

MHnnovations

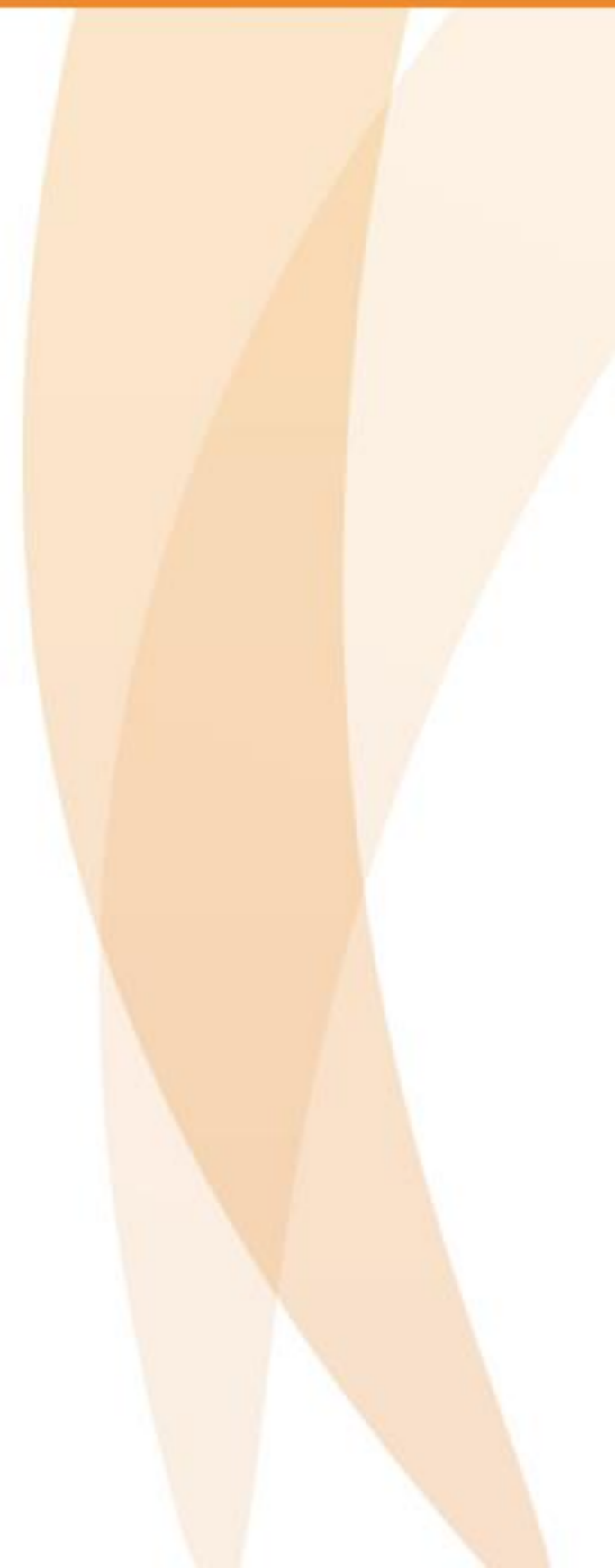


Good morning!

How are you?



What is socially acceptable?





