



Mental Health Commission of Canada / Commission de la santé mentale du Canada

Implementing the Standard at MHCC Workplace Webinar

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Presenters



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Agenda

1. Organizational profile, strengths, challenges
2. Our approach with the Standard
3. MHCC's framework
4. Tools and templates for you
5. Questions

*Please ask questions throughout the presentation by typing
in the chat box on the right of your screen.*

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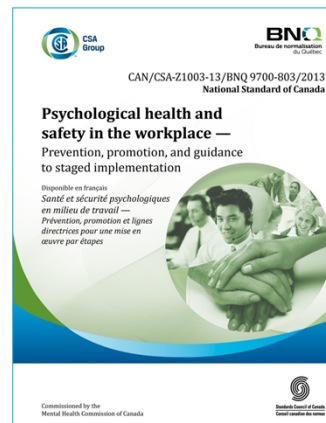
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The National Standard for Psychological Health and Safety in the Workplace

- Launched in January 2013
- A tool help employers promote continuous good mental health and prevent psychological harm for all employees
- Outlines 14 Psychosocial Factors to consider



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Organization Profile

- National not-for-profit organization
- 10-year mandate (2007-2017)
- Approximately 80 employees
- Offices in two geographical locations: Ottawa and Calgary
- Remote workers

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Approaching the Standard

- Walk the Talk – MHCC Champion the Standard
- Human Resources team tasked with implementation
- Has been guiding us internally since early 2012
- Working towards optimizing mental health in the workplace since 2010

A large blue arrow pointing from left to right, representing a timeline. The arrow starts at the bottom left and curves upwards to the right. Along the arrow, there are four colored circles: a small light blue circle at the start labeled '2010', a medium green circle labeled '2011', a larger yellow-green circle labeled '2012', and a large yellow circle labeled '2013'. The arrow ends at the word 'Present' on the right side.

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Strengths

- Support from senior leaders
- Employees passionate about mental health
- Dedicated resources
- A “head start”



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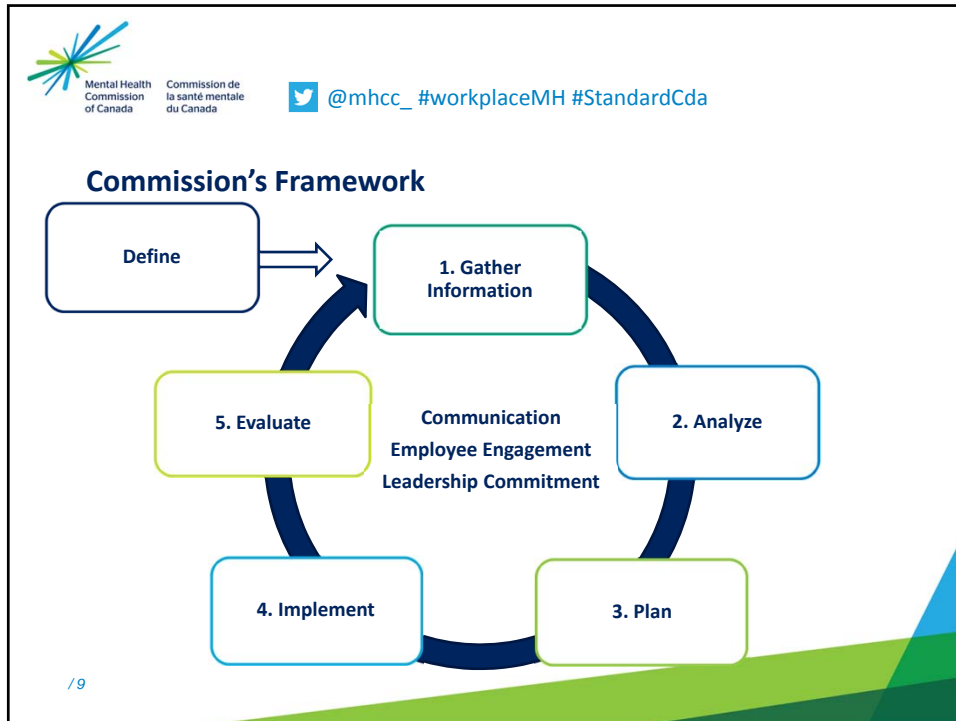
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Challenges

- Small organization
- Young organization
- Limited employee data
- Mandate ends in 2017
- Geographical separation
- Practical issues of getting started



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Define Gather Information Analyze Plan Implement Evaluate

- Occupational health and safety legislation
- Standard
- Focus groups
- Survey
- Risk assessment
- Organizational data
 - Leave
 - Benefits utilization
 - Turnover
 - Overtime
 - Incidents./Accidents

