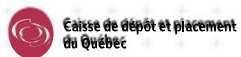


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Webinar Agenda:

The National Standard for Psychological Health and Safety in the Workplace, the “Work/Life Balance” Standard, and the “Healthy Enterprise” Standard: How To Find Them and How To Choose Among Them?

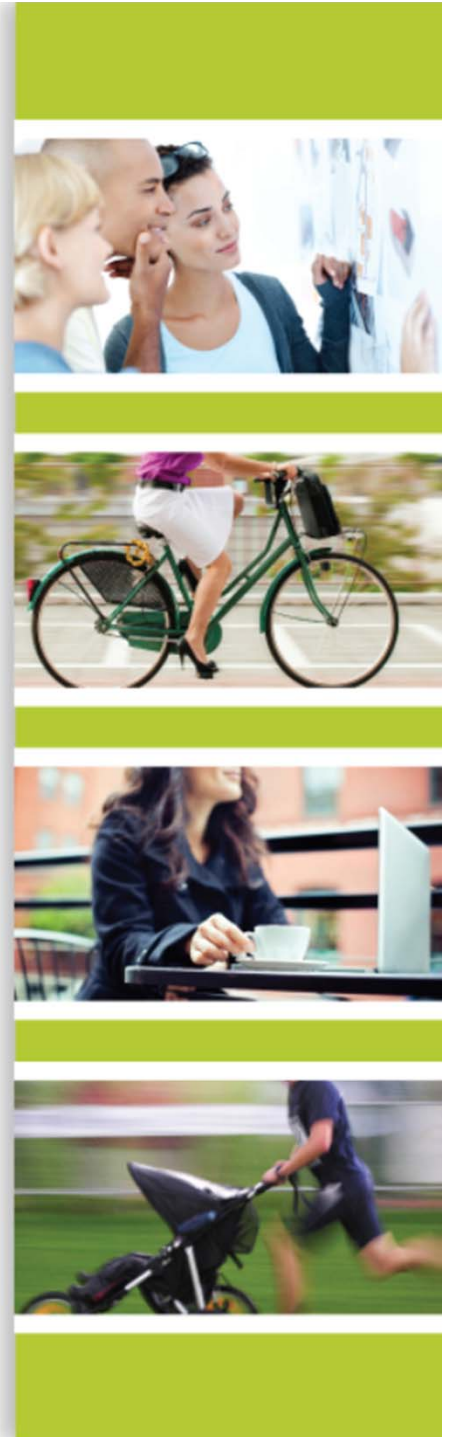
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The National Standard for Psychological Health and Safety in the Workplace, the “Work/Life Balance” Standard, and the “Healthy Enterprise” Standard: How To Find Them and How To Choose Among Them?

Presented by:

Claudine Ducharme, Partner, Health and Benefits Consulting

Mario Messier, MD, Workplace Health/Health Promotion and Scientific Director

Samuel Breau, Program Director, Mental Health in the Workplace

Psychological health and safety standards and other market standards

Issued: February 2008



Certification Program
(from March 2009)

Issued: June 2010



Certification Program
(from April 2011)

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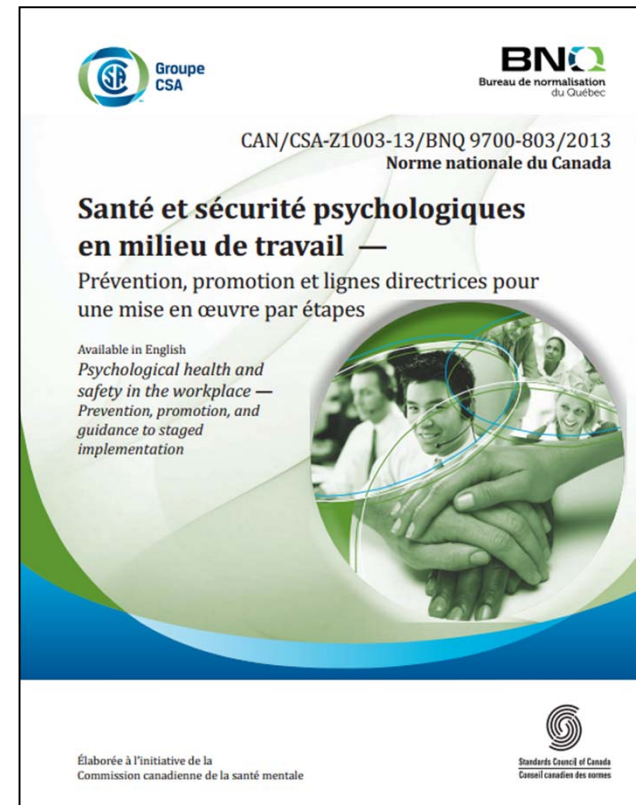
Prevention, promotion, and
guidance to staged
implementation