10

We rarely engage in the 7 to 10 zone

5

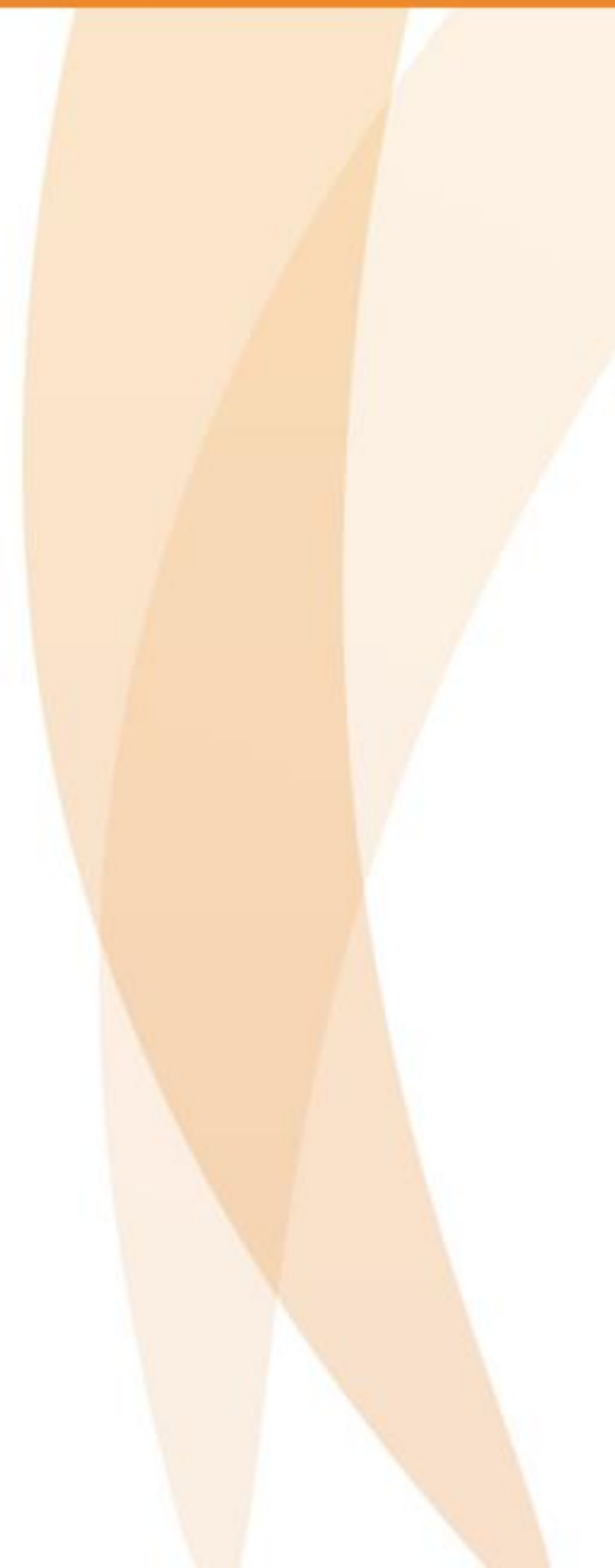
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1994 – Rwanda was the beginning of the rest of my life