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Define Gather Information Analyze Plan Implement Evaluate

- Themes
- Priority identification and recommendations
- Management Involvement and agreement to plan direction

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Define → Gather Information → Analyze → **Plan** → Implement → Evaluate

- Wellness Plan –priorities into action
- Identify initiatives
- Identify resources (financial, people, technology)
- Indicators for success
- Timelines
- Embed priorities and initiatives into departmental objectives

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Define → Gather Information → Analyze → Plan → **Implement** → Evaluate

YEAR 1 (2012)

- HRIS/Payroll System – valid and reliable data collection
- Leave Policy Revisions - health leave, mental health and wellness
- Time off – Christmas to New Years
- Combined P&PHS&W Committee
- Physical and Psychological Policy Statement
- Competency Framework - Health and Safety Competency
- Psychological Job Factors
- Committee Action Plans

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Physical and Psychological Health, Safety and Wellness Policy Statement


The Mental Health Commission of Canada aspires to become a model organization for optimizing the health of its employees, and believes that the physical and psychological well-being and safety of employees are key aspects leading to organizational success and sustainability. It further recognizes that it is a shared responsibility of employees and the organization as a whole to promote and enhance working relationships consistent with the principles of mutual respect, confidentiality and cooperation.

To this end, the Commission is committed to working collaboratively with its employees to create and sustain a psychologically and physically healthy and safe work environment. The Physical and Psychological Health, Safety and Wellness Committee will be a primary steward for the process. Recognizing that employee participation is an essential component, through this Committee, employees can participate in the development, implementation and continual improvement of a healthy and safe work environment.


The Commission will:

- foster an organizational culture that promotes physical and psychological health and safety;
- Ensure compliance with relevant Occupational Health and Safety legislation and pursue the

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Health Leave Policy


1.0 Overview

For the purpose of this policy, Health refers to the interrelated components of physical and mental health. It is recognized that employees may require time away from work due to various personal and familial needs and for this reason, the Commission has combined its Sick Leave and Personal/Family Leave policies into one all-encompassing policy known as Health Leave. This policy is designed to allow employees to address physical and mental health related needs, to attend to unforeseen situations that may arise and for the Commission to proactively manage situations that may require the use and/or encouragement of employee centered resources.

The Commission provides eligible employees (as per section 3.0) with **18 Health Leave Days** per calendar year to attend to personal and family matters that occur during the work-week without having to use vacation. Approved Health Leave Days may be used at the employee's discretion and is subject to supervisor approval for matters such as:

- family and personal doctor, dental and paramedical appointments
- religious holidays
- family events
- personal illness, injury or emergency
- Illness, injury, medical emergency or urgent matter relating to an immediate family member or a relative who is dependent on the employee for care or assistance
- This leave shall also be utilized in instances where an employee requires time-off for bereavement purposes for an immediate or extended family member.

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Competency Framework

Health, Safety and Wellness (Physical and Psychological)

DEFINITION	
Ensures physical and general working environment is safe and hazard free; employee wellness, including psychological well-being, is of paramount importance and there is commitment at every level to ensure employees are safe and that wellness is considered in decision making.	
Standard Description	
Level 1	Level 2
Able to align behaviors with health, safety and wellness principles	Has general awareness of health, safety and wellness matters
Is concerned with the well-being of others	Understands the importance of health, safety and wellness.
Treats everyone with civility, dignity and respect	Complies with HS&W requirements.
Level 3	Level 4
Has functional capabilities in health, safety and wellness	Applies principles of health, safety and wellness
Demonstrates commitment by actively and appropriately responding to HS&W concerns/hazards	Has knowledge of and can apply HS&W principles, systems and legislation.
	Embeds HS&W in all operations
Level 5	
Champions and demonstrates commitment to health, safety and wellness	
	Has extensive knowledge of HS&W principles, programs, and legislation
	Develops organization-wide programs

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Define

Gather Information

Analyze

Plan


Implement

Evaluate


Year 2 – 2013

- Wellness Spending Account
- Training – Emotional Intelligence and Bullying Awareness
- PandPHSandW Management System
- Incident/Accident Reporting Form
- Policy Revisions – Workplace Violence and Anti-Harassment and Discrimination policies
- Right to Refuse Unsafe Work Policy – integrated psychological component
- Mental Health First Aiders

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MENTAL HEALTH COMMISSION OF CANADA
Incident/Accident Reporting Form


Injured party/complainant to complete PART 1. Be specific. Sign, date and submit copy to your direct supervisor or delegate as soon as possible after the event occurred.

