

City of Regina Corporate Mental Health Strategy

Vision:

“The City of Regina is a psychologically safe workplace that fosters the full productivity of employees, through an inclusive and respectful environment supporting mental health and wellbeing.”

“It’s not just another *project*”

Vision:

The City of Regina is a psychologically safe workplace that fosters the full productivity of employees, through an inclusive and respectful environment supporting mental health and wellbeing.

City of Regina demographics

- 230,000 residents
- 1,765 full-time employees
- 1,030 Casual/seasonal
- 17 departments:
- build roads, provide fresh water, sewer and wastewater services, remove solid waste, community services, plant trees/parks, fire and protection, recreation, transit, taxation, etc.



City of Regina



CMHS Key Objectives

Provide awareness and educational programming aimed at reducing stigma and increasing organizational literacy related to mental health and mental illness.

Develop senior leadership and management competencies to support a psychologically safe workplace and act as ambassadors for all components within the CMHS.

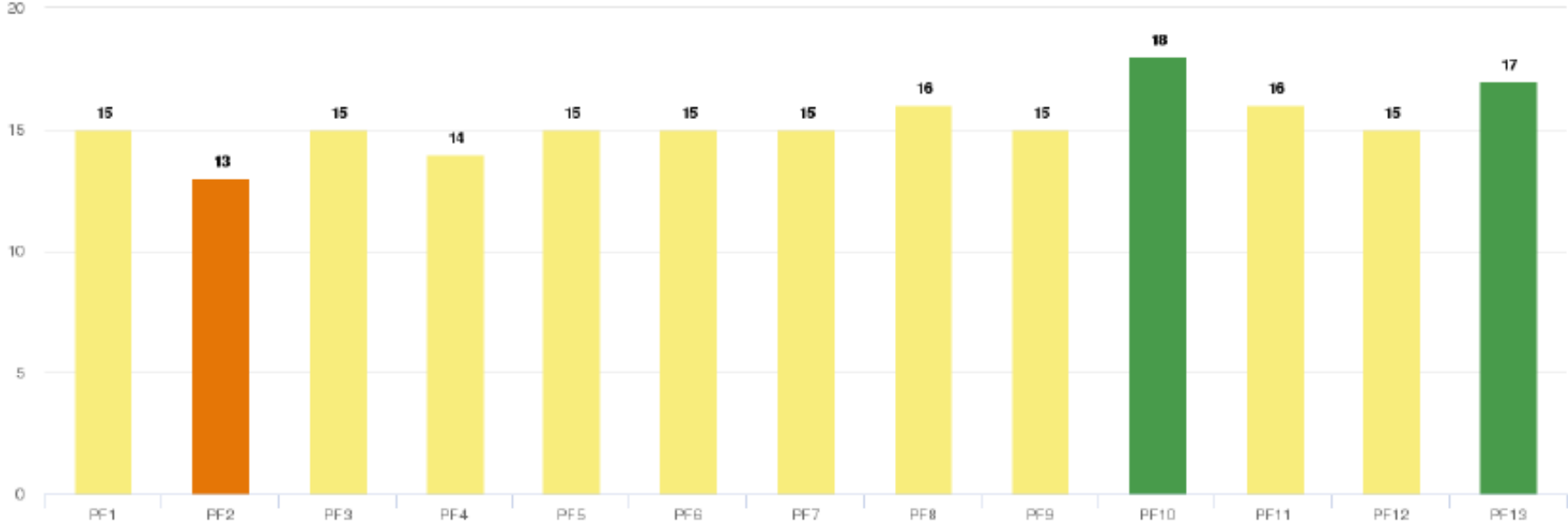
Provide a sustainable framework of resources to support all City of Regina employees in building personal mental fitness; and resilience to psychosocial factors that contribute to mental illness.