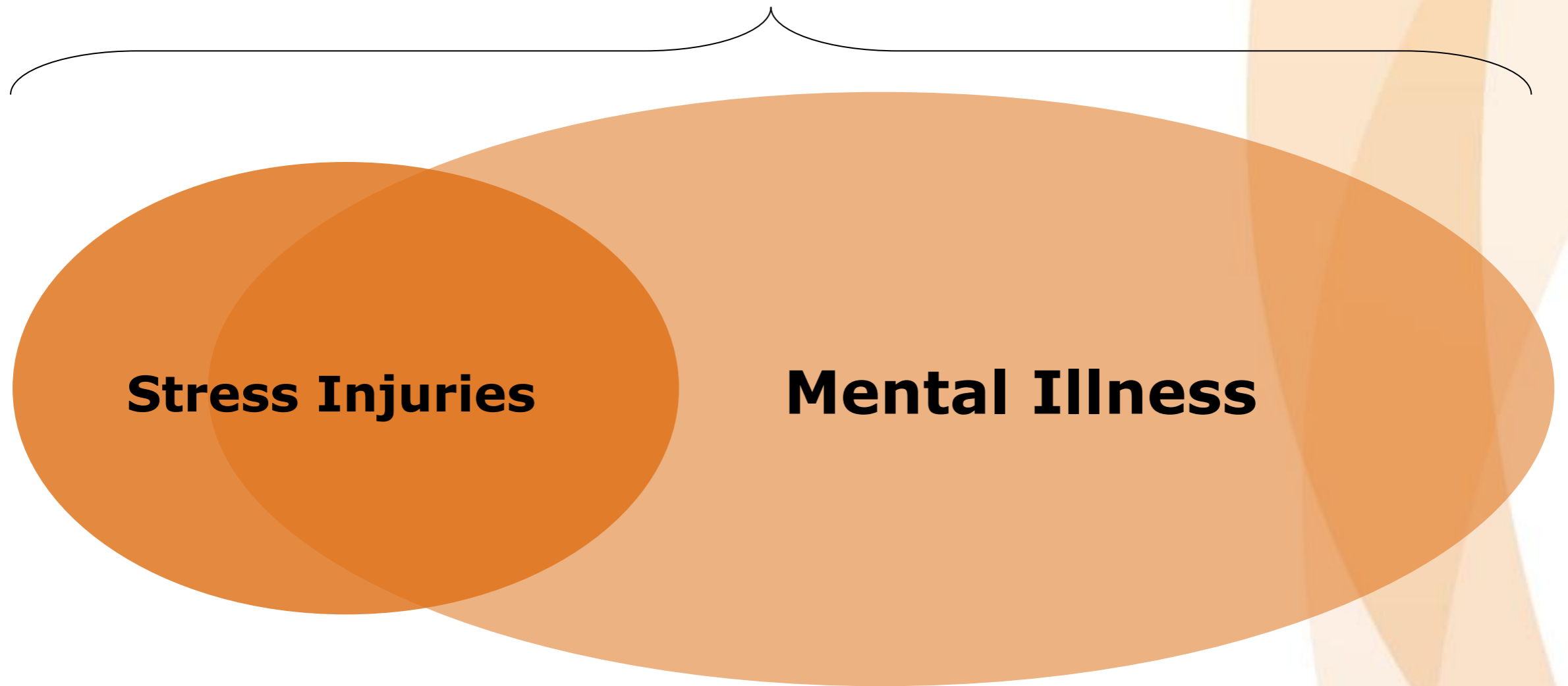


A telling encounter in
Halifax Nova Scotia

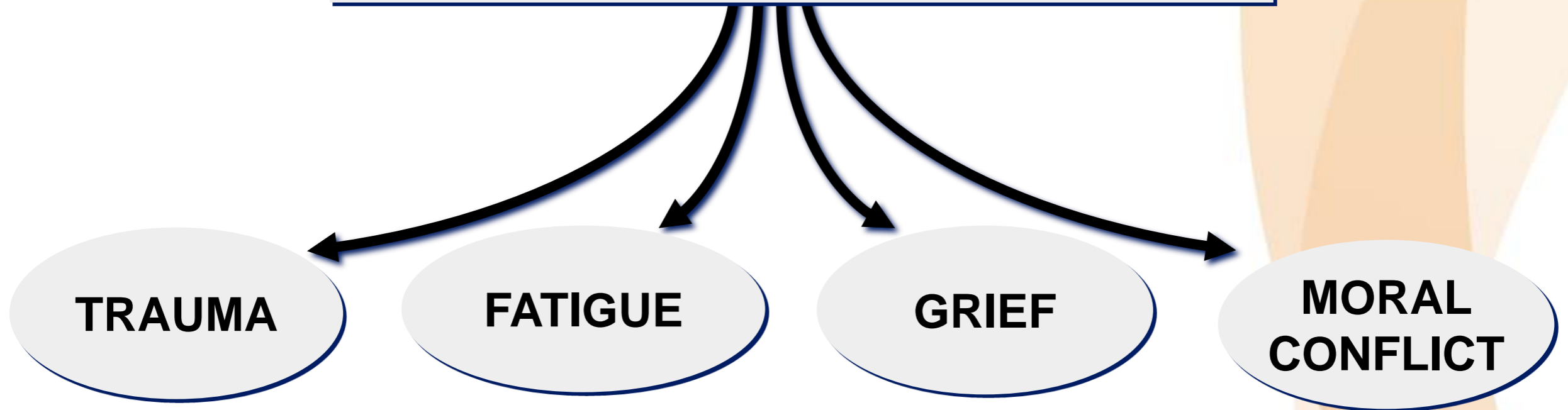
1994 – Zaire (now DRC) / Rwanda Border area

