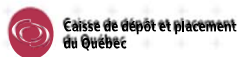


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Webinar Agenda:

The National Standard for Psychological Health and Safety in the Workplace, the “Work/Life Balance” Standard, and the “Healthy Enterprise” Standard: How To Find Them and How To Choose Among Them?

Governing members:



Leading sponsor:



With support from:



April 30, 2014





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The National Standard for Psychological Health and Safety in the Workplace, the “Work/Life Balance” Standard, and the “Healthy Enterprise” Standard: How To Find Them and How To Choose Among Them?

Presented by:

Claudine Ducharme, Partner, Health and Benefits Consulting

Mario Messier, MD, Workplace Health/Health Promotion and Scientific Director

Samuel Breau, Program Director, Mental Health in the Workplace



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Psychological health and safety standards and other market standards

Issued: February 2008



Certification Program
(from March 2009)

Issued: June 2010



Certification Program
(from April 2011)

Issued: January 2013



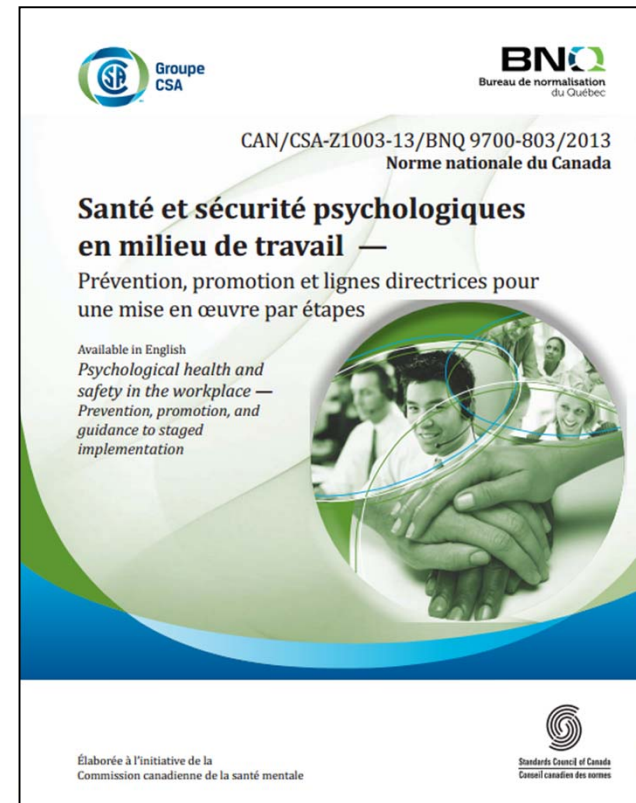
Prevention, promotion, and
guidance to staged
implementation

Agenda

- Introduction
- Outline of the *Psychological Health and Safety in the Workplace* Standard CAN/CSA-Z1003-13/BNQ 9700-803/2013
- Outline of the Work/Life Balance Standard
- Outline of the Healthy Enterprise Standard
- Common elements and Question Period

1. The National Standard of Canada for Psychological Health and Safety in the Workplace

- Launched 16 January 2013
- Voluntary
- Guidance for changing the way mental health and illness are dealt with in the workplace environment
- Coordinated with other standards and resources
- Applicable to all workplaces
- Shared responsibility
- Allows for benchmarks



Market position

- 18,000 downloads of the Standard
- Case Study Research project
- Monthly webinars
- Support for the Standard from Excellence Canada, Canadian Healthcare Association, and Accreditation Canada



Strategies and goals

A framework for:

- **Preventing** the mental-health prejudices that can arise in the workplace
- **Promoting mental health** in the workplace with supportive tools



Outline of the Standard

1. Scope

- “... offer a framework for the development and continuing improvement of workplaces favouring mental health and safety”

2. Principles

- Demonstrated commitment
- Shared responsibility
- Individual responsibility
- Sensitization, promotion, and training
- Active participation
- Respect and confidentiality
- Integration in decision-making processes
- Fulfillment of legal obligations



