



Canadian Mental
Health Association
British Columbia
Mental health for all



Mental Health in the Non-profit Workplace: Why it needs to become a priority

Charity Village

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Presented by:

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Canadian Mental Health Association, BC Division

Today we will:

- Introductions
- Hear a quick overview of mental health 101
- Review the legal, economic and social pressures to make mental health in the non-profit workplace a priority
- Introduce psychological health and safety: A new way forward
- Review free and low-cost resources
- Answer questions



About CMHA

- One of Canada's oldest national charity – soon to be 100 years old
- Our policies and programs anchored in evidence and informed by people's personal experience.
- We work towards mental health for all, including people with addictions.
- Over 120 branches throughout Canada



BE MIND FULL

CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918



About your trainer: Julia Kaisla

- Director of Community Engagement, Canadian Mental Health Association, BC Division
- Certified Mental Health Works trainer
- Certified CMHA Psychological Health and Safety Advisor

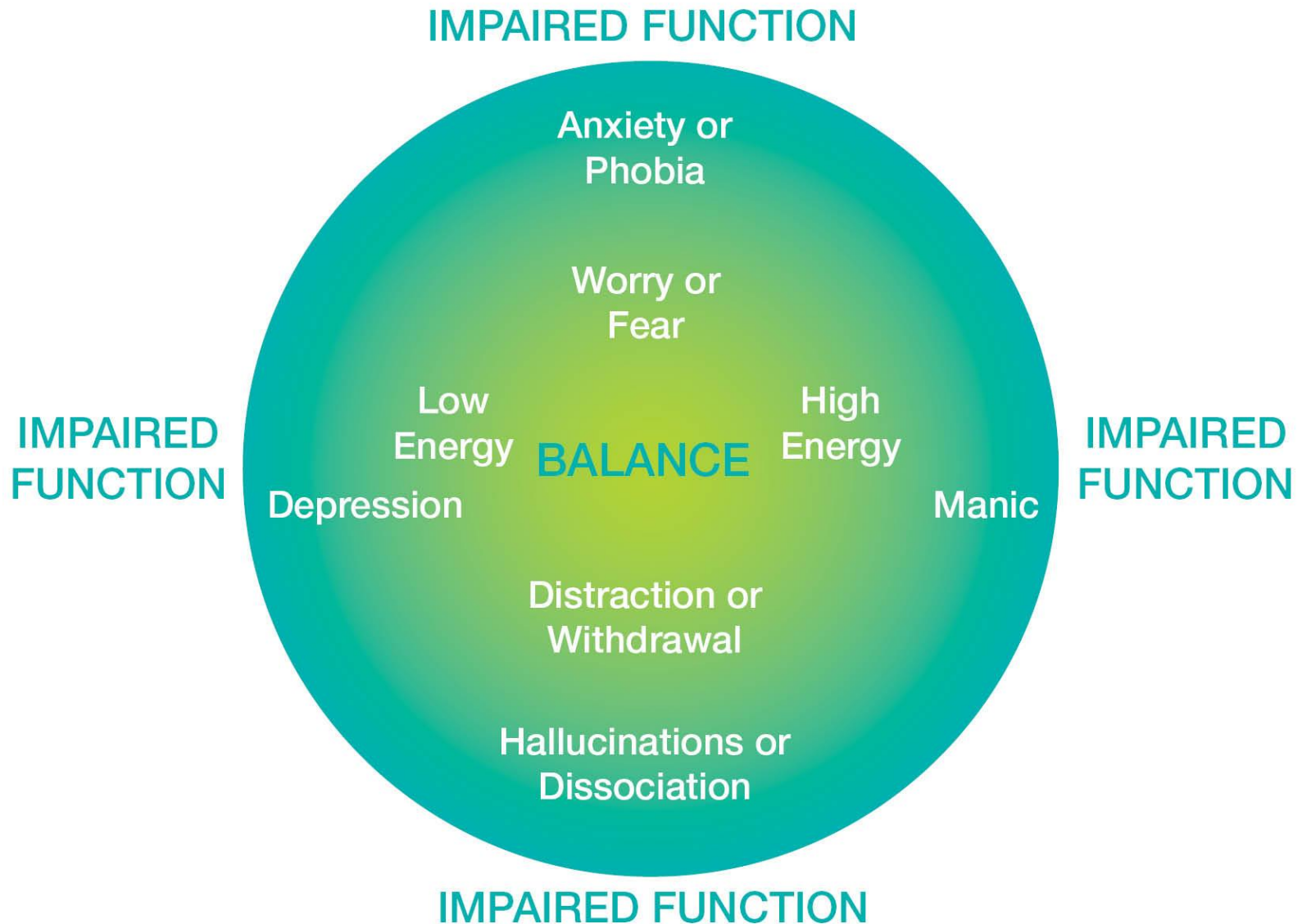


Mental Health 101: Mental health

Mental health is a state of well-being in which you realize your own potential, can cope with the normal stresses of life, can work productively, and are able to make a contribution to your community.



The Continuum of Mental Health



Frogs in a pond



Mental Health 101: Risk factors

- **Genetics** (family history, personal history)
- **Personal factors** (finances, relationships, workplaces stress)
- **Trauma** (illness, accidents, experiences)

Mental Health 101: Protective factors

- **Social support** (relationships)
- **Personal resilience** (physical, emotional wellbeing, personal coping skills, optimism)
- **Sense of belonging** (community or cultural connection)
- **Environmental factors** (workplace, community, home)



Mental Health 101: The stats

- 1 in 5 of us will have a mental illness in our lifetime - but **upwards of 40% have said they are experiencing or have experienced a mental health issue.**
- Most of the 1 in 5 will have a significant episode between the ages of 18 and 65
- 2 out of 3 do not seek help



What's the business case for
taking action for charities?

Part 1: Appeal to the legal argument

Case law is indicating significant responsibilities for employers:

- **Duty to accommodate** (You have a responsibility to accommodate a disability.)
- **Duty to inquire** (*You should have known.* You have a responsibility to inquire.)



Questions for the non-profit sector

As an employer, you have the same legal responsibilities as a for-profit organization when it comes to employee health.

To consider:

- Have you assessed the psychological and physical risks in your organization?