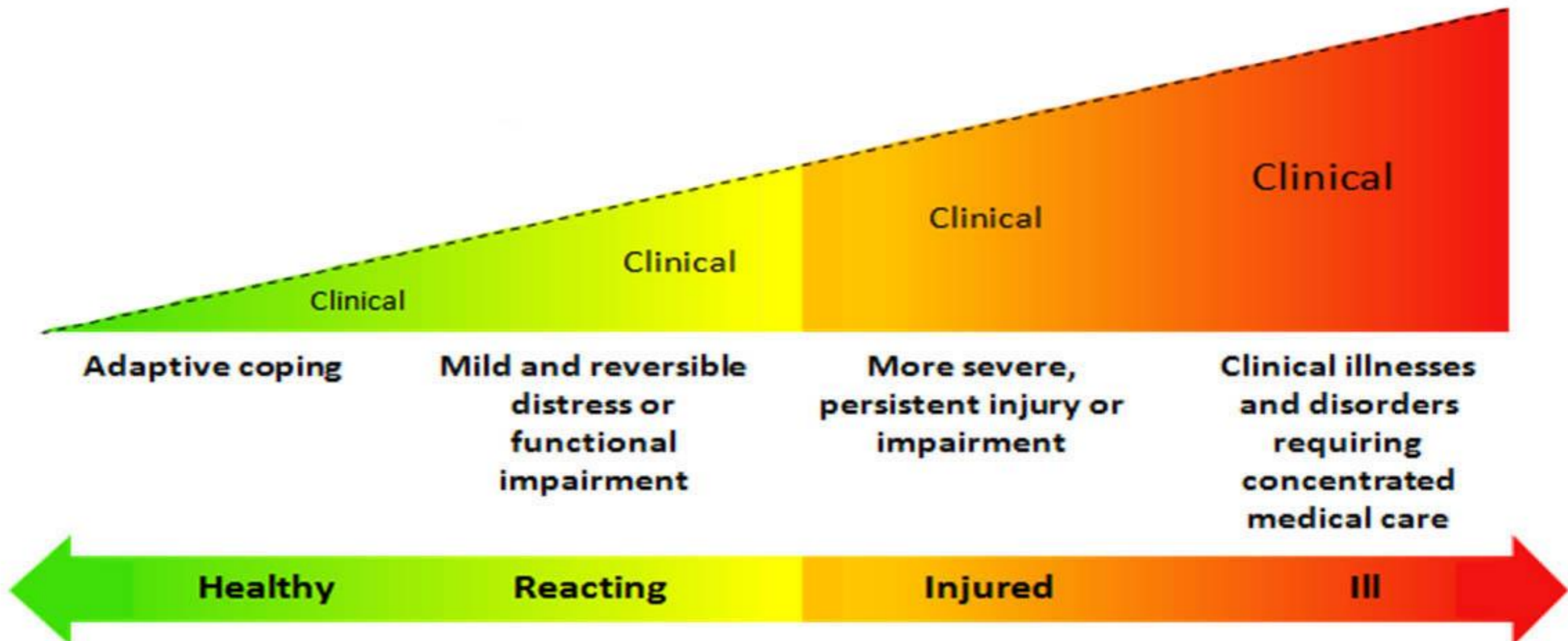


Mental Health