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Outline of the Standard (cont'd)

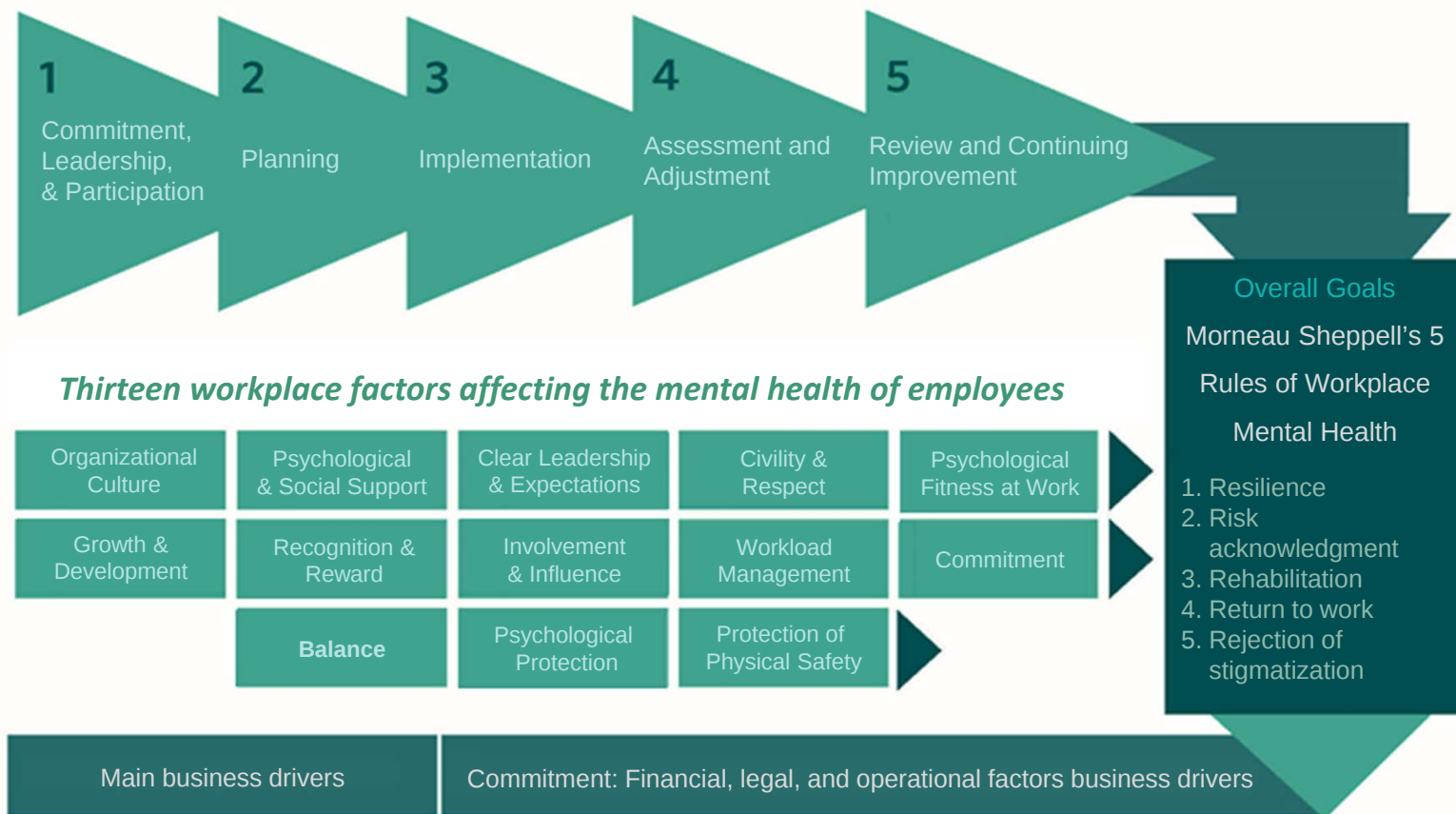
3. The 13 psychosocial risk factors

- Identification, evaluation, and preventive/corrective measures

4. Implementation in stages

5. Assessment in stages

The PHS Standard is a framework enabling any enterprise to reduce risks and promote health



