



Canadian Mental  
Health Association  
*Mental health for all*

Association canadienne  
pour la santé mentale  
*La santé mentale pour tous*

# Safe and Sound

Creating a psychologically healthy  
and safe workplace

## SHARP Safety Conference 2017

Presented by: Gord Menelaws

Trainer – CMHA B.C Division

# About CMHA

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- One of Canada's oldest national charities, now 100 yrs. 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; 14 in BC



**BE MIND FULL**

CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918



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# About your trainer

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## Gord Menelaws

- Wellness and Learning Coordinator Teck Trail Operations
- Trainer Canadian Mental Health Association BC Division
- Retired from Teck Trail Operations after 42 Years
- 19 years Health and Safety Chair for USW



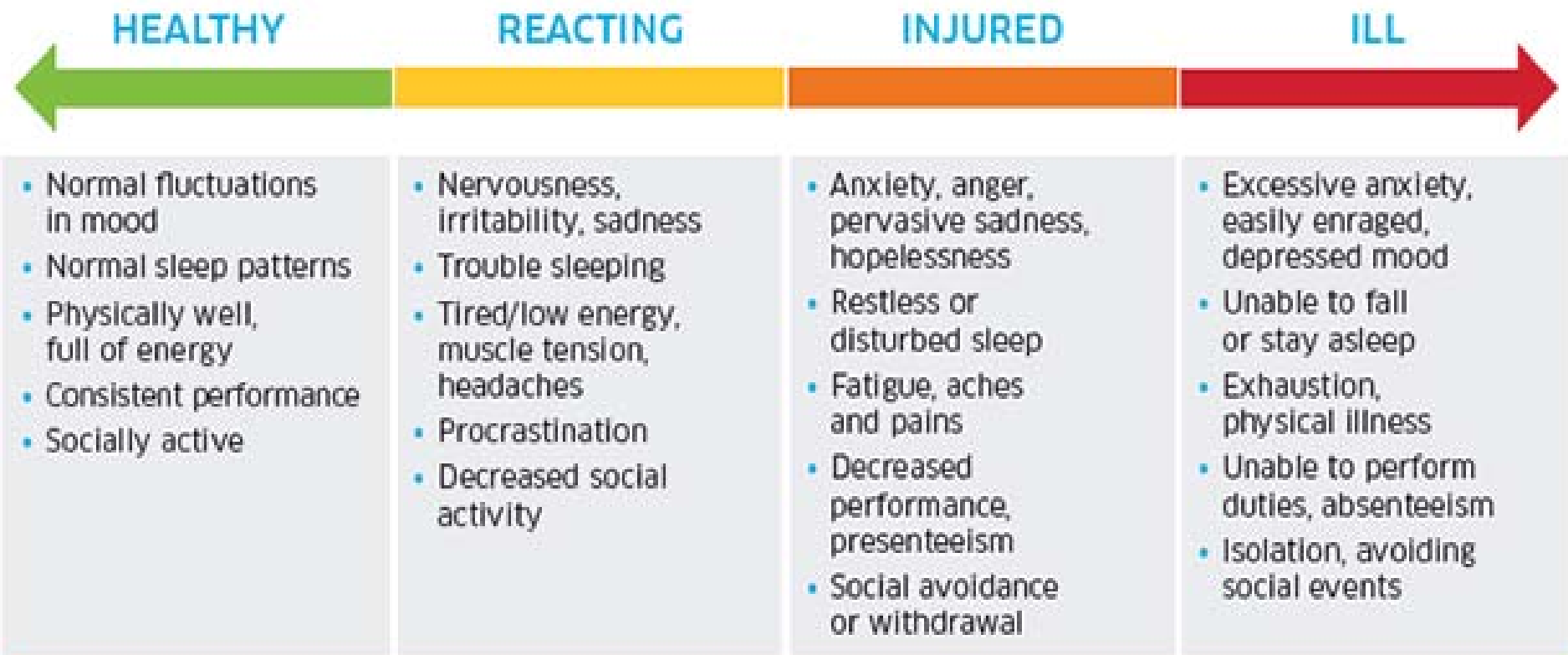
# Mental Health 101: The stats

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- **1 in 5** of us will have a **mental illness** in our lifetime
- Most of the **1 in 5** will have a significant episode between the ages of 18 and 65
- Many will not seek or get help
- Recovery is expected, with timely adequate treatment



