be severe enough to warrant a diagnosis of a mental disorder.
Video - Struck Down
What are some of the labels you’ve heard being used for individuals with mental illness?
Imagine if we treated everyone like we treat people with mental illness.
Stigma
"I FOUND THAT WITH DEPRESSION, ONE OF THE MOST IMPORTANT THINGS YOU CAN REALISE IS THAT YOU ARE NOT ALONE."
Perceptions of Mental Health and Mental Illness

<table>
<thead>
<tr>
<th>HEALTHY</th>
<th>ILL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental health</td>
<td>Diagnosable mental illness</td>
</tr>
<tr>
<td>Normal functioning</td>
<td>Severe and persistent functional impairment</td>
</tr>
<tr>
<td>Recovery from mental illness</td>
<td></td>
</tr>
</tbody>
</table>

- Mental health: Normal functioning, Recovery from mental illness
- Diagnosable mental illness: Severe and persistent functional impairment
1) Moves from good to poor mental health along a gradient

2) Emphasizes the possibility to back and forth along the continuum

3) Eliminates the need for stigmatizing labels and non-professionals diagnosing

4) Each phase outlines signs and indicators for self-assessment
Workplaces have a role to play ....
Everybody's Business

500,000 Canadians, in any given week, are unable to work due to mental health problems or illnesses.
Employers have a duty to care

7 Branches of Law implicate employers towards a duty of care of workers’ psychological health and safety in the workplace
$51 BILLION
Facts & Figures

Case study example (Dewa, Chau, & Dermer, 2010)

**Episode Length**

- Respiratory: 11 days
- Any Episode: 33 days
- Mental Illness: 65 days

**Cost Per Episode**

- Respiratory: $2907
- Any Episode: $9027
- Mental Illness: $17734
Negative Public Perception
Fatigue
Dangers around stops/warehouses
Financial Pressures
Road Rage
Loneliness
Violence
Trauma
City Traffic
Boredom
Isolation
Time Pressures
Lack of Sleep
What is meant by working alone or in Isolation

A person is "alone" at work when they are on their own; when they cannot be seen or heard by another person.

Source: Canadian Centre for Occupational Health and Safety definition
Industry Examples where employees work alone or in isolation

• Transportation
• Construction
• Mining
• Postal
• Maintenance and Installation
• Oil and gas

• Forestry
• Health, home care, and social service employees
• Academia
• Remote outposts
• Night – shift employees
• Security guards
Burnout
Anxiety
Depression
Stress
THERE ARE SOLUTIONS
Workplace Factors

Psychological Support

Civility & Respect

Recognition & Reward

Balance

Psychological Protection

Supportive Physical Environment

Engagement

Organizational Culture

Psychological Demands

Involvement & Influence

Clear Leadership & Expectations

Growth & Development

Workload Management
Psychological health and safety in the workplace —
Prevention, promotion, and guidance to staged implementation

Commissioned by the
Mental Health Commission of Canada

Free Download
csa.ca/z1003
NUMBER OF UNIQUE DOWNLOADS OF THE NATIONAL STANDARD

30,000+
## 5 Pillars to Your Workplace Mental Health Strategy

<table>
<thead>
<tr>
<th>Programs</th>
<th>Policies</th>
<th>Benefits</th>
<th>Training</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workplace awareness campaigns</td>
<td>Accommodation policies</td>
<td>EAP or EFAP</td>
<td>Resiliency</td>
<td>Employee surveys (Guarding Minds @ Work)</td>
</tr>
<tr>
<td>Occupational health services department</td>
<td>Return to work plans</td>
<td>STD &amp; LTD leave</td>
<td>Mental health training (e.g. MHFA)</td>
<td>Interactive Audit Tool</td>
</tr>
<tr>
<td>Integrated wellness program</td>
<td>Employee recognition</td>
<td>Paid leave for medical appointments or family obligations</td>
<td>Anti-stigma training (e.g. The Working Mind)</td>
<td>Mental Health at Work (Excellence Canada)</td>
</tr>
<tr>
<td>Peer support programs</td>
<td>Space for privacy (e.g. quite room)</td>
<td>Prescription drug coverage</td>
<td>Respect in the workplace</td>
<td>Health risk assessments</td>
</tr>
<tr>
<td>Self-help tools</td>
<td></td>
<td>Coverage for psychological services</td>
<td>Management training</td>
<td></td>
</tr>
</tbody>
</table>
National Standard for Psychological Health & Safety in the Workplace

5 Pillars to Your Workplace Mental Health Strategy

**Programs**
- Workplace awareness campaigns
- Occupational health services department
- Integrated wellness program
- Peer support programs
- Self-help tools

**Policies**
- Accommodation policies
- Return to work plans
- Employee recognition
- Space for privacy (e.g. quite room)

**Benefits**
- EAP or EFAP
- STD & LTD leave
- Paid leave for medical appointments or family obligations
- Prescription drug coverage
- Coverage for psychological services

**Training**
- Resiliency
- Mental health training (e.g. MHFA)
- Anti-stigma training (e.g. The Working Mind)
- Respect in the workplace
- Management training