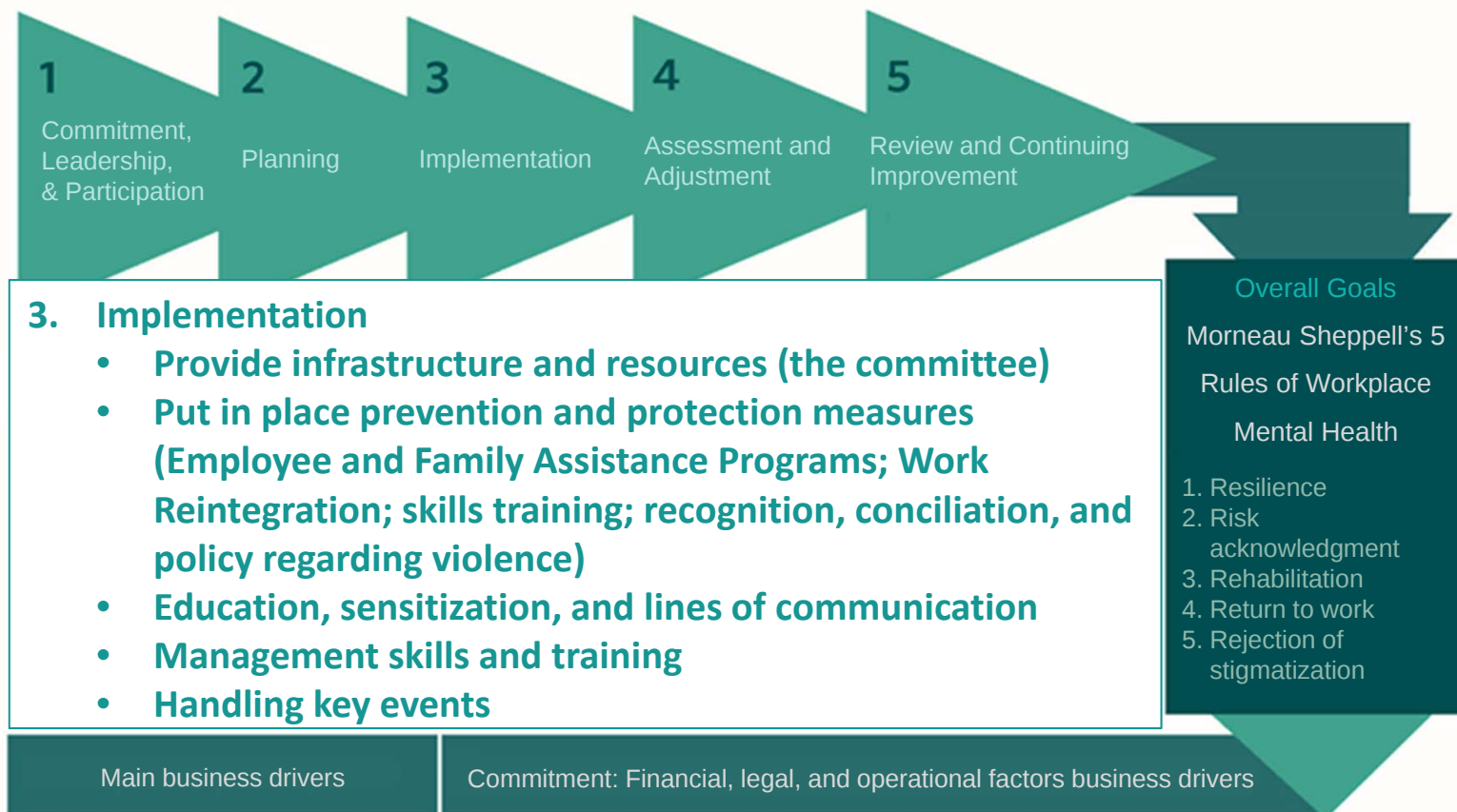
A Look at the Requirements



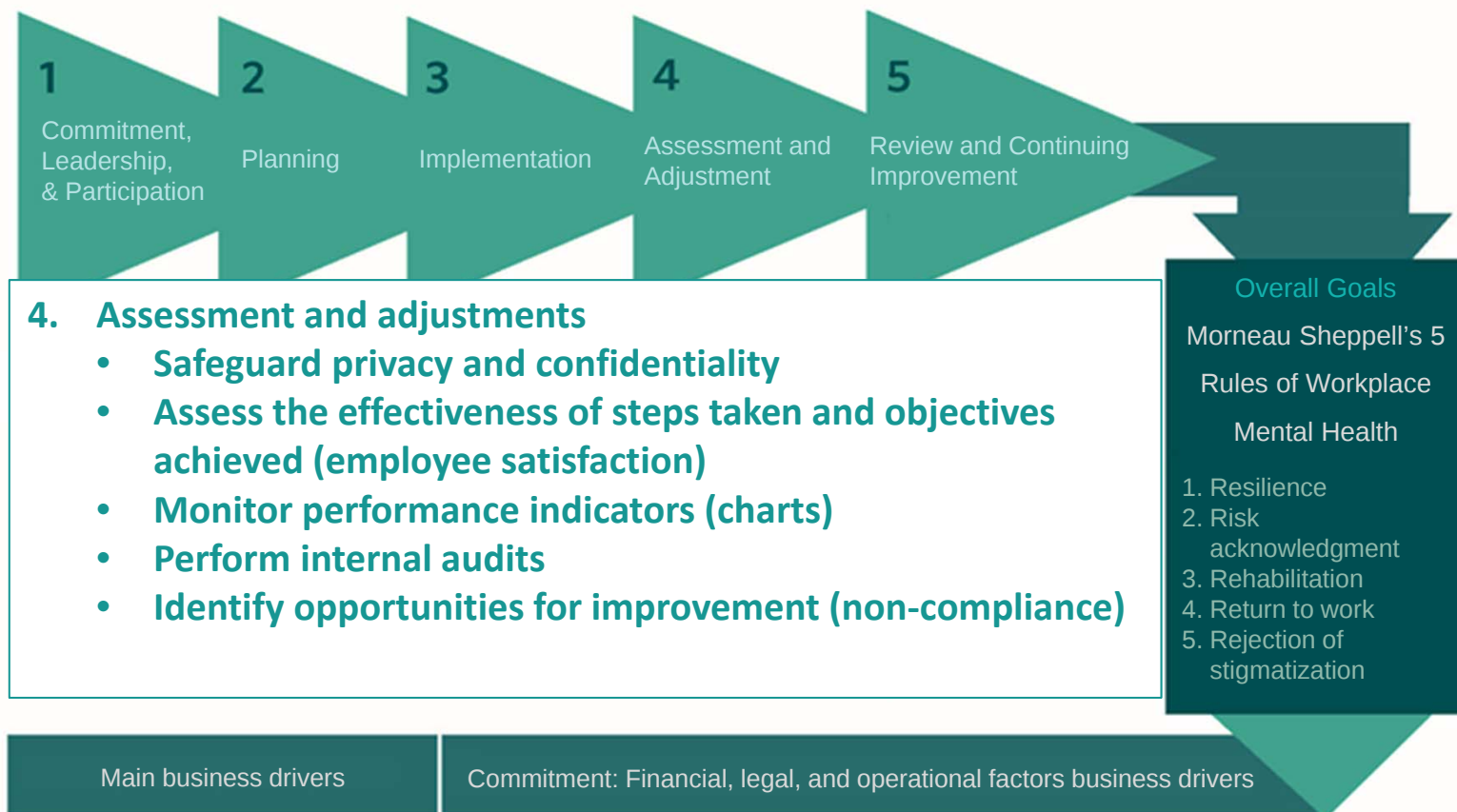
A Look at the Requirements



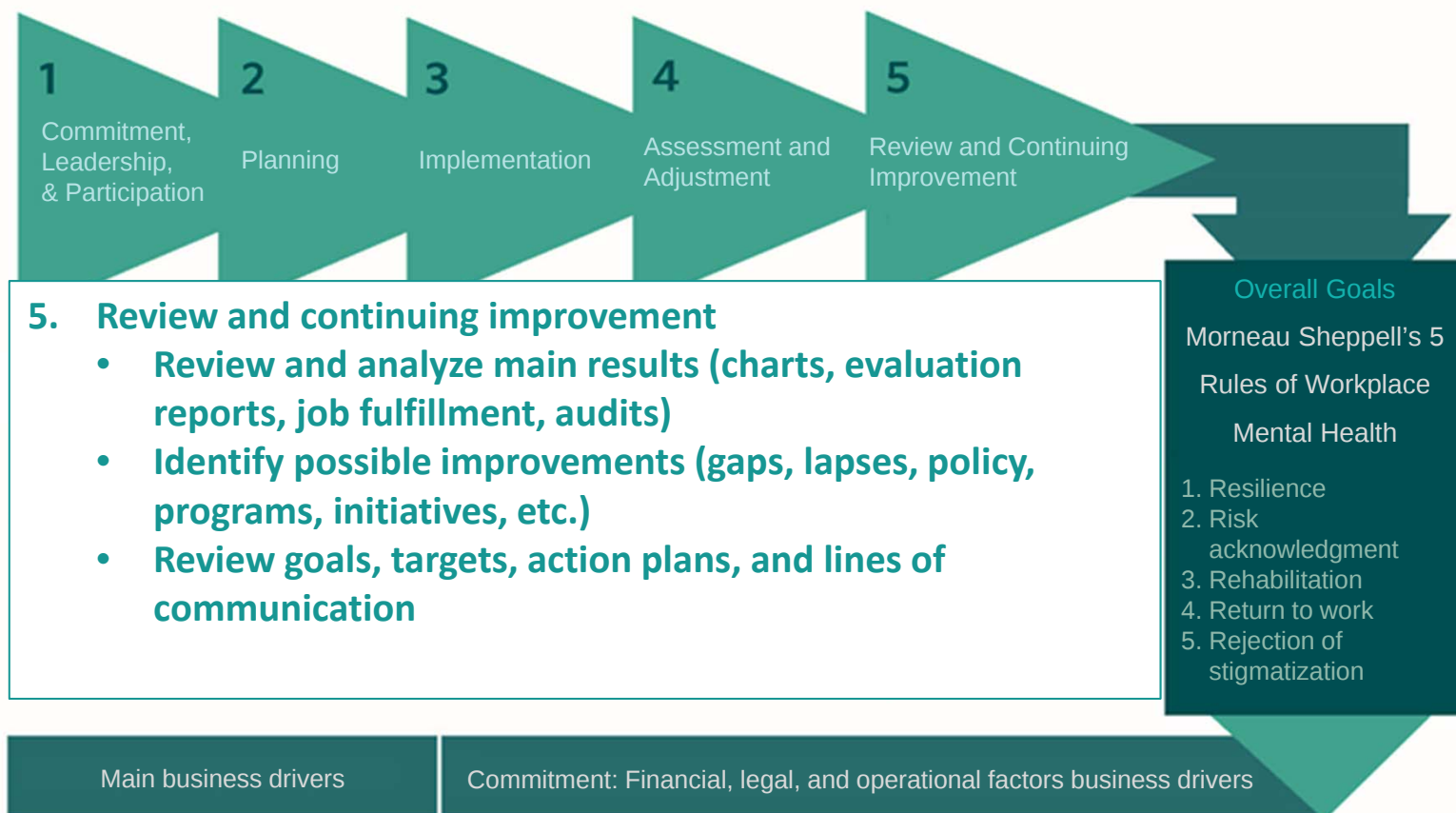
A Look at the Requirements



A Look at the Requirements



A Look at the Requirements



Framework

- The 13 psychosocial risk factors
- The 5 requirements
- Set-up structure
- Guidelines for small and large-scale businesses
- Supplementary information for the adoption and implementation of the Standard
- Resources and references

