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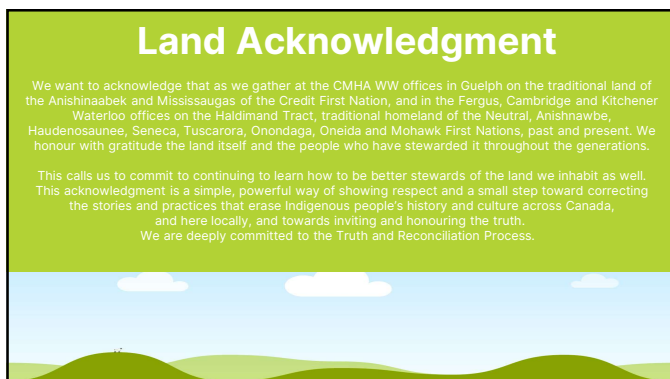
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## What we will cover **today**



- 01 AWARE**  
What do we need to know about  
**Mental Health in our Workplace?**
- 02 EXPLORE**  
How do we create a compassionate culture  
for talking about **Mental Health?**
- 03 ACT**  
**Strategies** for supporting ourselves, our  
coworkers and our employees.

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What comes to mind  
when you think of  
**Mental Health?**




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## What is **mental health?**



### PERCEPTIONS

How we sense  
How we process  
How we interpret  
How we view ourselves/others  
How we view the world



### FEELINGS

Our emotions  
Emotional literacy  
Our sense of connection  
Sense of being overwhelmed  
Sense of control



### THOUGHTS

How we think  
What we believe  
Our outlook  
How we problem solve  
How we make decisions



### BEHAVIOURS

Our actions  
Our choices  
Our interactions  
Our relationships  
Our coping skills

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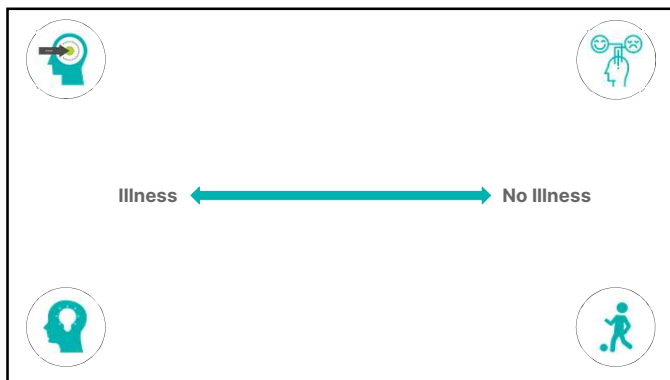
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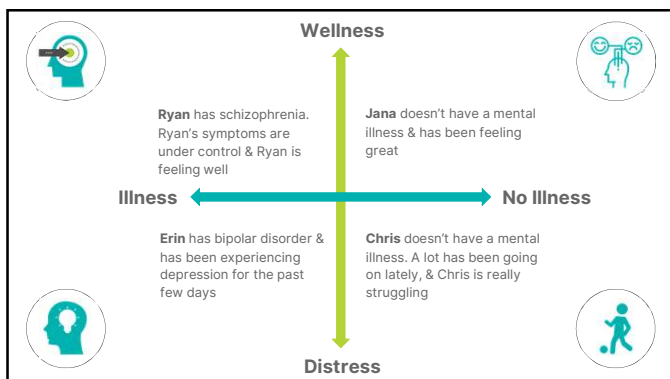
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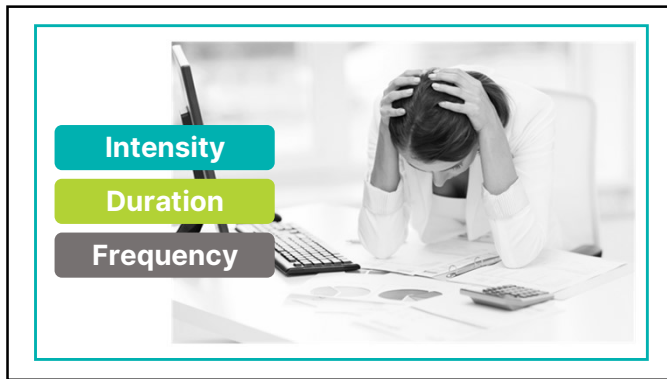
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**Mental Health**

Your overall state of wellbeing or your general state of mind.

Everyone has mental health & there are steps that we can take to actively support and enhance it.



**Mental Illness**

A specific, diagnosable condition that potentially impacts a person's quality of life & wellbeing.

Generally requires support from mental health specialists.