**Assessment**
- Employee surveys (Guarding Minds @ Work)
- Interactive Audit Tool
- Mental Health at Work (Excellence Canada)
- Health risk assessments
HEALTH MANAGEMENT & RECOVERY PROGRAM

RETURN-TO-WORK
• Graduated Scheduling
• Rehabilitative Coordinators
• Recovery Focused

MEDICAL LEAVE/ LTD
• Continuous Communications
• Positive Interactions
• Continuous Case Management

PREVENTION/ PROMOTION
• Wellness Activities
• Training & Education
• Incident/Accident Reporting

STAY-AT-WORK
• Accommodations
• Early Intervention
• At Work Services
• Reduced Work Scheduling
Assembling the Pieces
An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace

www.mentalhealthcommission.ca/standardguide
Implementing the Standard
Success Factors

1. Active leadership support
2. Adequate structure and resources
3. Organizational size
4. Psychological health awareness
5. Existing Psychological Health & Safety processes, policies, and programs
6. Prior Implementation Experience
7. Connection
The Working Mind:
Workplace Mental Health & Wellness
Mental Health First Aid

You know all about physical first aid, now find out about the importance of MENTAL HEALTH FIRST AID TRAINING.
What Can You Do?

Questions that employers and employees might consider:

• What can we do to support your mental health at work?

• What will you do to maintain positive mental health?

• How will you let us know if you need more support? How should we approach you if we think you might be struggling? What words should we use?

Source: Mindful Employer Canada
CASE STUDY
• Canadian telecommunications and media
• Serves over 13 million phone lines
• Revenue $19.49 Billion in 2014
• More than 55,000 employees
• Ranked number 262 on the 2011 edition of the Forbes Global 2000 list
## Bell’s Mental Health Scorecard

<table>
<thead>
<tr>
<th>Category</th>
<th>Key Indicators</th>
<th>2010 actual</th>
<th>2011 actual</th>
<th>2012 actual</th>
<th>2013 actual</th>
<th>2014 actual</th>
<th>2015</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short term disability</td>
<td>% of employees with at least 1 MH related claim during the year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Avg claim duration (days) – MH cases</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total cost (excl. Bell Media)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>% of payroll (excl. Bell Media)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>% of MH related diagnoses</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Relapse rate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Recurrence rate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long term disability</td>
<td>% of MH related diagnoses (New cases only)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td># new MH claims accepted</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Usage of benefits and programs supporting mental health</td>
<td>% of total drug costs related to mental health</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td># of leaders in scope for Workplace Mental Health Leadership training program</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cumulative # of employees who completed initial D225 (MH1 Classroom) (In &amp; Out of scope, Active &amp; Inactive)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>% of in scope employees who completed Mental Health 1 Classroom training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>% of in scope employees who completed Mental Health 2 Classroom training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>% of in scope employees who completed certification - module 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td># of MH events</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td># of hits on Bell Let’s Talk internal website</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Over 90 Key Performance Indicators, tracked for 5 years
The Outcomes

- **2X increase in utilization**
  - Improvement in Employee & Family Assistance Program use

- **Double digit % decrease**
  - Fewer short-term disability claims related to mental health

*Workplace programs delivering promising results*
Resources

**Healthy Trucker** is a community of drivers, trucking companies and industry partners interested in creating a road to a healthier lifestyle for drivers: [www.healthytrucker.com](http://www.healthytrucker.com)

**The Healthy Trucker** provides tips for life on the road and the truck driving lifestyle: [www.thehealthytrucker.net/lifestyle](http://www.thehealthytrucker.net/lifestyle)

‘Driver Health’ News Category of **The Trucking Network** provides articles to support the physical health and wellness of drivers: [http://thetruckingnetwork.ca/category/driver-health/](http://thetruckingnetwork.ca/category/driver-health/)

**Smart-Trucking.com** provides drivers with a range of resources including tips on maintaining mental health while on the road: [www.smart-trucking.com/tips-for-good-mental-health.html](http://www.smart-trucking.com/tips-for-good-mental-health.html)

**TruckingTruth.com** provides a positive, yet honest view of the trucking industry with friendly advice from experienced drivers. Of particular interest are the driver blogs: [www.truckingtruth.com](http://www.truckingtruth.com)

**National Standard / Training**

National Standard for Psychological Health and Safety in the Workplace
[www.csa.ca/z1003](http://www.csa.ca/z1003)

Assembling the Pieces - An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace
[www.csa.ca/z1003](http://www.csa.ca/z1003)

Mental Health First Aid Training
[www.mentalhealthcommission.ca/MHFA](http://www.mentalhealthcommission.ca/MHFA)
Resources continued

Articles


Questions
Thank you

Mental Health Commission of Canada

Contact us: info@mentalhealthcommission.ca
Email: nrewari@mentalhealthcommission.ca

Visit us: www.mentalhealthcommission.ca
Follow us: /theMHCC /@MHCC_ /1MHCC /Mental Health Commission of Canada