Pickering Public LIBRARY

How to Implement a
Workplace Mental Health System
In Your Library

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Green Timbers 3, 10:30-11:45am

Tanya Sinclair, CEO Chief Engagement Officer

Pickering Public Library, Ontario, Canada
www.picnet.org/mentalhealth

Tanya Sinclair

CEO Chief Engagement Officer

Pickering Public Library

tanyas@picnet.org   www.picnet.org

www.picnet.org/mentalhealth

@Tanya_Sinclair

www.linkedin.com/in/tanyahr

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Workplace Mental Health

Agenda

Part 1 – Introduction of The National Standard for Workplace Psychological Health & Safety

Part 2 – Case Study

Part 3 – Implementing a Psychological Health & Safety System

Definitions

- **Psychological Health a.k.a. Mental Health** *"a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community"*

  - World Health Organization

- **Psychological Safety** *"the absence of harm and/or threat of harm to mental well-being that a worker might experience"*

  - Adapted from Guarding Minds @Work
  https://www.guardingmindsatwork.ca/info/index

https://youtu.be/54sDdNa9vek

The National Standard for Workplace Psychological Health & Safety

CSA Group

BNQ
Bureau de normalisation du Québec

CAN/CSA-Z1003-13/BNQ 9700-803/2013
National Standard of Canada

Psychological health and safety in the workplace —
Prevention, promotion, and guidance to staged implementation

Disponible en français
Santé et sécurité psychologiques en milieu de travail — Prévention, promotion et lignes directrices pour une mise en œuvre par étapes

Why is it important TO HAVE A MENTAL HEALTH PROGRAM IN YOUR LIBRARY?

- In Canada, **one in five** people will experience a mental health problem or illness
- 70% of adults living with a mental health problem or illness say their symptoms started in childhood.
- 60% of people with a mental health problem or illness won't seek help for fear of being labeled.
- **500,000** Canadians, in any given week, are unable to work due to mental health problems or illnesses.
- **One in three** workplace disability claims are related to mental health problems or illnesses.

https://www.mentalhealthcommission.ca/English/focus-areas/mental-health-matters

Personal costs of psychologically unsafe workplace:

3× Heart problems
3× Back pain
5× Certain types of cancer
2-3× Injuries of all types
2-3× Infections
2-3× Conflicts
2-3× Mental health problems
2-3× Substance abuse

- Reduced adaptability

- Reduced ability to cope with change

- Impaired learning

- Increased helplessness

- Increased passivity OR aggression/conflict

https://www.workplacestrategiesformentalhealth.com/mmhm/pdf/Costs_of_Psychologically_Unsafe_Workplace_0.pdf

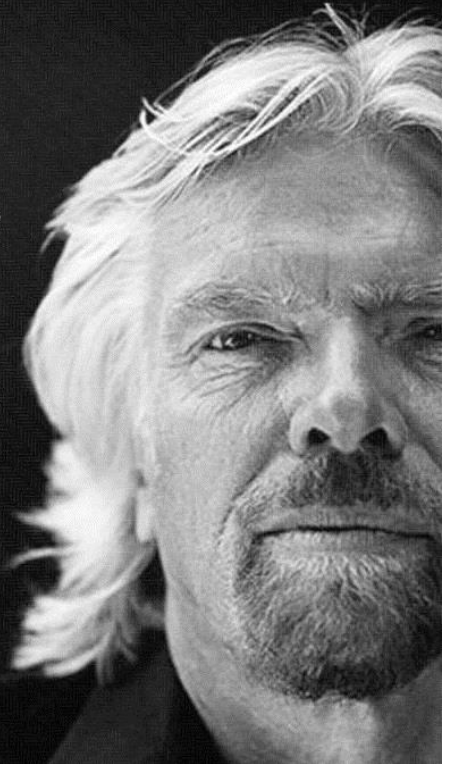# Time to take care of our **Librarian** Caregivers!

It's good for business!

ENGAGED EMPLOYEES = GREAT WORK = HAPPY CLIENTS

Clients do not come first. Employees come first.

If you take care of your employees, they will take care of the clients.

Richard Branson

Silver winners of Canada's safest employer for psychological safety 2017!