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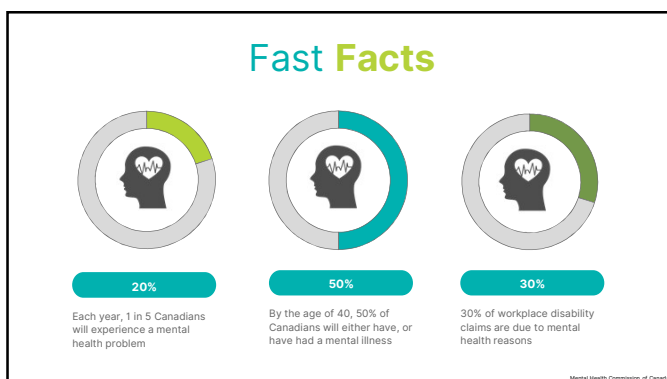
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In any given week

**500 000** Canadians

will not go to work because of a psychological health issue

Mental Health Commission of Canada

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**“Mental Health is the  
workplace’s ultimate  
productivity weapon.”**

Bill Wilkerson  
Executive Chairman of Mental Health International

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## Mental Illness

Can affect people of any age,  
gender, ethnicity, culture or  
socio-economic status.

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## Risk Factors

Aspects that increase the likelihood of developing a **mental illness** or the likelihood that an existing mental illness may be worsened.



Risk factors are not **direct causes**

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## Risk Factors



### Biological

Genetics  
Brain injury  
Infection  
Exposure to toxins  
Development issues  
Malnutrition



### Personal

Communication problems  
Lack of coping skills  
Impaired ability to relate to others  
Low social skills  
Low self-esteem  
Ability to access resources



### Environmental

Upbringing  
Trauma/major life events  
Sociological/systemic factors  
Work/school  
Relationships  
Access to resources

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## Protective Factors



Connections to family & friends



Connections to community



Stable income



Secure housing



Food security



Access to formal/informal supports



Coping skills



Problem solving skills

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## Diagnosing Mental Illness




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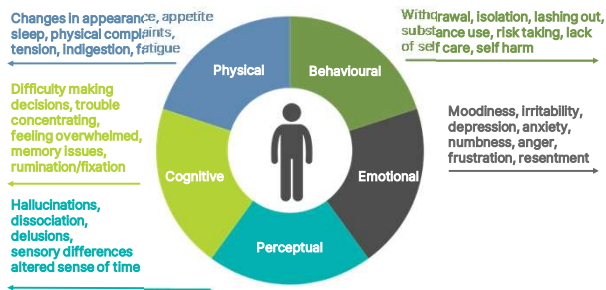
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## Signs & Symptoms




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## Signs of Distress

### at Work

Absenteeism, or presenteeism  
Negativity  
Blaming others  
Fatigue & lack of enthusiasm  
Reduced productivity  
Increased stress levels  
Difficulty concentrating  
Difficulty making decisions  
Feeling overwhelmed

### at Home

Lack of enjoyment in activities outside of work  
Social withdrawal  
Thinking about work at home  
Increased substance use  
Issues with sleep/eating  
Depression/anxiety

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# Your mental health

Individual responsibilities

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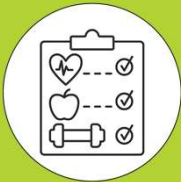
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## Wellness At work



- Take breaks
- Take vacation
- Set priorities ahead of time
- Set your availability
- Set boundaries
- Keep skills up to date/request training
- Ask for help when you need it

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### Alter

- Changing a circumstance, situation or environment

### Adapt

- Changing yourself

### Accept

- The reality of circumstances

### Avoid

- Withdrawing from situations and people

## The 4 A's of **Stress** Management

Source: nasa.gov

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## Communicate: Check In

Talk to your supervisor before things get too overwhelming.

Are you given too much work for the time allotted?

Are you properly trained?

Are there issues in your personal life that need consideration, for example, a sick child or spouse, death in the family, etc.

Are you having concerns with your mental health?




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## Telling Your Employer

### Disclosure

Telling your employer something that was previously unknown, in this case, a mental health diagnosis.

Your employer cannot legally terminate your employment because you have been diagnosed with a mental illness. It is against the law. You are protected by the Canadian Human Rights Act.

### Privacy

A mental health issue is considered to be confidential medical information and is to be treated as such by an employer.

Your employer may consult with you about how you want them to handle your situation and any questions that may arise.

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## Accommodations for mental health conditions in the workplace

Accommodations most often require a form from a Doctor.

Accommodations must be reasonable and necessary.

Accommodations are not based on preferences.

Accommodations are based on needs.

A doctor can suggest appropriate accommodations without disclosing a specific mental or physical health issue.