PART 1 EMPLOYEE SECTION: Contact Information and Description of Event				
COMPANY NAME MENTAL HEALTH COMMISSION OF CANADA		DEPARTMENT		
LOCATION OF EVENT	DATE OF EVENT	TIME OF EVENT	AM PM	REPORT DATE
IF NOT REPORTED PROMPTLY, STATE REASON:				
INJURED NAME (FIRST, LAST)		TITLE		
INJURED ADDRESS		PHONE NUMBER & E-MAIL		
CHECK OFF ALL STATEMENTS THAT BEST DESCRIBE THE INCIDENT/ACCIDENT				
<input type="checkbox"/> Near Miss	<input type="checkbox"/> Vehicle	<input type="checkbox"/> Working Alone		
<input type="checkbox"/> Slip/Fall	<input type="checkbox"/> Critical Incident Stress	<input type="checkbox"/> Workplace Incivility		
<input type="checkbox"/> Cut/Bruise	<input type="checkbox"/> Mental Health Problem/Crisis	<input type="checkbox"/> Verbal Abuse		
<input type="checkbox"/> Repetitive Strain	<input type="checkbox"/> Harassment	<input type="checkbox"/> Psychological Abuse		
<input type="checkbox"/> Acute Strain (lifting, carrying, pulling)	<input type="checkbox"/> Sexual Harassment	<input type="checkbox"/> Physical Attack		
<input type="checkbox"/> Caught in, under/ on/between	<input type="checkbox"/> Discrimination	<input type="checkbox"/> Threat		
<input type="checkbox"/> Struck, contacted by/with/against	<input type="checkbox"/> Bullying	<input type="checkbox"/> Assault		
<input type="checkbox"/> Exposure to harsh weather	<input type="checkbox"/> Travel	<input type="checkbox"/> Other, please explain:		

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Right to Refuse Unsafe Work Policy


3.0 Unsafe Work : This policy details the processes and procedures for refusing unsafe work. Unsafe work is defined as work that involves dangerous circumstances under which an employee would not normally do that work, or a danger under which an employee in that type of work would not normally do the work.

For greater clarity, unsafe work includes situations or events where an employee believes any of the following:

- A physical condition is likely to endanger the employee and/or contravenes occupational health and safety regulations
- Equipment, device or machine that the employee is to use is likely to endanger the employee and/or contravenes occupational health and safety regulations
- Workplace violence is likely to endanger the employee
- The work is likely to cause significant psychological harm. Includes work where harassment, discrimination, and/or workplace violence has a pattern of occurring, or high risk of occurring

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Mental Health First Aiders

Mental Health First Aid and The National Standard of Canada

for Psychological Health and Safety in the Workplace

THE NATIONAL STANDARD: CREATING HEALTHIER WORKPLACES

A world first and entirely voluntary, the *National Standard of Canada For Psychological Health and Safety in the Workplace* provides guidelines, tools and resources to help organizations of all sizes in all sectors to promote good mental health and prevent psychological harm for every employee.

WHAT IS MENTAL HEALTH FIRST AID (MHFA)?

Mental Health First Aid is the help provided to a person developing a mental health problem or experiencing a mental health crisis. Just as physical first aid is administered to an injured person before medical treatment can be obtained, MHFA is provided until appropriate support is found.

Colleagues and managers are best placed to be the first to recognize the signs and symptoms of mental health issues in their coworkers, provided they are properly trained in Mental Health First Aid.

Mental health and the workplace

- Mental health problems and illnesses are the **number one** cause of disability in Canada.
- Between **10 and 25 per cent** of mental disability costs directly incurred by many employers could be avoided.
- In any given year, **one in five** Canadians experiences a mental health problem or illness, with a cost to the economy estimated to be more than **\$50 billion annually**.

FOR MORE INFORMATION ON HOW TO IMPLEMENT THE STANDARD:

MHFA AND THE NATIONAL STANDARD
Employees certified to provide MHFA can promote good mental health while helping to prevent psychological

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Define

Gather Information

Analyze

Plan

Implement

Evaluate

- Standard audit
- Program evaluations/initiative scorecard
- Resources
- Where did we succeed?
- What were the challenges?
- Adjust framework/approach
- Opportunities for improvement and corrective action
- Excellence Canada Award – mental health at work

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Next Steps for MHCC

- New priorities for 2014-2016 in development
- 2nd cycle, survey 98% response Rate
- Cascading communications
- Build from the foundation we established
- Augment programs, policies, and initiatives



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Join the conversation

Communicate. Contribute. Collaborate.



COLLABORATIVE SPACES is an online repository and conversation place for mental health in Canada. Share mental health information with others and learn from others as they post.

The more you contribute, the more robust a resource it will be!

<http://www.mentalhealthcommission.ca/English/spaces>

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Thank you

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