Implement the *National Standard of Canada on Psychological Health & Safety in the Workplace* – championed by the Mental Health Commission of Canada. The *Standard* is a voluntary set of guidelines, tools, and resources focused on promoting employees' psychological health and preventing psychological harm due to workplace factors.

Key Objective One

Provide awareness and educational programming aimed at increasing organizational literacy and reducing stigma related to mental health and mental illness.

- Canada Mental Health Week (first week of May)
- Mayor's Lunch on Day of Caring, Recovery Day 🏠
- Bell Let's Talk Day
- Corporate Mental Fitness Challenge 🕒
- FSEAP monthly newsletter
- Healthy Workplace Month (October)
- Mental Health Continuum Model
- Awareness and access to community resources for mental illness and addictions
- Guarding Minds@Work resources



Rectangular Snip

Serious Concerns
= 5 to 9

Significant Concerns
= 10 to 13

Minimal Concerns *
= 14 to 16

Relative Strengths **
= 17 to 20

* Although this is a Minimal Concern, it is important to attend to it and review the Organizational Review Results and the Survey Results for any additional or individual-identified areas of concern.

** Although this is a Relative Strength, it is important to review the Organizational Review Results and the Survey Results for any additional or individual-identified areas of concern.

PF1: Psychological Support
 PF2: Organizational Culture
 PF3: Clear Leadership & Expectations
 PF4: Civility & Respect
 PF5: Psychological Competencies & Requirements
 PF6: Growth & Development
 PF7: Recognition & Reward

PF8: Involvement & Influence
 PF9: Workload Management
 PF10: Engagement
 PF11: Balance
 PF12: Psychological Protection
 PF13: Protection of Physical Safety



Awareness and Stigma- reduction

- Schizophrenia Society of Saskatchewan – lived experience lecture
- FSEAP learning series
- City of Regina “Let’s Talk”
- “Bullying in the Workplace” – 3-session pilot with CMHA Regina
- Respectful Workplace and Managing Respectful Workplace mandatory training / policy review increasing scope
- WCB visit to our Fire CISM team – presumption
- Psychological Safety talks





City of Regina



Key Objective Two

Develop senior leadership and management competencies to support a psychologically safe workplace and act as ambassadors of all components within the Mental Health Strategy.

- **Mental Health First Aid** 
- **University of Fredericton – PHS Management series (pending)** 
- **Managing Mental Health Matters** (GWL Centre for Mental Health in the Workplace management series) on-line and in-class starting
 - *Managing Emotions*
 - *Managing Accommodation*
 - *Managing Performance*
 - *Managing Conflict*
 - *Managing Return to Work*

Mental Health First Aid

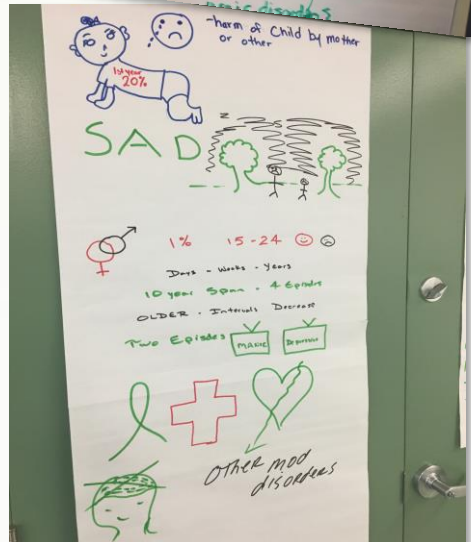
- Two internal instructors trained
- Return on investment in 1.5 sessions
- 486 trained since 2017: including all seven executive, Regina Police and Crisis team and two Humboldt sessions (August 2018)
- To find a local class or Saskatchewan instructor, visit www.mhfa.ca



BLOC DE FEUILLE AUTOCOLLANTE
FORMAT CHEVALET
25" x 30" - 25 x 30
30 SHEETS - 30 FEUILLES

Assess the risk of suicide and/or harm

- Listen non-judgmentally
- Give reassurance and information
- Encourage the person to get appropriate professional help.
- Encourage other supports



Key Objective Three


Provide a sustainable framework of resources to support all City of Regina Employees in building personal mental fitness; and resilience to psychosocial factors that contribute to mental illness.