Agenda

- Introduction
- Outline of the *Psychological Health and Safety in the Workplace* Standard CAN/CSA-Z1003-13/BNQ 9700-803/2013
- Outline of the Work/Life Balance Standard
- Outline of the Healthy Enterprise Standard
- Common elements and Question Period

1. The National Standard of Canada for Psychological Health and Safety in the Workplace

- Launched 16 January 2013
- Voluntary
- Guidance for changing the way mental health and illness are dealt with in the workplace environment
- Coordinated with other standards and resources
- Applicable to all workplaces
- Shared responsibility
- Allows for benchmarks



Market position

- 18,000 downloads of the Standard
- Case Study Research project
- Monthly webinars
- Support for the Standard from Excellence Canada, Canadian Healthcare Association, and Accreditation Canada



Strategies and goals

A framework for:

- **Preventing** the mental-health prejudices that can arise in the workplace
- **Promoting mental health** in the workplace with supportive tools



Outline of the Standard

1. Scope

- “... offer a framework for the development and continuing improvement of workplaces favouring mental health and safety”

2. Principles

- Demonstrated commitment
- Shared responsibility
- Individual responsibility
- Sensitization, promotion, and training
- Active participation
- Respect and confidentiality
- Integration in decision-making processes
- Fulfillment of legal obligations



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Outline of the Standard (cont'd)

3. The 13 psychosocial risk factors

- Identification, evaluation, and preventive/corrective measures

4. Implementation in stages

5. Assessment in stages



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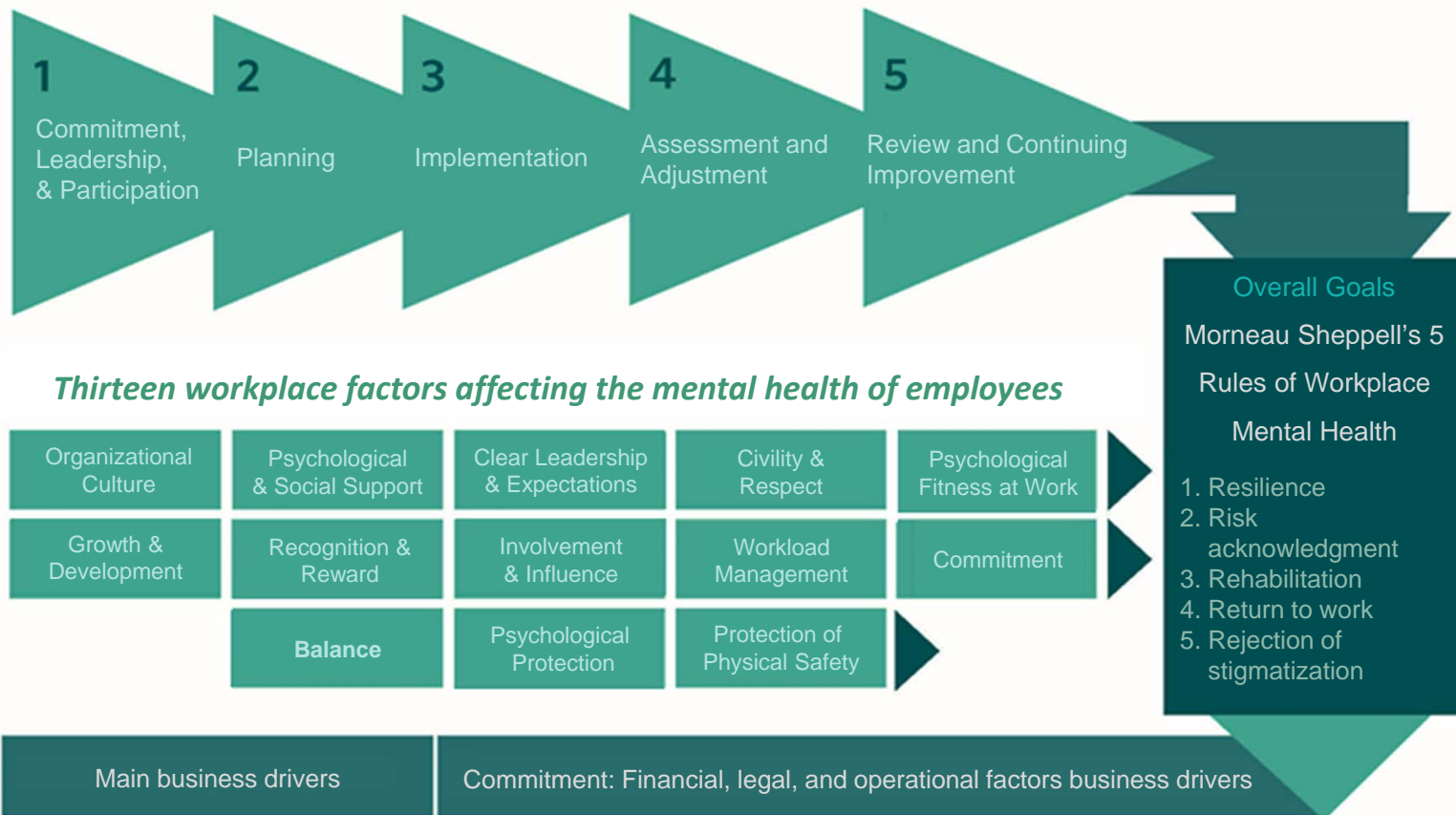
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The PHS Standard is a framework enabling any enterprise to reduce risks and promote health



