Case Study in the School System: Successfully Implementing Workplace Mental Health Strategies

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

Wm. J. Gartland, Director of Education, Catholic District School Board of Eastern Ontario

Schedule 2 Employers

#WorkplaceMH

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Session Objectives

1. Defining mental health in the workplace context
2. Mental Health in the Education Sector
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
Imagine if we treated everyone like we treat people with mental illness.
"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

- **HEALTHY**
  - Mental health
  - Normal functioning
  - Recovery from mental illness

- **ILL**
  - Diagnosable mental illness
  - Severe and persistent functional impairment
Mental Health Continuum Model

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

HEALTHY
- Mental health
- Normal functioning
- Recovery from mental illness

REACTING
- Common and self-limiting distress

INJURED
- More severe functional impairment

ILL
- Diagnosable mental illness
- Severe and persistent functional impairment
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
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
“The most valuable asset of a 21st-century institution, whether business or nonbusiness, will be its knowledge workers and their productivity”

Peter Drucker  (Management Challenges for the 21st Century)
Education Sector
The Cost of Doing Nothing

- Absenteeism
- Presenteeism
- Disability claims
- Injuries / illnesses
- Grievances / complaints
- Turnover
- Legal implications
THERE ARE SOLUTIONS
Workplace Factors

Psychological Support

Civility & Respect

Organizational Culture

Psychological Demands

Clear Leadership & Expectations

Growth & Development

Recognition & Reward

Involvement & Influence

Workload Management

Balance

Psychological Protection

Supportive Physical Environment

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

Free Download
csa.ca/z1003
### National Standard for Psychological Health & Safety in the Workplace

#### 5 Pillars to Your Workplace Mental Health Strategy

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<td>Accommodation policies</td>
<td>EAP or EFAP</td>
<td>Resiliency</td>
<td>Employee surveys (Guarding Minds @ Work)</td>
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<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>
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<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>
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<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>
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<td>Self-help tools</td>
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<td>Coverage for psychological services</td>
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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
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
The materials I have gathered and will share today are as a result of attending conferences, reading and implementing a Mental Health Strategy in a school Board.

Special Acknowledgement to the following:

- Hannah
- Dr. Chris Gilham
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- Dr. Amy Cheung
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- Mental Health Commission of Canada
- Staff & Students, Trustees, CDSBEO
- Others with a passion for mental health & wellness
Today’s Agenda

- A Story
- A look at one employer's approach to Mental Health (Wellness)
- Do’s & Don’t’s
- Questions & Answers
A Story to get us started......
A Student
Can you imagine.....

You break your leg and you present yourself to the emergency room where they inform you it will be eight months before you can receive treatment.
Mental Health

- Five years ago we would not be talking about this
- As employers, we are well situated to talk about mental health with staff – mental health/wellness for staff and their families.
- We need to be aware of mental health so we can:
  - Promote
  - Help with prevention
  - Identify those in need
  - Assist in getting care
Board Policy:

- Canadian Mental Health Standard
- Our Board Policy *(State it)*
- People said “Are you sure we want to do this? We may get called on things.”

Mental Health & Wellness Committee:

- Reps from all employee groups focused on development, implementation and continued improvement of a healthy and safe work environment
- Advises school system on how to foster mental wellness, dialogue, education and intervention
CDSBEO – One School Board’s Approach

- Mental Health & Wellness Handbook for Staff
- Elephant in the Room Campaign
- Professional Development
  - Dedicated days
  - Flip Books
  - Resources/Resources/Resources

- Progressive Programs & Approaches
  - Restorative Practices
  - Bullying Prevention
  - Intervention strategies
  - Resources for schools
  - Suicide Prevention Programs
  - Mental Health Lead
  - Behavioural Consultants
  - Psychologists, Chaplaincy Leaders
School Board App:

- Allows students to access
  - Resources
  - Contacts
    - Report acts of kindness, bullying, safety issues
    - Identifies mental health agencies with contact information

- What apps are out there for your employees.
MENTAL HEALTH

DO’s

- Know employees
- Talk about mental health – name it
- Ask for help
- Know your role
- Continue learning

DON’T

- Ignore mental health
- Not listen, observe, refer
- Look at mental health issues as “a phase”
MENTAL HEALTH

We all need to be promoting resiliency and positive mental health / wellness
Finally

Take advantage of any and all opportunities to learn more about mental health and wellness...
Some Resources

Awareness Campaigns
Partners for Mental Health – Not Myself Today
www.notmyselftoday.ca

Youtube video – Just Notice, Listen, Connect
www.youtube.com/watch?v=gMjAvyLDAGw

Check Up from the Neck Up- Mood Disorders
www.mooddisorders.ca/program/check-up-from-the-neck-up

Feeling Better Now – Healthy Minds Canada
www.healthymindscanada.ca/feeling-better-now

National Standard
National Standard for Psychological Health and Safety in the Workplace
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

Training
Mental Health at Work® - Canada Awards for Excellence
www.excellence.ca/en/knowledge-centre/resources/mental-health-at-work

Mental Health First Aid Training
www.mentalhealthcommission.ca/MHFA

The Working Mind
www.mentalhealthcommission.ca/English/initiatives-and-projects/working-mind

Workplace Mental Health – How Employers Can Create Mentally Healthy Workplaces and Support Employees in Their Recovery from Mental Illness
https://mdsc.ca/docs/Workplace_Mental_Health.pdf
Questions
Thank you

Mental Health Commission of Canada

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

Visit us: www.mentalhealthcommission.ca
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