2. The Work/Life Balance Standard

- An initiative of the ministère de la Famille du Québec
- Launched in 2010
- Designed to mobilize collective responses to staff issues in balancing work and family life
- Certification offered by the BNQ
 - 4 levels of certification according to the number and scale of actions undertaken (Levels 1 to 4)

2. The Work/Life Balance Standard (cont'd)

a) Mandatory requirements

1. Management commitment

- o Policy commitment in writing to reconciling work and family life
- o Equal access by men and women
- o Lines of communication and a person named in charge

2. Compliance with labour laws and regulations

3. Establishing a work/life balance committee

- o Consultations, planning and implementation, progress evaluation and follow-up...

2. The Work/Life Balance Standard (cont'd)

b) Optional requirements (with adjustable scoring)

1. WLB management

- o WLB literature, EAP availability

2. Flexibility in work organization

- o Trading shifts, job rotation, skills exchanges

3. Organization of work time

- o Variable schedules, reduced hours, compressed hours

2. The Work/Life Balance Standard (cont'd)

b) Optional requirements (with adjustable scoring)

4. Leave

- o Maternity, paternity, family issues, bereavement, unpaid, etc.

5. Work location flexibility

- o Telecommuting, satellite offices

6. Services available in the workplace

- o Financial support for child care, help with dependants, other services

- 8 enterprises certified to date



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The “Healthy Enterprise” Standard and Approach

Aims and Objectives

- Providing a structured way to equip employers with best practices in the protection and promotion of all-round health in the workplace
 - Meaningful requirements of a program for effective workplace health promotion
- Enabling external recognition if desired (**certification**)
 - Healthy Enterprise Certification
 - Élite Healthy Enterprise Certification



The “Healthy Enterprise” Standard and Approach

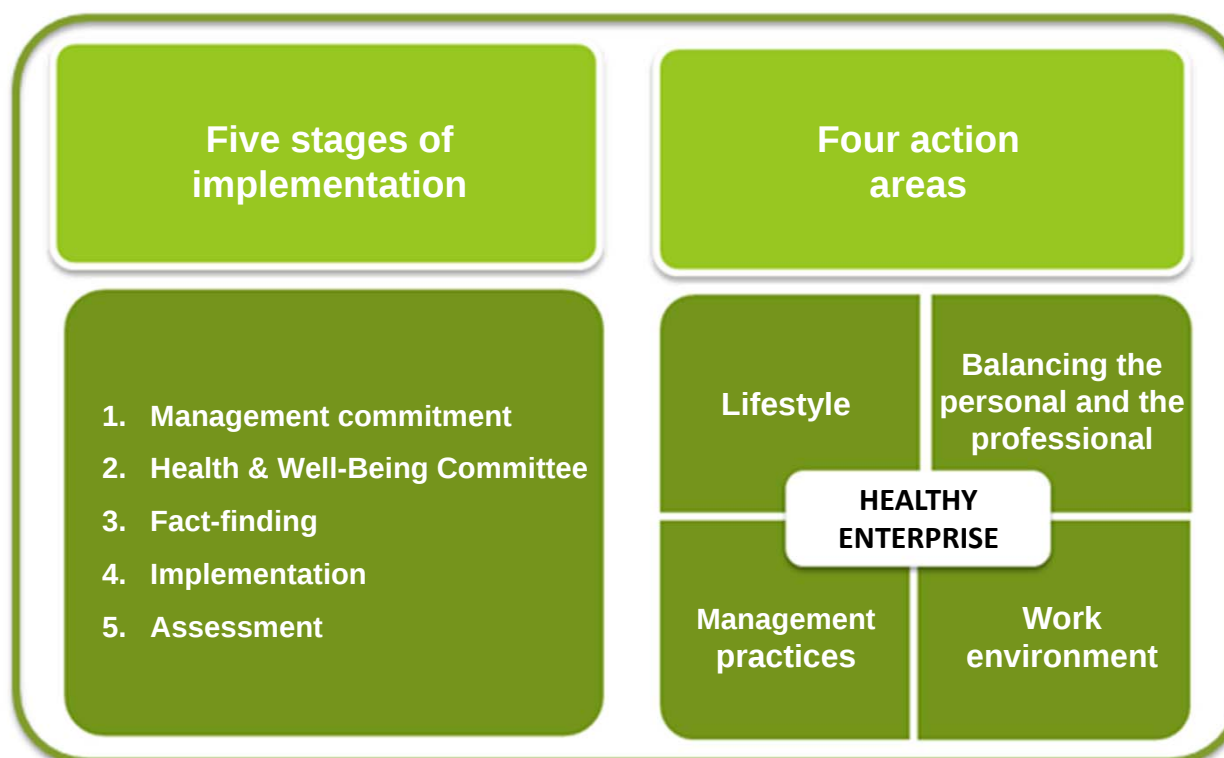
- Launched in February 2008
- Operational since March 2009
- Extensive market adoption of the approach
 - o Service providers and other market actors
 - o Various government sectors (health, economy, etc.)
 - o Other stakeholders (Caisses Desjardins, universities, professional bodies)
 - o Employers
 - 51 organisations certified
 - ± 300 organisations in the certification process
- Influence beyond Québec: Canada, France