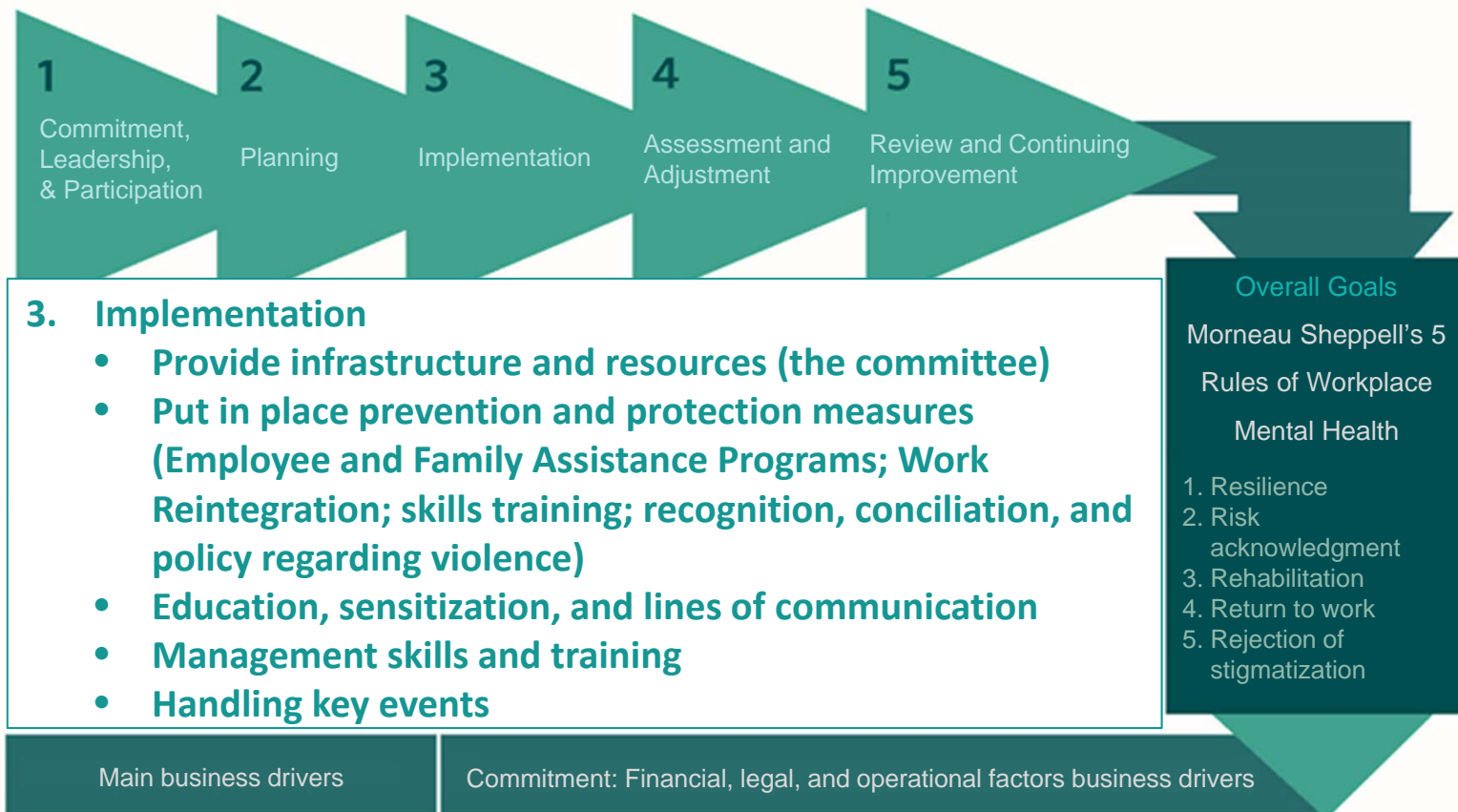
A Look at the Requirements



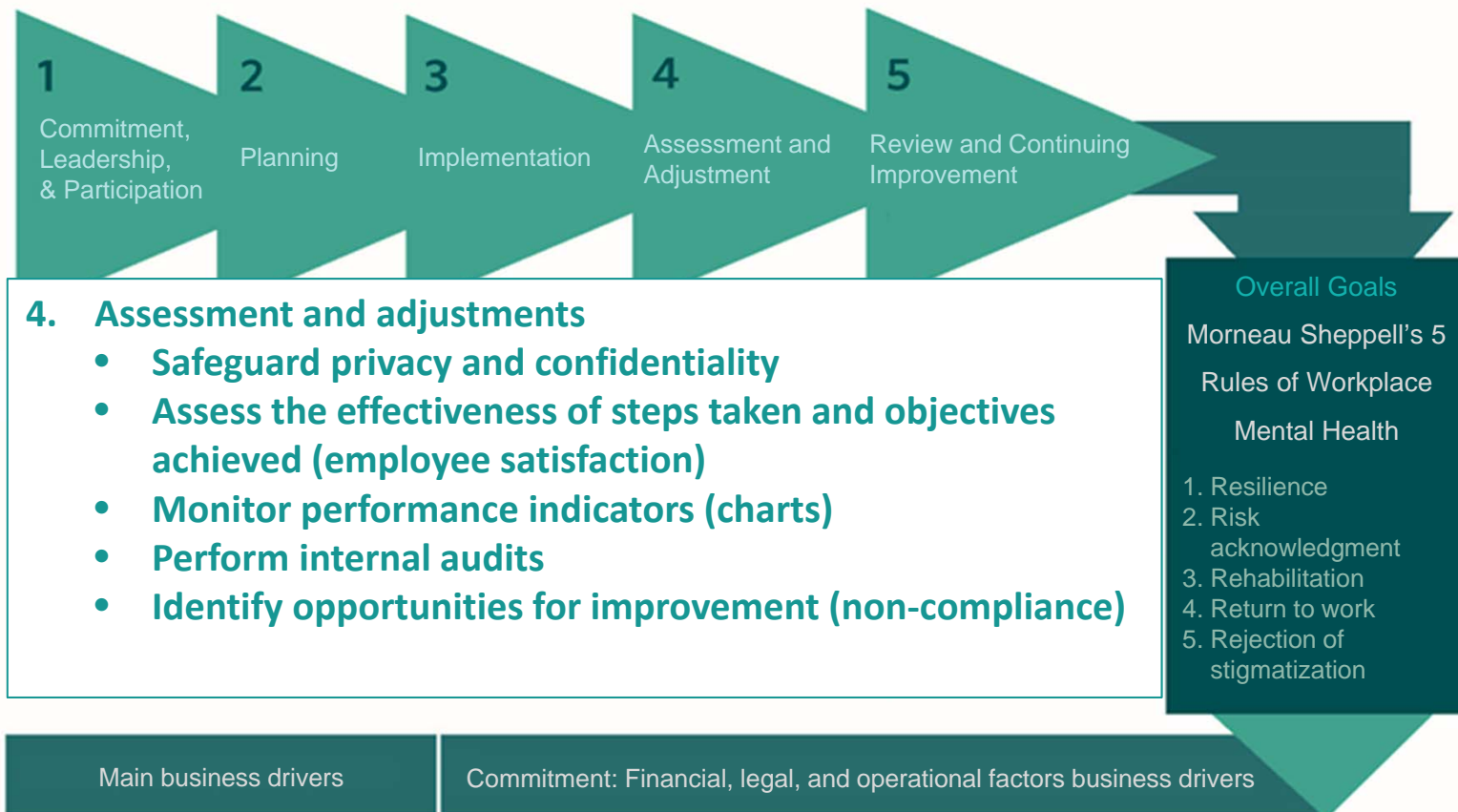
A Look at the Requirements