- FSEAP
- **CityConnect** Health and Safety Snapshots
- *Mental Health First Aid*
- University of Fredericton – *Enhancing Workplace Resiliency* 🏠
- Identify opportunities to engage family and community supports.
- Informational workshop and resource discussion with key stakeholders: (Sask. Blue Cross, Standard Life, FSEAP, COR unions, Diversity and Inclusion Working Group) 🕒
- MHCC: *Road to Mental Readiness* (Regina Fire)



Regina Fire
Road to
Mental Readiness

IF ONLY IT WAS THIS OBVIOUS...



I am confident in my ability to identify early warning signs of mental health difficulties in myself. Pre 54% Post 92%

I would be comfortable to speak to my leadership if I am having difficulty coping after an adverse event Pre 59% Post 74%

I can identify appropriate actions that should be undertaken if I suspect someone is suicidal **Pre 40%**
Post 93%

I can identify the mental health resources available to me and others to help with any mental health issues that may arise **Pre 60%** **Post 90%**



I am confident in my ability to
identify other team members at risk
for mental health issues **Pre 29%**
Post 85%



Key Objective Four

Implement the *National Standard of Canada on Psychological Health & Safety in the Workplace*

- Develop external partnerships with Mental Health Resources and other organizations mobilizing mental health initiatives.
- Establish Psychological Safety resource chapter in the COR Corporate Safety Program 🕒
- Permeate regular psychological safety principles into established safety meetings and safety talks.

Psychological Competencies & Rgnts

Psychological Support

1. Why important

- foundation. fundamental
- feel safe

2. How well doing today

- struggling - reactive only
- not proactive

How supporting

- training
- benchmarking
- efap
- HR resources to support
- ELT endorsement

3. MGT & EE's - see the same?

- both see/feel the struggle
- lip service

PF3: Clear Leadership + Expectations

1. Buy-in, win/win, good work environment help reduce anxiety (know what I'm working on, support greater good + belonging, line of sight, time to adjust w/ changes (comms and delivery of messages), clear re: leadership role + individual leadership

2. Depends who you talk to (inconsistent) both in leaders who are leading and taking action and by those receiving/perceiving - different styles, belief systems, accountability, assuming same level of information, depends on priority of each division, not everyone has the same tools, or same ability to reflect + accept own contribution and impact

- PDE, 1-on-1s, changing SLF re: Core Team, People Strategy, corporate strategy pulse survey, EE priority for ED