The “Healthy Enterprises” Approach at a Glance



The “Healthy Enterprise” approach



Physical and mental health



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Cinq étapes d'implantation

1. Engagement de la direction
2. Comité de santé/mieux-être
3. Collecte de données
4. Plan d'intervention structuré
5. Évaluation



STAGE 1 – Management commitment

- Health and well-being policy
- A management member designated responsible
- System of identifying and reducing risks to physical and mental health
- *Strategic HR planning to include health*
- *Management responsibility for health issues to be defined in job descriptions and performance measures*

STAGE 2 – Health and Well-Being Committee

- Remit and responsibilities
 1. Consider available information on health issues
 2. Develop and implement the health and well-being program
 3. Assess the program's progress
- *Basic training in health and well-being*

STAGE 3 – Fact-finding

- Quantify the costs of ill health
- Assess staff needs and concerns
 1. In the 4 action areas
 2. Confidentiality
- *Discussions between management and staff*

STAGE 4 - Implementation

Proactive structured interventions

- Goals, schedule, person responsible, budget, plans for communications and assessment
- *Result-oriented*

Reactive interventions according to needs

- In at least 2 action areas
- *In all 4 areas*

STAGE 5 - Assessment

- Assessment of staff/management participation and satisfaction
- *Assessment of the interventions' impact*



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“Healthy Enterprise” in a nutshell

1. One structured and “integrated” approach
2. Two levels of certification
3. Three basic principles
4. Four action areas
5. Five stages of implementation