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A Look at the Requirements





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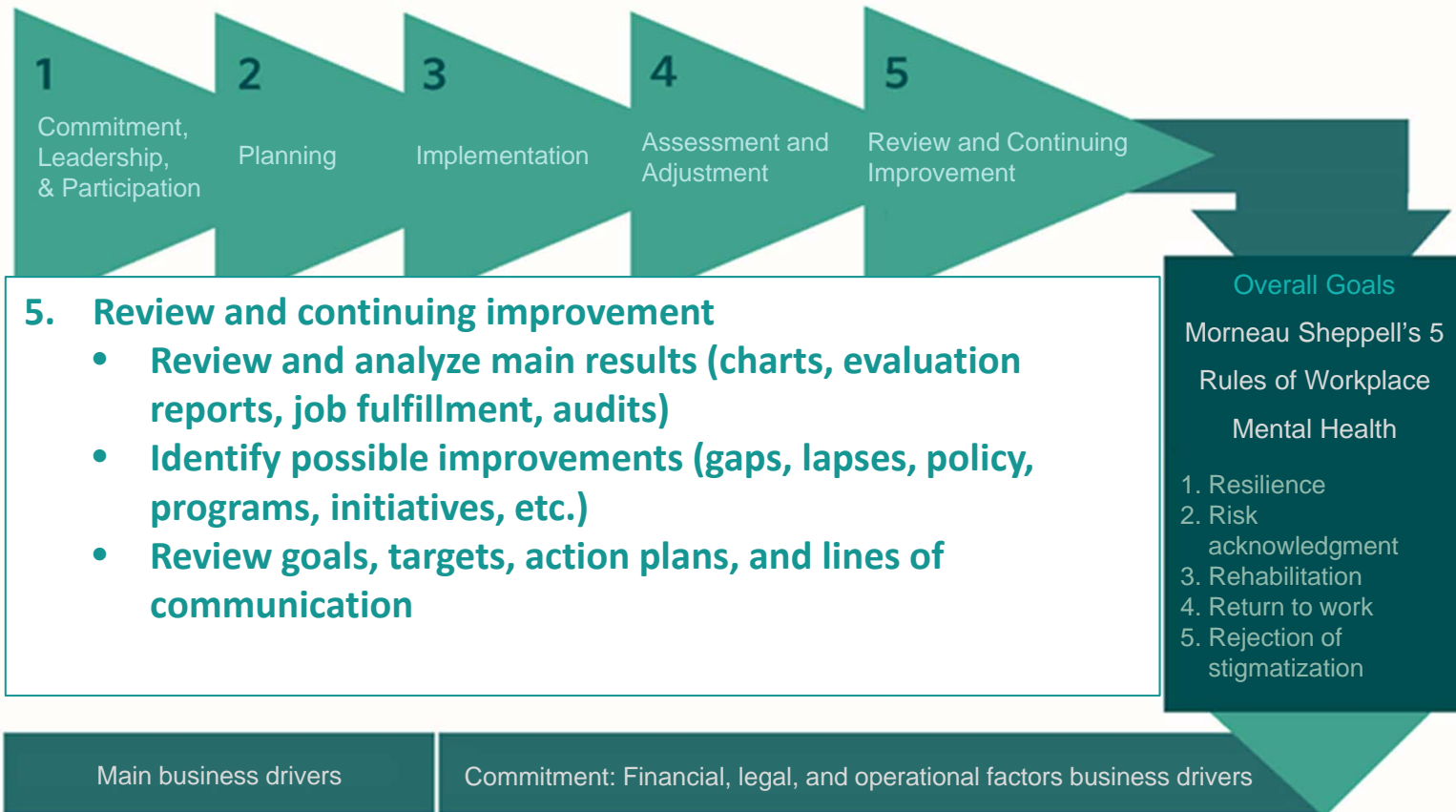
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A Look at the Requirements



