



## **NCR Chapter Networking Event 2016-02-12**

**Location:** Indigo Room, Indigo Hotel, 123 Metcalfe Street, Ottawa

**Subject:** *"Mental Health in the Workplace: creating a culture of support for employees"*

**Presentation:** The Carleton University presentation forms part of this Report.

**Registrants:** 63

**Speaker:** **Karen Jackson**, BSC, MA, Senior Advisor Healthy Workplace Strategies – Excellence Canada

Karen is a seasoned professional with over 25 years of experience in the health and private sectors, as both a healthcare professional and leader. She currently works as Senior Advisor Healthy Workplace Strategies at Excellence Canada, a leading Canadian authority on organizational excellence, innovation and wellness. Karen's specialties include organizational health and wellness, employee engagement, change leadership, corporate learning, performance management, leadership development, organizational development and support services management.

**Samantha Munro**, CU's Healthy Workplace Co-ordinator discussed Carleton University's workplace wellness journey, and their work on mental health in the workplace.

### **Report:**

Karen noted that mental health problems and illnesses account for nearly 30% of short- and long-term disability claims in Canada, and more than 80% of Canadian employers rate mental health issues as one of the top 3 drivers of employee long and short term disability claims.

The mini-workshop focused on mental health in the workplace and a discussion of what one can do to create a culture that is built on an understanding of mental health that provides appropriate support and produces better outcomes. Attendees learned how this approach leads to greater engagement for all employees, including:

- Key concepts and key determinants of psychological health and safety in the workplace;
- Overview of Canada's National Standard for Psychological Health and Safety in the Workplace;
- How to assess and identify psychosocial risk factors in the workplace and take steps to promote psychological health in the workplace; and
- Planning, and then engaging stakeholders.

Attendees became quite involved in the workshop with considerable interaction with the presenters. The presenters dealt very well with all questions posed.

The meeting adjourned at noon following some CPSEN announcements.

Note: CPSEN had, for some time, been holding these meetings in Le Salon, at the National Arts Centre. When major NAC renovation work began late in 2015 it was clear that another venue had to be found if the quarterly meetings were to continue. This meeting at the Indigo Hotel was the first at a new venue. It was anticipated that several venues would be "tested" during the new year 2016.

***“People, Leadership, Excellence:  
Our Journey on the Path to a (More)  
Psychologically Safe and Healthy Workplace”***



**Carleton**  
UNIVERSITY

November 17, 2015

# Presentation Outline

- Who we are
- Our Healthy Workplace Journey
- Adopting the National Standard
- First Steps
- Case Study Research Project
- Where we are now
- Plans for the future
- Key success factors
- Lessons learned and Ongoing Challenges
- Our Vision for 2017



