Workplace Peer Support – It Works!

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March 25, 2015, Noon-1:00 p.m. ET
Important! Send questions/comments to: ‘All Participants’
Presenter

Lyne Wilson
NAV CANADA
Agenda

1. What is Recovery? What is Peer Support?
2. Peer Support Guidelines and the Mental Health Commission of Canada (MHCC)
3. NAV CANADA’s Mental Health Peer Support Program
   • Why introduce the program - How they did it
   • Objectives of program
   • How to measure success
   • Strategic Pillars – the next 5 years
4. Questions
What is Recovery?

Recovery focuses on people recovering a quality of life in their community while striving to achieve their full potential.

The concept of "recovery" in mental health refers to living a satisfying, hopeful, and contributing life, even when mental health problems and mental illnesses cause ongoing limitations.

What is Peer Support?

Peer support is a supportive relationship between people who have a lived experience in common.
MHCC and Peer Support

Guidelines for the Practice and Training of Peer Support
Light the Way - Mental Health Peer Support Program
About NAV CANADA

• Private, non-share capital company
• November 1, 1996
• Regulated by Federal Government on Safety Performance
• ~ 4800 employees
Mental Health Strategy – Healthy Minds

“Always remember that striving and struggles precede success, even in the dictionary.”
Sarah Ban Breathnach

HEALTHY MINDS

NAV CANADA considers the mental health and psychological safety of its employees to be as important as all other aspects of health. We are committed to promoting and supporting a mentally healthy workplace through appropriate policies, programs and services.

What we really want to reinforce is that if people have issues, they shouldn’t be afraid to come forward and talk about them, whether it’s with their manager, their union steward, someone in Labour and Employee Relations, or with me for that matter. We are all here to help, but it depends on who someone feels most comfortable with.

I’ve had some employees come directly to me and tell me their whole story. I was pleased that they trusted that I was there to help with the situation and we tried to find some solutions.

I take the view that we shouldn’t look at someone with a mental health problem any differently than someone with a physical illness. It can be treated and, in many cases, the chances of success are even better.

Richard Dixon
Vice President and Human Resources Officer
Why introduce a Mental Health Peer Support Program?

• Canadian statistics – 1 in 5 suffer from mental health
• Success from other internal peer support programs
• It’s the right thing to do!
How did we do it?

- Buy-in from senior management and unions' leadership
- Partnership Committee
Objectives of our Mental Health Peer Support Program

• Support employees coping with mental health issues, either personally or through a loved one, to find their own path to recovery;

• Reinforce organizational core values and build a supportive community at work; and

• Recognize and value the potential for broader societal change by championing mental health peer support in our workplace
Recruitment and Selection

- Recruitment process
- Selecting the right peers
  - Hope
  - Communication
  - Trust
  - Self-Care
  - Confidentiality
- Training
Launch of Light the Way
• October 2012
• How has the program been doing since it’s implementation?
• How will we measure success?
Metrics

- Decrease in both short term and long term disability
- Increase in Employee Assistance Program (EAP) utilization
- Increase in psychologists costs in benefits plan
NAV CANADA’s Mental Health Strategic Pillars – the next 5 years

Anti-Stigma
• Creating a culture where employees feel free to raise their issues

Promotion/Support
• Awareness of resources and support available

Prevention
• Awareness and skills to deal with occurrences; actions taken to prevent occurrences

Early Intervention
• Support employees through challenges, disability and return to work

Sustainability
• Monitor and evaluate

@mhcc_ workplaceMH StandardCda
Questions?
Resources

Mental Health Commission of Canada – Peer Support and Guidelines for the Practice and Training of Peer Support- Free
www.mentalhealthcommission.ca

Download the *National Standard of Canada for Psychological Health and Safety in the Workplace* (the Standard)- Free
www.csa.ca/z1003

Peer Support Accreditation and Certification (Canada)
www.psac-Canada.com
Next Workplace Webinar

Date: April 29, 2015 at 12:00pm to 1:00pm ET
Topic: Awareness and Impact of Mental Health in the Workplace
Speaker: Mood Disorders Society of Canada

To watch our past webinars, visit our website at:
www.mentalhealthcommission.ca/English/workinar
Join the Conversation


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
Thank you

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