Framework

- The 13 psychosocial risk factors
- The 5 requirements
- Set-up structure
- Guidelines for small and large-scale businesses
- Supplementary information for the adoption and implementation of the Standard
- Resources and references

2. The Work/Life Balance Standard

- An initiative of the ministère de la Famille du Québec
- Launched in 2010
- Designed to mobilize collective responses to staff issues in balancing work and family life
- Certification offered by the BNQ
 - 4 levels of certification according to the number and scale of actions undertaken (Levels 1 to 4)

2. The Work/Life Balance Standard (cont'd)

a) Mandatory requirements

1. Management commitment

- Policy commitment in writing to reconciling work and family life
- Equal access by men and women
- Lines of communication and a person named in charge

2. Compliance with labour laws and regulations

3. Establishing a work/life balance committee

- Consultations, planning and implementation, progre evaluation and follow-up...

2. The Work/Life Balance Standard (cont'd)

b) Optional requirements (with adjustable scoring)

1. WLB management
 - WLB literature, EAP availability
2. Flexibility in work organization
 - Trading shifts, job rotation, skills exchanges
3. Organization of work time
 - Variable schedules, reduced hours, compressed hours

2. The Work/Life Balance Standard (cont'd)

b) Optional requirements (with adjustable scoring)

4. Leave

- Maternity, paternity, family issues, bereavement, unpaid, etc.

5. Work location flexibility

- Telecommuting, satellite offices

6. Services available in the workplace

- Financial support for child care, help with dependants, other services

- 8 enterprises certified to date

The “Healthy Enterprise” Standard and Approach

Aims and Objectives

- Providing a structured way to equip employers with best practices in the protection and promotion of all-round health in the workplace
 - Meaningful requirements of a program for effective workplace health promotion
- Enabling external recognition if desired (**certification**)
 - Healthy Enterprise Certification
 - Élite Healthy Enterprise Certification



The “Healthy Enterprise” Standard and Approach

- Launched in February 2008
- Operational since March 2009
- Extensive market adoption of the approach
 - Service providers and other market actors
 - Various government sectors (health, economy, etc.)
 - Other stakeholders (Caisses Desjardins, universities, professional bodies)
 - Employers
 - 51 organisations certified
 - ± 300 organisations in the certification process
- Influence beyond Québec: Canada, France





