The Working Mind: Workplace Mental Health & Wellness

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Hosted by Samuel Breau, Program Manager, Workplace Mental Health, MHCC

Important! Send questions/comments to: ‘All Participants’
Agenda

1. National Standard for Psychological Health and Safety in the Workplace
2. What is Opening Minds?
3. The Working Mind: Workplace Mental Health & Wellness
4. Capital District Health Authority: Embracing The Working Mind
5. Question Period
Intent of the National Standard

- Wellness for all
- Reduce stigma
- Reduce stressors
- Happier workplaces, enhanced productivity, better health, safety, and fiscal performance
- Improved risk management
- Increased organizational recruitment
- Retention
- Corporate and social responsibility

Purpose of the Standard

Prevent psychological harm due to conditions in the workplace
Promote psychological health in the workplace through support
What is the Standard?

The Standard is a set of guidelines, tools, and resources focused on promoting employees’ psychological health and preventing psychological harm due to workplace factors

• Voluntary – set of tools, not rules
• Aligned with existing standards and tools
• Applicable to any organization – regardless of size or sector
• Intended to enable employers and employees to measure progress
• Doesn’t create new legal obligations but may have influence on the application of seven branches of law that currently exist
• Informative annexes are included to help users develop approach to implementation and integration

What is Opening Minds?

• Mental illness anti-stigma initiative of the MHCC
• Identify successful anti-stigma programs through scientific evaluation
• Promote successful programs across Canada
• Four target groups: healthcare providers, youth, the news media, and the workplace
• 140 partners past and present
  ~16 active workplace partners
1/3 of disability claims are related to mental health problems and mental illnesses but account for about 70% of the total disability claim costs...
...from $15 to 33 billion (Cdn)

Sroujian (2003)
Lim, Jacobs, Hironmaa, Schopflacher, & Deve (2008)
Facts & Figures
Case study example (Dewa, Chau, & Dermer, 2010)

Why is it important to reduce the stigma of mental illness?
Reducing Stigma in the Workplace

Reducing stigma in the workplace

Earlier help-seeking

Better prognosis & outcome

More supportive, productive, and safer workplace for all

Increase productivity

Positive financial impact

The Working Mind:
Workplace Mental Health & Wellness

By the Mental Health Commission of Canada
Adapted from the Department of National Defence’s Road to Mental Readiness programs
The Working Mind

- Based on the Road to Mental Readiness (R2MR) program
  - Canadian Department of National Defence program
  - Increase mental resiliency of soldiers to deal with stressful and traumatic situations
  - Strong evidence base

- R2MR is being implemented by Canadian Police departments

R2MR: Current Sites

- Vancouver
- Edmonton
- Calgary
- Winnipeg
- Ontario Police College
- York Regional
- Fredericton
- NB RCMP
- Québec City
R2MR in Other Organizations

TWM: Objectives

- Reduce the stigma of mental health problems and illnesses
- Promote mental health in the workplace
- Reconceptualize how employees think and talk about mental health and mental illness
- Help employees identify poor mental health in themselves and others
TWM: Objectives

Teach coping skills to manage stress and poor mental health

Review employees’, managers’ and employers’ mental health rights and responsibilities

Create a more supportive environment for all

TWM: Main Components

Education-based program for a general workplace audience

- Anti-stigma module and evidence-based content
  - Video-based contact, mythbusting, facts, etc.
- “Big 4” skills (SMART goal setting, mental rehearsal, positive self-talk, diaphragmatic breathing)
- Mental Health Continuum Model
Video—Stigma and Discrimination in the Workplace

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 (MHCM)

1) Moves from good to poor mental health along a gradient

2) Emphasizes the possibility to move 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
Videos

Six videos throughout the program of people with lived experience discussing their journeys in mental health

TWM Wallet Cards

Mental Health Continuum Model

Opening Minds

Potential Sources of Support and Help

Other Techniques
Two Versions of TWM

- Employee Workshop (~ 3 hr)
- Manager Workshop (~ 6 hr)
  - How managers can address employee mental health at each stage along the MHCM
  - General information on accommodations and employees’, managers’ and employers’ mental health rights and responsibilities
    - HR staff
- Optimally, about 16-24 per session

Train the Trainer

5 day course:
- Participants learn to facilitate both the Employee and Manager versions of TWM workshops
- Key concepts: mental health, workplace specific information, information on accommodations, and adult education principles
- Opportunities throughout the week to practice presentation skills
- Participants are evaluated at the end of the week
Organizational Rollout & Evaluations

- Trained 50 trainers (five org.) to present TWM
- Approximately 1000 employees and managers since Jan 2014

Program Efficacy
- Attitudes towards people with mental illness
- Resiliency and coping skills
- Mental health and wellbeing
- Presenteeism
- Program feedback

Pre-workshop questionnaire → Post-workshop questionnaire → 3-month follow-up questionnaire

Preliminary results: 550 managers and employees

Quantitative Results
- Significant ↓ in stigmatizing attitudes in managers, significant ↓ in employees; medium to large effect size (d)
- Significant ↑ in resiliency skills; medium effect size (d)
- Significant ↑ in positive managerial attitudes
Preliminary Evaluation Results

Qualitative Results

Reduced stigma; more awareness and understanding:
- “I liked that the workshop dispelled myths & common misconceptions”
- “An eye-opening experience”

Practical skills; more equipped to address MH:
- “How to identify continuum in personal life”
- “Relevant to real life work and personal situations”

Workshops well received:
- Excellent videos of people with lived experience
- Interactive
- Well presented, interesting, engaging, enjoyable

TWM: Pilote Sites

- University of Calgary
- Mount Royal University
- Husky Energy

- 2 Ontario sites
- Fredericton Police Service
- Province of Nova Scotia Government
- Capital District Health Authority
- Nova Scotia Community College
About Us

- The largest provider of health services in Nova Scotia
- Over 12,000 employees
- Provide medical and surgical care, mental health care, community health programs, addiction prevention and treatment, and environmental health services
- Nine hospitals and dozens of community health centres
- We serve 400,000 residents in the Halifax region and specialist services to Atlantic Canada
Getting Started

- Stigma related to mental illness identified
- Learned of Opening Minds
- September 2013 trained 10 facilitators for *The Working Mind*

Implementation

- Offered sessions to Leaders – winter/spring 2014
- Held 12 sessions, 114 people trained
- Sessions held in various locations
What we heard

“One of the most useful and informative sessions that I’ve attended during my many years at CDHA. It provided me with a few ‘aha’ moments and many useful tools to help me grow and have a better understanding of mental health issues.”

“Overall enjoyed the day and found the information valuable & will be a good resource moving forward.”

“I will be better equipped to have the conversation and to deal with the situation correctly & better support the individual appropriately.”

“Excellent day, has given me confidence to act upon mental health issues if brought to me. Also gave information on who to contact. Thanks!”

“(I have a) better understanding of challenges & coping skills & resources available to us.”
Our Facilitators

Dedicated and passionate

“As a facilitator in TWM, it is very rewarding to see managers’ reactions of insight when pondering stigma, mental health, and addictions in the workplace. The reactions from the majority have been wonderful and the minority of other comments have been constructive – example program needs to be longer. As we move into stage two of training – employees, I believe we will continue to see positive change among those who attend.”

Next Steps

Employee Sessions

September-December 2014
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

@mhcc_ #workplaceMH #StandardCda

Thank you

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