National Standard for Workplace Psychological Health & Safety CSA-Z1003-13

- The Standard

- Launched in January 2013

- A systematic approach

- Voluntary standard

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CAN/CSA-Z1003-13/BNQ 9700-803/2013
National Standard of Canada

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#MINDSMATTER

In 2013, when the Standard for PHS was released, Pickering Public Library chose to take a proactive and collaborative approach to better understand and support ourselves and our employees by forming a committee primarily of employees representing all departments in our organization. The topic of mental health is now discussed regularly and more openly throughout the organization and we continue to see high level of support for our PHS program from all stakeholders—senior management, the Board, the union, and our employees. As a workplace, it's simply the right thing to do.

- Tanya Sinclair
Deputy CEO/Director of Human Resources at Pickering Public Library

mindsmatter.civicaction.ca | @CivicActionGTHA

CivicAction

Case Study Project

Research is creating new knowledge.

NEIL ARMSTRONG

Case Study Project

- Launched by the Mental Health Commission of Canada (MHCC)
- 3-year case study from 2014-2016
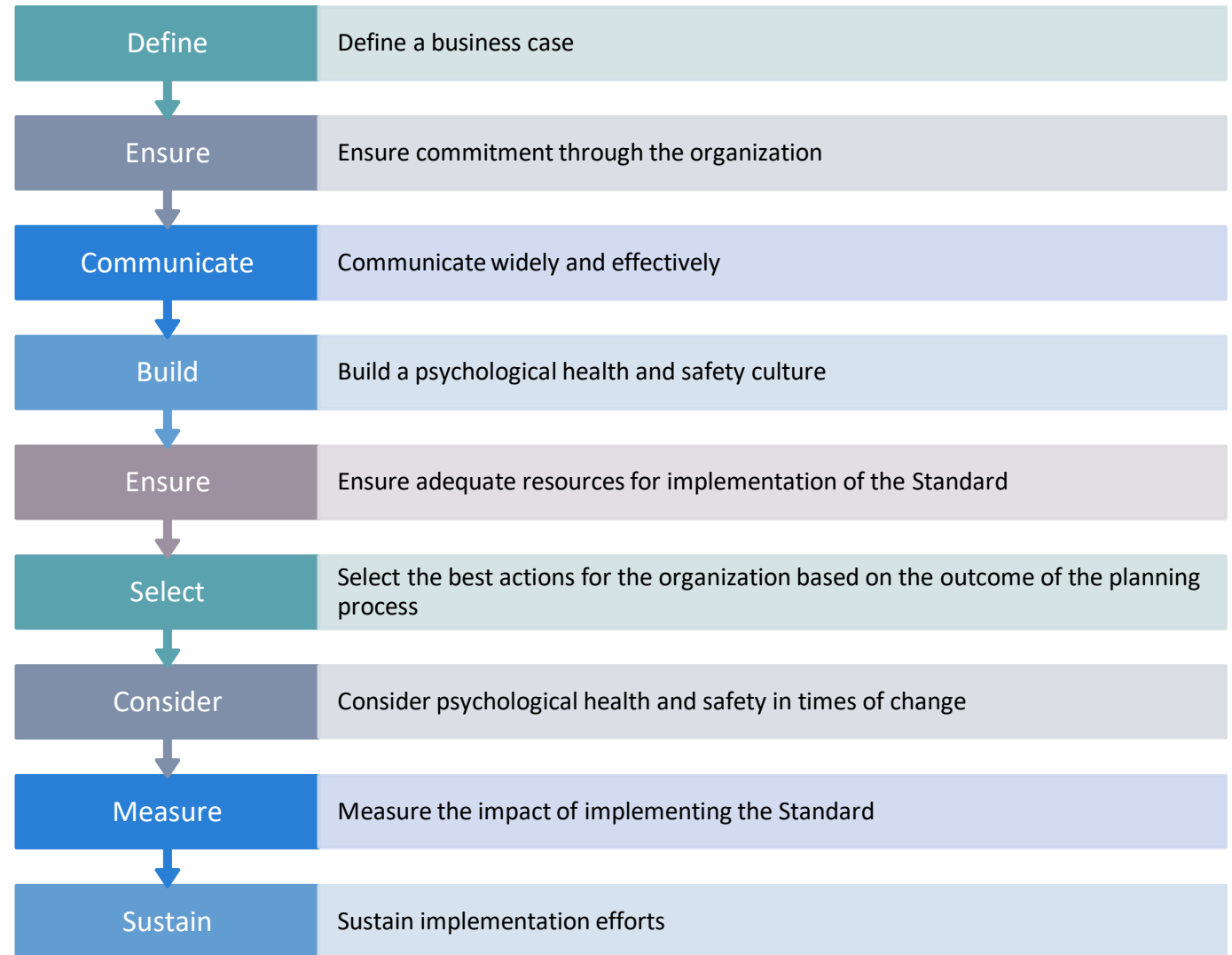- Aimed to answer questions and drive adoption and uptake of the Standard