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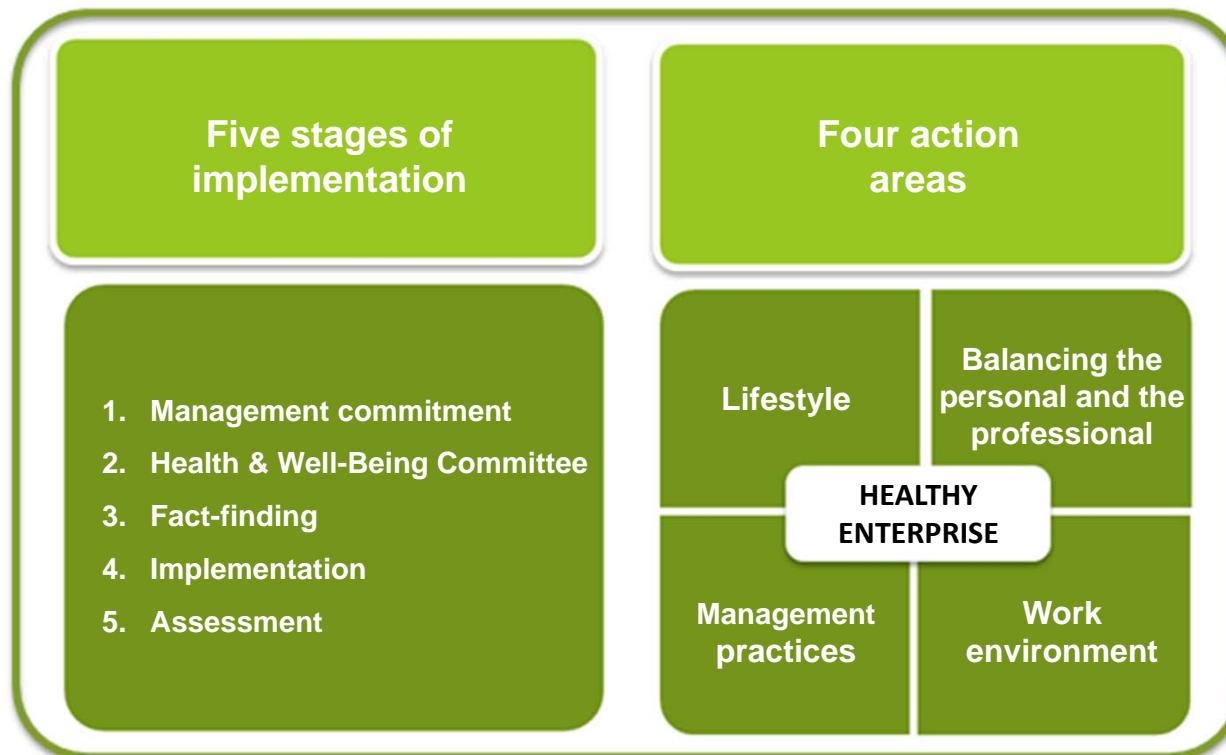
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The “Healthy Enterprises” Approach at a Glance



The “Healthy Enterprise” approach





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Cinq étapes d'implantation

1. Engagement de la direction
2. Comité de santé/mieux-être
3. Collecte de données
4. Plan d'intervention structuré
5. Évaluation



STAGE 1 – Management commitment

- Health and well-being policy
- A management member designated responsible
- System of identifying and reducing risks to physical and mental health
- *Strategic HR planning to include health*
- *Management responsibility for health issues to be defined in job descriptions and performance measures*

STAGE 2 – Health and Well-Being Committee

- Remit and responsibilities
 1. Consider available information on health issues
 2. Develop and implement the health and well-being program
 3. Assess the program's progress
- *Basic training in health and well-being*

STAGE 3 – Fact-finding

- Quantify the costs of ill health
- Assess staff needs and concerns
 1. In the 4 action areas
 2. Confidentiality
- *Discussions between management and staff*

STAGE 4 - Implementation

Proactive structured interventions

- Goals, schedule, person responsible, budget, plans for communications and assessment
- *Result-oriented*

Reactive interventions according to needs

- In at least 2 action areas
- *In all 4 areas*

STAGE 5 - Assessment

- Assessment of staff/management participation and satisfaction
- *Assessment of the interventions' impact*

“Healthy Enterprise” in a nutshell

1. One structured and “integrated” approach
2. Two levels of certification
3. Three basic principles
4. Four action areas
5. Five stages of implementation

Question Period

Common elements of the 3 standards

- Clear commitment by top management
- Compliance with applicable laws and regulations
- Shared responsibility
- Contributions from all participants
- Identification and assessment of needs and an action plan
- Impact on work systems and environment
- Structured and integrated process
- Sensitization and communication
- Education and training of managers