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## Common Workplace Accommodations

- Flexible scheduling
- Changes in supervision
- Changes in training
- Modifying job duties
- Using technology (lighting, tape recorder)
- Modifying workspace/location
- Job coach/assistance




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## Self Care




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## Types of Support




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## Our co-worker's Mental Health

Supporting others

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### Support At work



- Be inclusive, respect diversity
- Participate in positive workplace culture
- Be open to listening without judgment
- Validate feelings & show empathy
- Learn about resources
- Offer practical support
- Express gratitude & appreciation

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## Stigma

Is the number one reason people don't get help

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## The Impact of Stigma

Increased isolation & loneliness  
 Fear & rejection  
 Loss of self-esteem  
 Difficulty making friends  
 Denial of adequate housing, jobs  
 Creates unwillingness to seek help  
 Internalized oppression




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**Does what you're hearing or saying...**

S	T	O	P
Stereotype	Trivialize	Offend	Patronize
People with mental health concerns or illnesses	Or belittle people with mental health concerns or illnesses	People by insulting or making fun of them or their illness	By treating people as though they are not as good as others

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## Communication Tips



-  Allow appropriate time
-  Allow for silence
-  Be non-judgmental
-  Listen actively
-  Ask open-ended questions
-  Validate feelings & concerns

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## Things to Avoid



-  Making light of the situation
-  Criticism
-  Platitudes
-  Touching without permission
-  Giving unsolicited advice
-  Gossip & violating privacy

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## Emotion Focus

Based on feelings  
Not logic or reason based  
Subjective  
May be overwhelming  
Can be impulsive  
May feel less in control

### Actions:

Deep breathing  
Mindfulness  
Calming exercises  
Self soothing  
Distraction  
Talking (venting)



## Logic Focus

Based on facts  
Not based on emotions  
Objective  
Not overwhelming  
Less impulsive  
May feel more in control

### Actions:

Problem solving  
Decision making  
Planning  
Strategizing  
Setting goals  
Evaluating

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## Non Verbal Communication



### Face

Expression  
Eye contact  
Gaze



### Body

Posture  
Stance  
Proximity



### Voice

Volume  
Tone  
Speed

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## Setting Boundaries



- Set limits
- Communicate
- Be consistent
- Offer resources

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## What can you say?

"It sounds like you have a lot of family concerns that are impacting you. I can help you with (A,B,C). Do you have someone who supports you with the rest of your concerns?"

"That sounds tough. I would like to see you connect to someone who has the skills to help you most effectively. I can provide you with some options that might be helpful."

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It is **okay** if you don't know what to do.

Connect with someone who does.

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## Effective supports **are:**



READY

Available when needed



WILLING

Accepting the role



ABLE

Have the skills to help

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## Key Points

Match the need to the appropriate support

You cannot control the behaviour of others

You cannot control whether someone accesses supports

Your mental health is important too




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## Employee Mental Health

Supporting staff

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## Key Drivers for Employees




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## Key Drivers for Employers




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Attending to the key drivers for employees

# Can fulfil ++

The key drivers for employers

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## Systems At work



Employee/Family Assistance programs

'Open Door' policy

Training for management

Accommodations

Wellness Committee

Assess workplace wellness

Implement wellness standards

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## Accommodations for mental health conditions in the workplace

The average cost of an accommodation  
across an employee's tenure is \$500.

Many accommodations can be done at no cost.

"Mental Health in the Workplace:  
An Accommodation Guide for Managers & Staff"  
is available at [www.mentalhealthworks.ca](http://www.mentalhealthworks.ca)

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## Employer Resources

FREE online resource to help  
employers - large or small, in the  
public or private sector - assess,  
protect and promote psychological  
health and safety in their  
workplaces.

Provides 8 steps, with  
corresponding action items for  
employers to follow.

[www.guardingmindsatwork.ca](http://www.guardingmindsatwork.ca)




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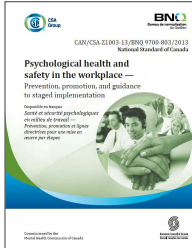
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## Workplace Psychological Health & Safety Standards



Reduce risks related to mental illness and/or poor mental health

Reduce potential liabilities related to workplace legislation & employee mental illness

Promotes productivity & engagement

Develops & continuously improves work environments

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## Benefits to Employers



When workplaces adopt policies & programs to **address psychological health and safety**, they incur between **15% to 33%** fewer costs related to psychological health issues.

Consider the **Increase in job satisfaction, morale, efficiency, & performance** in staff that are working in a psychologically safe environment.

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**1 844 437 3247**  
(HERE247)

Call anytime to access  
Addictions, Mental Health  
& Crisis Services  
Waterloo-Wellington

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**BounceBack<sup>®</sup>**  
reclaim your health

A free program to help  
you tackle depression  
and anxiety.

**bouncebackontario.ca**  
**1-866-345-0224**



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HELPFUL APPS	OTHER WEBSITES
Calm Insight Timer Down Dog Headspace Mindshift Gratitude Journal 365 Morning! 10% Happier	camh.net mentalhealthhelpline.ca mentalhealthcommision.ca 211Ontario.ca ccohs.ca (Canadian Centre for Occupational Health & Safety)

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# Thank you!

If you have more questions, my email is  
[aheeley@cmhaww.ca](mailto:aheeley@cmhaww.ca)  
 For more service information & more webinars, visit us at  
[www.cmhaww.ca](http://www.cmhaww.ca)




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**Canadian Mental Health Association**  
Waterloo Wellington

**Association canadienne pour la santé mentale**  
Waterloo Wellington

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