Important Case Study findings

- Promising Practices
- Barriers to Implementation
- Facilitators to Implementation

Promising Practices

Define	Define a business case
Ensure	Ensure commitment through the organization
Communicate	Communicate widely and effectively
Build	Build a psychological health and safety culture
Ensure	Ensure adequate resources for implementation of the Standard
Select	Select the best actions for the organization based on the outcome of the planning process
Consider	Consider psychological health and safety in times of change
Measure	Measure the impact of implementing the Standard
Sustain	Sustain implementation efforts

Barriers to Implementation

- Limited access to psychological health data
- **Inconsistent leadership support**
- Significant organizational change
- Lack of evidence regarding employee knowledge about psychological health and safety
- Inconsistent data collection
- **Uncertainty in defining and reporting "excessive stress"**
- Uncertainty in defining and reporting "critical events"

Facilitators to Implementation

1. **Ongoing leadership support and involvement**
2. Adequate structure and resources
3. **Size of the organization has its own unique facilitators to success**
4. Employee awareness of psychological health and safety in the workplace
5. Existing processes, policies and programs to support employee psychological health and safety
6. Previous experience with the implementation of standards in general
7. **Connection with other organizations to share and learn from their journey**

Key Case Study Statistics

- 91% of organizations implemented the Standard because **it was "the right thing to do"**

- 78% implemented respectful workplace policies and educational initiatives

- 70% provided early intervention through EAP/EFAP programs

- 66% enhanced awareness of mental health among employees

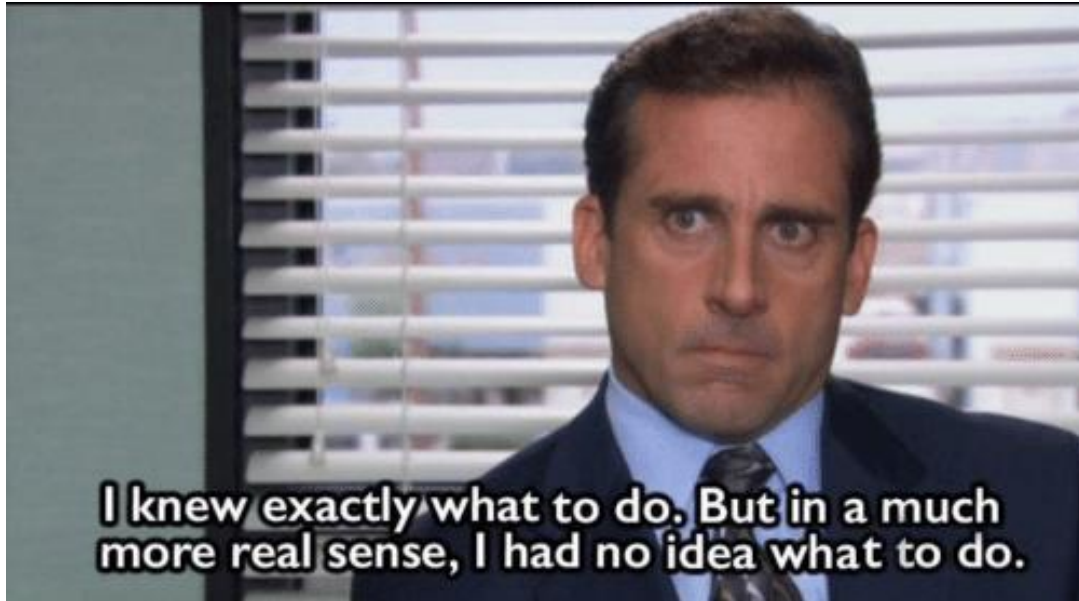- On average, participating organizations achieved 72% compliance with the 5 elements of the standard

13 Key Factors

Organizational Culture

Psychological and Social Support

Clear Leadership & Expectations

Civility & Respect

Psychological Demands

Growth & Development

Recognition & Reward

Involvement & Influence

Workload Management

Engagement

Work-life Balance

Psychological Protection

Protection of Physical Safety

13 Workplace Psychological Factors Video Playlist:
https://www.youtube.com/playlist?list=PL2NuAPXp8ohZmoVaECl6sRiV9lQ25XkId

What's your experience?