# MENTAL HEALTH CONTINUUM MODEL



## Actions to Take at Each Phase of the Continuum

<ul style="list-style-type: none"> <li>• Focus on task at hand</li> <li>• Break problems into manageable chunks</li> <li>• Identify and nurture support systems</li> <li>• Maintain healthy lifestyle</li> </ul>	<ul style="list-style-type: none"> <li>• Recognize limits</li> <li>• Get adequate rest, food, and exercise</li> <li>• Engage in healthy coping strategies</li> <li>• Identify and minimize stressors</li> </ul>	<ul style="list-style-type: none"> <li>• Identify and understand own signs of distress</li> <li>• Talk with someone</li> <li>• Seek help</li> <li>• Seek social support instead of withdrawing</li> </ul>	<ul style="list-style-type: none"> <li>• Seek consultation as needed</li> <li>• Follow health care provider recommendations</li> <li>• Regain physical and mental health</li> </ul>
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Jason's Story  
Just a normal guy



# Mental Health: Risk factors

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- Genetics
  - family history, personal history
- Trauma
  - illness, accidents, experiences
- Personal factors
  - finances, relationships, workplace stressors

We need to shift the focus.





# Mental Health 101: Protective factors

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- Social support
  - relationships with family, friends and coworkers
- Personal resilience
  - physical, emotional wellbeing, personal coping skills, optimism)
- Sense of belonging
  - community, cultural connection, volunteer work
- Environmental factors
  - workplace, home

Be sure to fill your tank and keep it full!



# Is it your responsibility?

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Is it your responsibility to manage worker mental health?

- You see it
- You have a responsibility to consider health and safety risks for all
- You are the preferred point of contact
  - 50% of workers said they would prefer to approach a supervisor or union rep than a coworker if they needed someone to talk to.



# Economic context

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- 500,000 Canadians missed work today due to a mental illness
- Impact on productivity
  - Sick Days
  - Presenteesism
- Benefit Costs
  - Drug Costs
  - Disability Costs



# Social context

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- Mental illnesses affect more than just the workplace. They affect families, communities and the health system



# Concerns and challenges

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- Time
- Role
- Boundaries
- Stigma
- Trust
- Resources



# Step 1: Prepare yourself

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- What will work best for this person. Tailor your conversation accordingly.
- Are you in the right frame of mind to start this discussion?
- Have you thought about where to have the conversation?
- Do you have some time blocked off?
- Do you have access to resources you may need?
- Prepare for the emotions



## Step 2: I notice

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- Validate value employee brings/has brought to the workplace.
- Speak to what *you* see/have seen. Mental illness is not invisible.
- You are concerned for them
- What has changed:
  - physical health
  - eating habits
  - personal appearance
  - sociability
  - errors, quality of work, accidents
  - punctuality
  - response to new tasks and familiar tasks
  - working more, unable to take a break



## Step 3: I'm wondering

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- Step back from assumptions
- Ask if everything is OK.
- Be a listener

Avoid statements like “ Oh I know exactly how you feel” because honestly you do not.





## Step 4: “How can I help you...”

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- What can I do to help and support you?
- I am concerned about you hurting yourself or somebody else
- Consider small accommodations (everyday changes and supports)
- Ask what the employee/member is going to do to help themselves.
- If appropriate, write next steps down either with the employee or after the meeting.



# What will not work

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- Ignoring
  - “Things will improve just give it some time”.
- Enabling
  - “They are going through a rough time. I can fix it for them”.
- Putting yourself in their shoes
  - “I know exactly how you feel” or “I know exactly what you are going through”.
- Discipline



## Step 5: Take a moment

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It's important to take a moment to thank yourself and acknowledge that you have approached an important conversation and have started to build a stronger relationship with another person.

**What will you do for self-care?**



# Resources

# Getting help

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- Family doctor best first point of contact
- Your Employee & Family Assistance Program
- Benefits plan may offer psychological services
- Supervisor, Manager, HR, Union
- **Crisis Line 310-6789**
- Canadian Mental Health Association



# Online resources

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- [www.cmha.bc.ca](http://www.cmha.bc.ca)
- [www.bottomlineconference.ca](http://www.bottomlineconference.ca)
- [www.cmha.ca](http://www.cmha.ca)
- [www.heretohelp.ca](http://www.heretohelp.ca)
- [www.mentalhealthworks.ca](http://www.mentalhealthworks.ca)
- [www.guardingmindsatwork.ca](http://www.guardingmindsatwork.ca)
- [www.workplacestrategiesformentalhealth.com](http://www.workplacestrategiesformentalhealth.com)
- [www.mentalhealthcommission.ca](http://www.mentalhealthcommission.ca)
- [www.worksafebc.com/bullying](http://www.worksafebc.com/bullying)
- [www.ccohs.ca](http://www.ccohs.ca)



# CMHA resources

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CMHA offers a number of resources for coworkers, friends, family members or yourself.