- Are employees prepared for the situations they work in?
- Are supervisors trained to respond to signs of ill health?
- Do you have policies to address and prevent bullying and harassment? Do employees know about them?



Part 2: The economic argument

- **Impact to productivity:** Sick days, not as productive as they could be (absenteeism and presenteeism)
- **Benefits costs** (i.e., drug costs, disability)
- **Retention** (skilled workers who leave)



Economic Costs

- 30% of disability claims are due to mental health issues – but in 75% of claims, depression is the secondary diagnosis
- 44% of employees reported mental health issues
- **500,000 Canadians missed work today due to a mental illness**
- 51 Billion = cost of mental illness to the Canadian economy
- 6.6 Billion = BC's share of the burden each year
- The average company loses up to 12% of its payroll to employee disability through loss of productivity and sick leave

Sources: Wilkerson B (2006). Conference Board of Canada 2011. Lim, K.L et al (2008). Ministry of Health Services and Ministry of Children and Family Development (2010). Heretohelp.bc.ca



Questions for the non-profit sector

- Non-profits are in a good position to recruit high quality candidates but hiring is always costly: What are you doing to retain your employees?
- Have you addressed absenteeism and examined causes of high sick leave or burnout?
- How often do you or your board review drug spend or disability rates? Have you connected with your benefits provider to see how they compare to other sectors?
- Do you have processes in place to support employees who need access to psychological services? Is an EAP enough?

Part 3: The social or humane argument (not to mention reputation)

- Mental illness impacts more than just the workplace – it impacts families, communities, larger systems (health, education)
- All organizations are accountable to the communities and the countries in which they operate



Questions for the non-profit sector

Mental health is a state of well-being in which you realize your own potential, can cope with the normal stresses of life, can work productively, and are able to make a contribution to your community:

- Do your employees have (positive) mental health, and to what extent is your board concerned with the answer?
- If not, to what extent is the workplace responsible?

Note: The work environment can be both a risk factor and a protective factor.



Questions for the non-profit sector

- Your employees are your most important allies in a competitive arena: Are you listening to what your employees feel, think and say about your organization?
- Self-defeating mission: Are you inadvertently contributing to social's social burdens by ignoring the psychological risks your organization is exposing your employees to?
- From YELP to HELP: If you were donating to a charity would you be less inclined to donate if you read negative reviews about the organization's internal workings?