I knew exactly what to do. But in a much more real sense, I had no idea what to do.

Implementing a Psychological Health & Safety System

Pickering Public Library

Pickering's recipe for success ABCs

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3 essential components – **ABC**s

- **A**dvocates to take **A**ction and create **A**wareness
- **B**uy-in to **B**uild a culture of support
- **C**hampion to **C**oordinate for **C**onsistency and **C**ontinuity

5 Steps to Implementation

1. Commitment & Leadership
2. Planning
3. Implementation
4. Evaluation
5. Management Review

Assembling the Pieces – Implementation Guide - https://www.csagroup.org/documents/codes-and-standards/publications/SPE-Z1003-Guidebook.pdf

https://www.workplacestrategiesformentalhealth.com/

Gap Analysis Self Audit Tool
https://www.workplacestrategiesformentalhealth.com/pdf/Sample_Audit_Tool_English.pdf

Step 1 – Commitment & Leadership

- Build the business case, rationale
- Senior management commitment
- Participation
- Take a systems approach

Guarding Minds @ Work – Assessment Facilitator Resource

https://www.workplacestrategiesformentalhealth.com/pdf/CMH_-_Facilitator_Resource_Binder_-_How_to_use_GMAW_English.pdf

Management Style Quiz:
https://www.workplacestrategiesformentalhealth.com/mmhm/survey.html

- What is suitable in your organization?
- What do you want to achieve?
- What do we already have in place?

Guarding Minds @ Work Assessment Tools
https://www.guardingmindsatwork.ca/resources

Step 2 - Planning

Mental Health Steering Committee
WorkWell Committee

- The WorkWell Committee is focused on understanding mental health, identifying psycho-social hazards at work, and recommending practices that promote a psychologically healthy workplace

- Staff from a variety of departments and teams

- All leadership levels

Every accomplishment starts with the decision to TRY

- Education, Awareness, Understanding
- Governance/Employee Involvement
- Critical event preparedness
- Preventative & corrective action for hazards

Step 3 - Implementation

Step 4 - Evaluation

- Establish procedures to monitor and measure
- Incident reporting & investigation
- Survey feedback & action planning
- Process of gathering ideas & suggestions
- Managers and Joint H&S workplace inspections ask "How are you/your workload?"
- Review the program annually

"It's a journey, not a race."
- Ed Kane

Step 5 – Management Review

- High-level, big picture annual review by Senior Management

- "It's a journey, not a race." *(Ed Kane, Carleton U)*

Gap Analysis Tool
https://www.workplacestrategiesformentalhealth.com/pdf/Sample_Audit_Tool_English.pdf

Pickering's Results

"Implementing the Standard has had a huge impact on our workplace. I think that it has really opened a dialogue among staff that wasn't there before. I am noticing that staff are much more open to discussing mental health issues that they are experiencing, as well as helping other staff members and clients who are struggling. There is a feeling that we are all in this together and that it's ok to be open about it."

KK – Sr Client Experience Associate

Positive feedback from staff

Decrease in absenteeism

Increase in Employee Assistance Program Usage

Live Poll!

On your mobile device or on a new page in your browser go to:

https://pollev.com/hrprof034

Answer the question.

Remember to select your answer and hit "Submit Survey" !

Thank you!
Visit our library website
www.picnet.org/mentalhealth
for a list of implementation
resources

Pickering Public Library

Questions?

Top Resource:
Great West Life Workplace Strategies

www.workplacestrategiesformentalhealth.com

Resources

Assembling the Pieces Implementation Guide

National Psychological H&S Standard

Workplace Strategies for Mental Health

13 Psychological H&S Factors

Mental Illness: What you see/what you don't see

Mental Health Statistics

Costs of a Psychologically Unsafe Workplace

Case Study Research Project

Case Study Research Project Findings

Resources

Canada's Safest Employers Article

Canada's Safest Employers Awards

Gap Analysis Self Audit Tool

Guarding Minds at Work Facilitator Resource

Management Style Quiz   CMHA Work-Life Balance Quiz

Guarding Minds at Work Assessment Tools

Globe & Mail article-self-care-and-productivity-are-not-mutually-exclusive   Press Release