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

**BounceBack**  
reclaim your health

 **hereto help**  
Mental health and substance use  
information you can trust

**Confident Parents  
Thriving Kids**



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Activity: Practice your skills



# Safe and Sound Crew Talk

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As a result of evaluations from supervisors at both Diavik Diamond mine and DeBeers diamond mine

Piloted at Teck Trail Ops.

To Date in Trail:

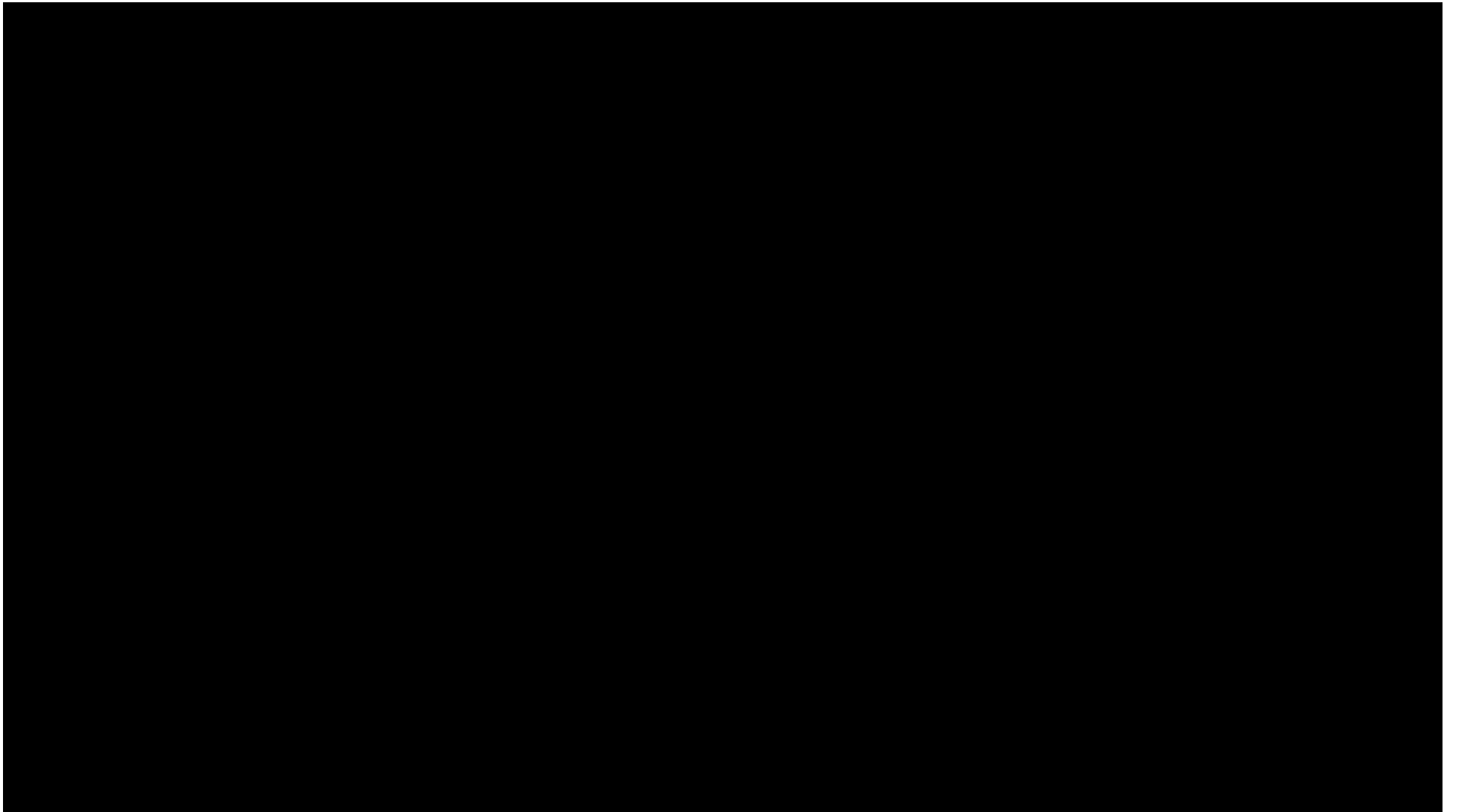
- 850 employees
- EFAP usage up 6%
- Peer support up 75%

There is a general feeling of safeness in talking about issues with management, union, and coworkers.

Also presented at Canfor and A.J.Forsyth



Owen's story of illness  
and recovery from a workplace accident



## *Derek and Mike*

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*The conversations you have and the actions you take may save someone's life.*

# Questions? Comments?

Please complete the evaluation questionnaire.

**THANK YOU!**

# Keep in touch!

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