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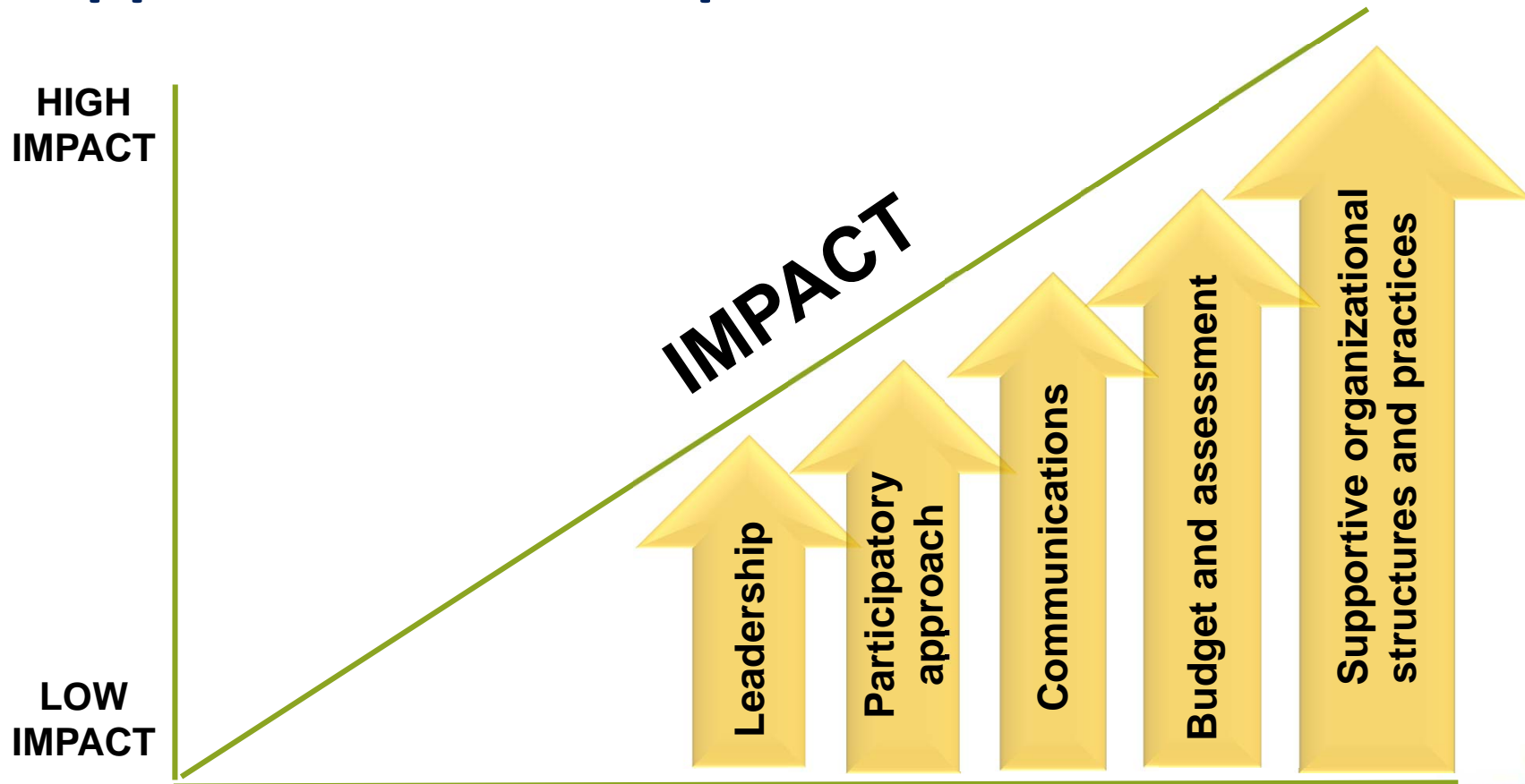
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Approaches to workplace health and well-being



Chief differences among the 3 standards?

- **The PHS Standard** guides and equips enterprises for action on the psychological health and safety of their employees
 - *National standard / No certification*
- **The WLB Standard** guides and equips enterprises who wish to improve their balance of work and personal life
 - *Québec standard / Certification available*
- **The HE Standard** is an “umbrella” approach for enterprises wishing to promote workplace health in the global sense (physical and psychological)
 - *Québec standard / Certification available*
- **In sum**: *Different aims, complementing each other. These standards can work together for an enterprise attracted to all 3 options.*



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Where to start?

**MAKE THE “Business
Case”**

**GET EVERYONE
COMMITTED**

**BUILD YOUR ACTION
PLAN – USE EXISTING
LEVERAGE**

**HEALTHY WORK ENVIRONMENT
POSITIVE FINANCIAL IMPACT
EMPLOYEE COMMITMENT**

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Thank you!

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