Calling all shining stars!
Apply for our CM Hincks award

www.cmha.ca/mental-health/the-workforce-mental-health-collaborative/cmha-clarence-meredith-hincks-award

A New Way Forward for Non-profits

A Call for Change

“It’s time to start thinking about mental well-being in the same way as we consider physical well-being, and the Standard offers the framework needed to help make this happen in the workplace.”

– Louise Bradley, President & CEO, Mental Health Commission of Canada



Option 1: A Framework for Change: Psychological health and safety



Register to download the national standard here:

<http://bit.ly/1tdcsam>

Access supporting materials through the Mental Health Commission of Canada here:

www.mentalhealthcommission.ca/English/issues/workplace/national-standard

Psychological Health and Safety Factors

1. Psychological support
2. Organizational culture
3. Clear leadership and expectations
4. Civility and respect
5. Psychological competencies and requirements
6. Growth & development
7. Recognition and reward
8. Involvement and influence
9. Workload management
10. Engagement
11. Balance
12. Psychological protection
13. Protection of physical safety

Learn about the factors: A Musical!

from Bottom Line Conference 2015



[Watch the video!](#)

Workplace Mental Health Resources

- **Assess how psychologically healthy and safe you are**
Guarding Minds at Work (**FREE**)
www.guardingmindsatwork.ca
- **Address and commit to improving governance**
Imagine Canada (**Low-cost**)
www.imaginecanada.ca/our-programs/standards-program



Workplace Mental Health Resources

- **Access mental health education materials**
HeretoHelp (**FREE**)
www.heretohelp.bc.ca
- **Access workplace mental health education materials**
Great-West Life Centre for Mental Health (**FREE**)
www.gwlcentreformentalhealth.com
- **Workplace webinars on psychological health and safety**
Mental Health Commission of Canada (**FREE**)
www.mentalhealthcommission.ca/English/issues/workplace/workplace-webinar-series/archive

Connect with your local CMHA

CMHA has been working in the area of workplace mental health since 2001. We offer:

- Workshops and training
- Employee engagement opportunities
- Workplace health screening in BC

In some provinces we also offer low-cost or free coaching support for individuals.

- **Find your local CMHA:**
www.cmha.ca/get-involved/find-your-cmha/
- **Learn about CMHA's Workforce Mental Health Collaborative**
www.cmha.ca/mental-health/the-workforce-mental-health-collaborative

CMHA Workshops

Most popular workshops:

- **Mental Health Works** – training for supervisors and managers
(AVAILABLE ACROSS CANADA)
- **Awareness sessions**
(CONNECT WITH YOUR LOCAL CMHA)
- **Safe and Sound: Creating a psychologically healthy and safe workplace** – training for OH&S representatives (BC ONLY)



Training to implement the National Standard

Psychological health and safety advisor training

- Developed by CMHA in consultation with the Great-West Life Centre for Mental Health
- Sold-out training, offered in Vancouver and Toronto
- \$1500 for 2 days

Next training: February 25 and 26, 2016 in Vancouver following Bottom Line Conference

- Learn more at www.bottomlineconference.ca

Bottom Line Conference Feb 23 and 24



- Heroes in the Workplace: Stories from the Champions of Change
- Mix of speakers and skills-based workshops
- \$925 for 2 days
- Sign up for our e-newsletter at www.bottomlineconference.ca

Mental Health Week 2016



- Connect with your local CMHA to find out how to get involved
- Watch for tools and events at www.mentalhealthweek.ca

Getting Help for Individuals

- Family doctor best first point of contact
- Crisis Line
- Canadian Mental Health Association
- Employee Assistance Plan
- Union
- Benefits plan may offer psychological services or counselling as part of paramedical coverage
- www.heretohelp.bc.ca – mental health information



Free and Low Cost Resources in BC

Free or low cost coaching:

- Provide practical tools and strategies
- Reduce stress and boost mood
- Improve motivation and problem-solving skills
- Change unhelpful thoughts and behaviours

**LIVING LIFE
TO THE FULL**
helping you to help yourself

 **BounceBack**TM
reclaim your health

Questions???

Thank you!

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