# Carleton University Canada's Capital University





# Our Healthy Workplace Journey Milestones

**2007:** Benchmarking Project

**2009:** HWP Structure Created

**2010:** HWP Policy

**2011:** Achieved HWP Bronze **2013:** National Standard and MHCC  
Case Study

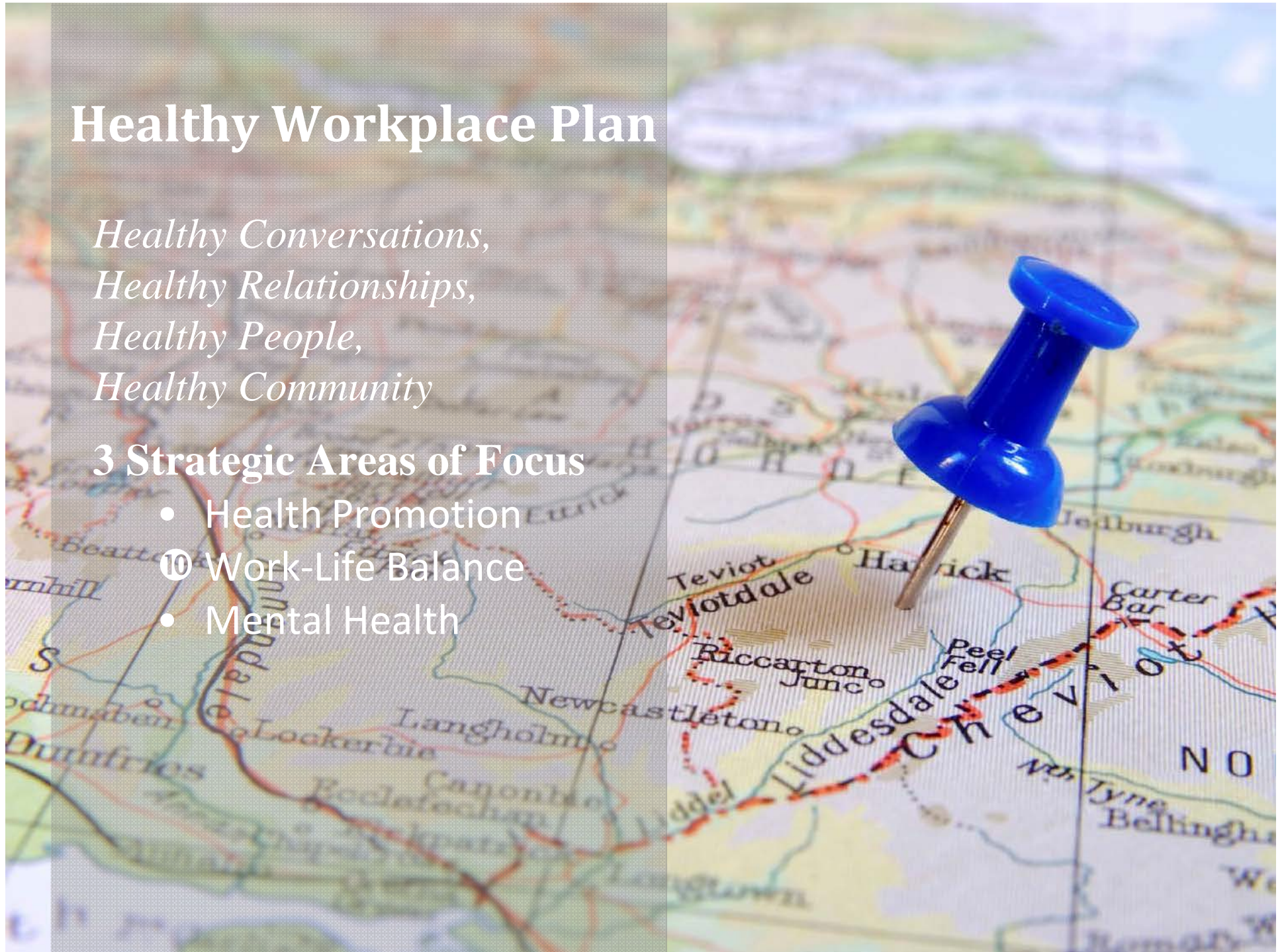
**2014:** Achieved HWP Silver **2015:** Achieved HWP Gold & Mental Health  
@ Work Bronze

# Healthy Workplace Plan

*Healthy Conversations,  
Healthy Relationships,  
Healthy People,  
Healthy Community*

## 3 Strategic Areas of Focus

- Health Promotion
- ⑩ Work-Life Balance
- Mental Health





# Adopting the National Standards

- Sound foundation
- Readiness
- Resources
- Systematic Approach





# Mental Health... The Journey to Action

## First Steps

- Workplace Mental Health Working Group
- Mental Health Advisory Committee
- Terms of Reference
- Organizational Review
- Workplace Mental Health & Well-Being Strategy



# Case Study Research Project: How We Benefit

## Learning

- Being at the leading edge
- Having MHCC support
- Teleconferences

## Sharing

- Community of practice
- Network of organizations

## Evidence-based implementation

- Creating structure and focus
- Using tools and frameworks

# Our Accomplishments to Date

- ✓ Thrive Week
- ✓ Bell Let's Talk
- ✓ Revised HWP Policy
- ✓ Mental Health Strategy
- ✓ Organizational Review
- ✓ Guarding Minds@Work Survey
- ✓ Mental Health @ Work level 1
- ✓ CMHA Training Pilot

## In Progress

- ✓ Cost Analysis
- ✓ Identifying KPIs
- ✓ Awareness and Training Strategy



## Plans for the Future

- Continue to implement Workplace Mental Health and Well-Being Strategy and HWP Plan
- Identify priorities based on Guarding Minds Survey results and implement programs
- Develop and implement evaluation strategy
- Apply for Silver level Mental Health @ Work
- Implement Mental Health training and awareness at all levels
- Conduct policy review



# Key Success Factors

- Structure
- External Expert
- MHCC Standard
- Excellence Canada frameworks
- A holistic systematic approach
- Input from faculty and staff
- Culture Change
- Make the journey our own



"Our Healthy

*Workplace Journey  
is one of the smallest  
things we have done  
to make the biggest  
impact on Carleton  
University."*

- Duncan Watt, Vice-President  
(Finance and Administration)  
aka our biggest cheerleader



## Lessons Learned

- A small group gets the work done
- Need for cooperation, collaboration & coordination

## Ongoing Challenges

- Ensuring needs are met
- Competing priorities
- Policies
- Translating a “psychologically safe and healthy” culture into actions





# The Future

*What will Carleton University  
look like in 2017?*

## Our Vision for 2017

- Robust training program
- Enhanced awareness and reduced stigma
- Management support
- Further collaboration amongst stakeholders

**The journey continues...**