Workplace Factors



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada



Psychological
Support



Civility & Respect



Recognition &
Reward



Balance



Organizational
Culture



Psychological
Demands



Involvement &
Influence



Psychological
Protection



Clear
Leadership &
Expectations



Growth &
Development



Workload
Management

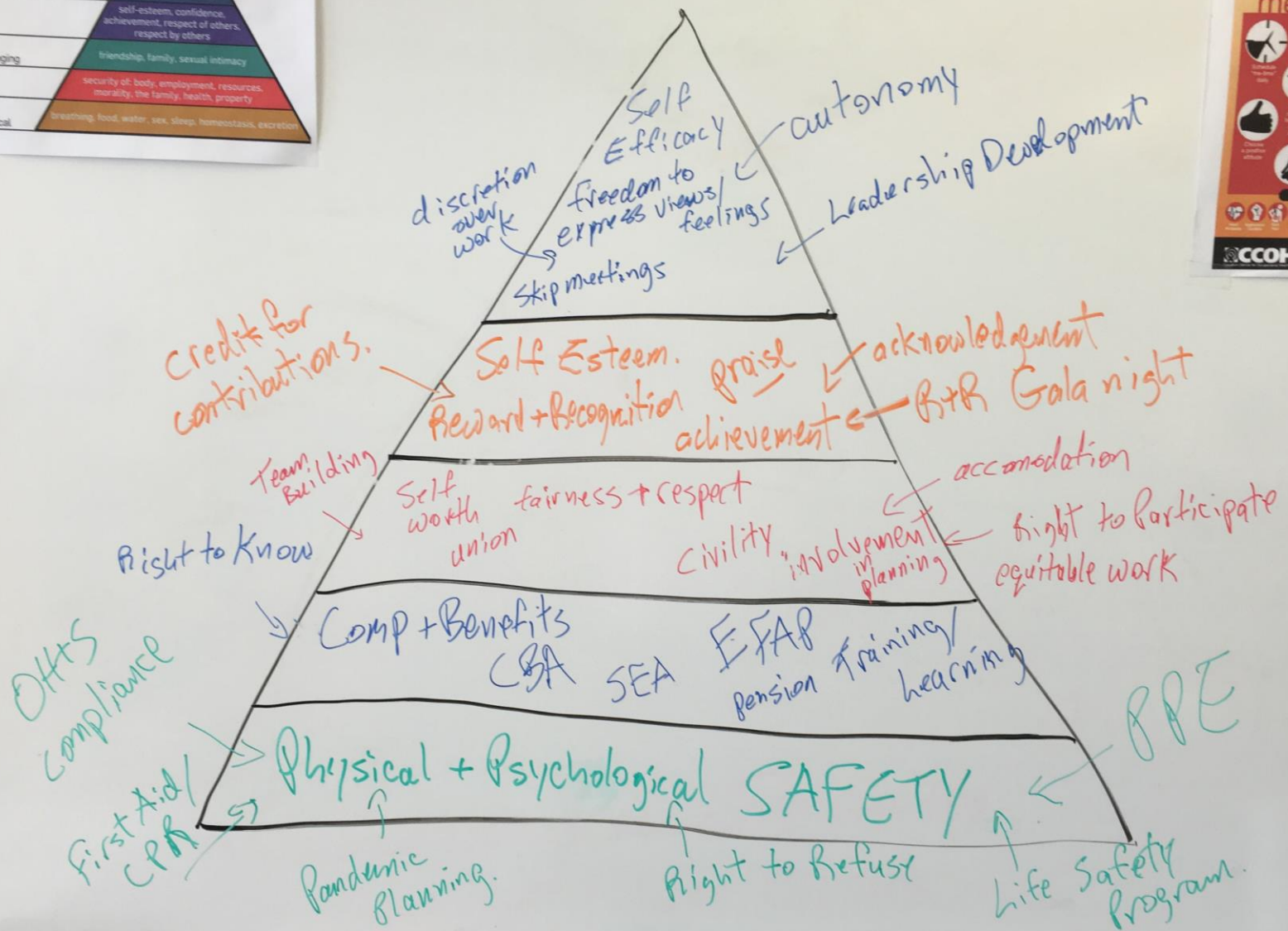
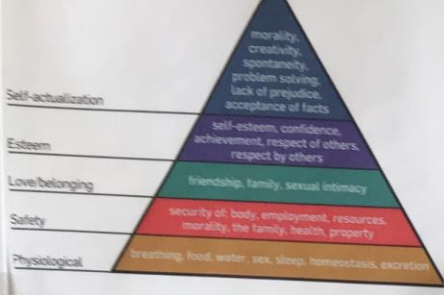


Supportive
Physical
Environment



Engagement

April 2016 Brain Dump



“It’s not just another *project*”

Next steps in the journey:

- Sustainability of existing initiatives
- OHS committee training
- *National Standard*
- *PF:#2 and PF:#4 Civility and Respect and Organizational Culture*
- Organizational commitment to PHS management training
- R2MR to lifeguards and rural volunteer fire departments
- Huatulco in March

Additional Questions or Comments?