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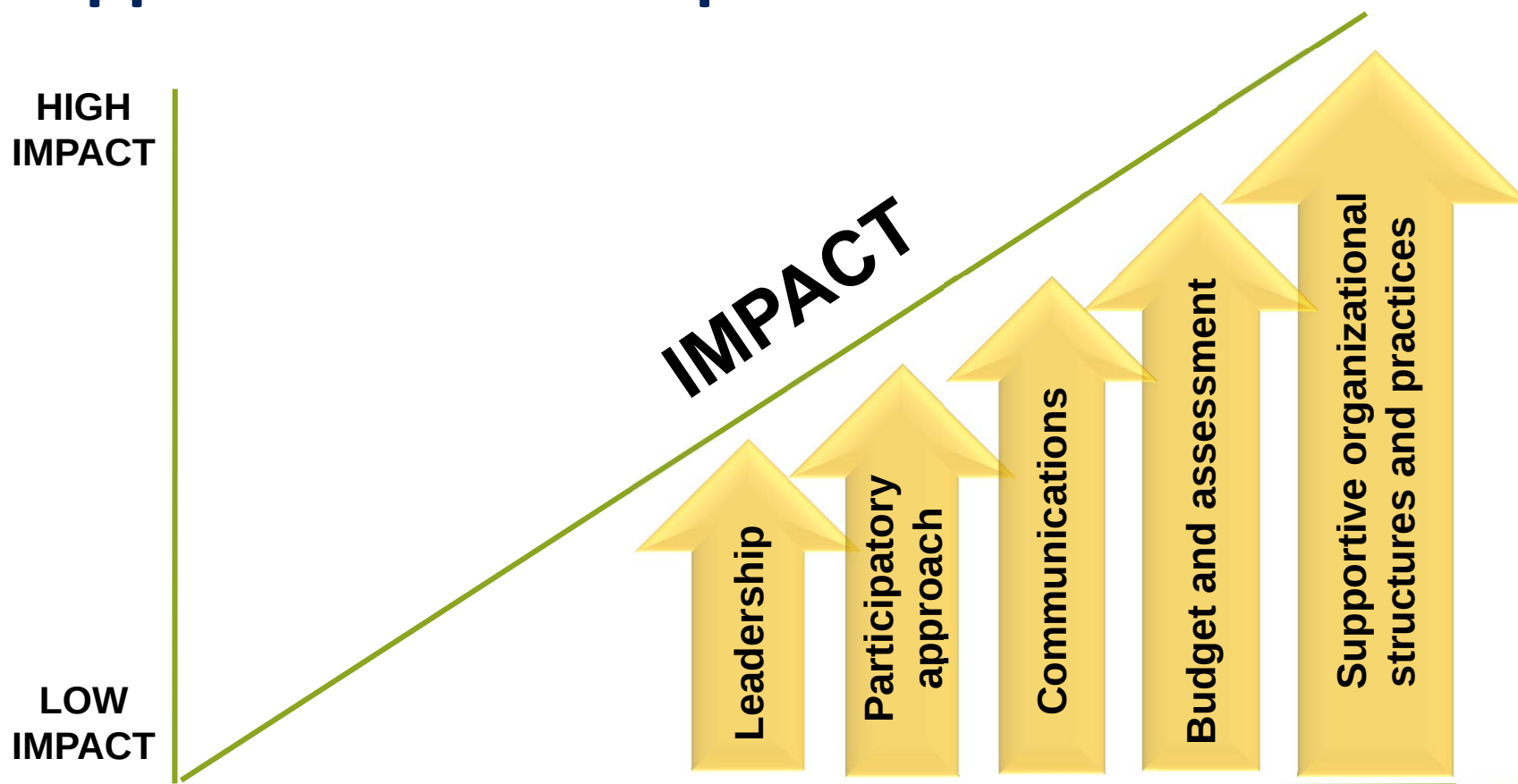
Question Period



Common elements of the 3 standards

- Clear commitment by top management
- Compliance with applicable laws and regulations
- Shared responsibility
- Contributions from all participants
- Identification and assessment of needs and an action plan
- Impact on work systems and environment
- Structured and integrated process
- Sensitization and communication
- Education and training of managers

Approaches to workplace health and well-being



Chief differences among the 3 standards?

- **The PHS Standard** guides and equips enterprises for action on the psychological health and safety of their employees
 - o *National standard / No certification*
- **The WLB Standard** guides and equips enterprises who wish to improve their balance of work and personal life
 - o *Québec standard / Certification available*
- **The HE Standard** is an “umbrella” approach for enterprises wishing to promote workplace health in the global sense (physical and psychological)
 - o *Québec standard / Certification available*
- **In sum**: Different aims, complementing each other. These standards can work together for an enterprise attracted to all 3 options.



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Where to start?

**MAKE THE “Business
Case”**

**GET EVERYONE
COMMITTED**

**BUILD YOUR ACTION
PLAN – USE EXISTING
LEVERAGE**

**HEALTHY WORK ENVIRONMENT
POSITIVE FINANCIAL IMPACT
EMPLOYEE COMMITMENT**



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Thank you!

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