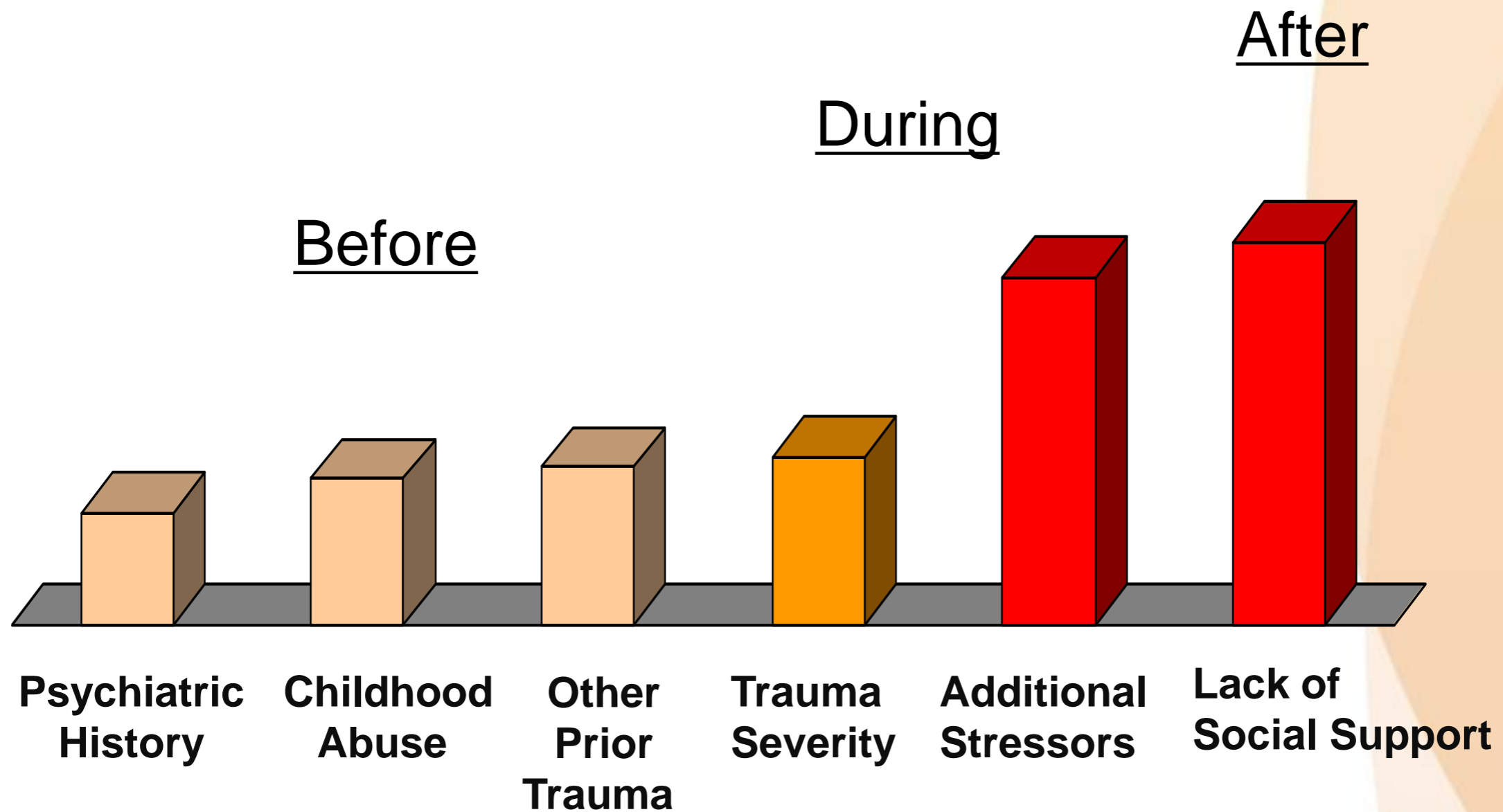
Stress Injury



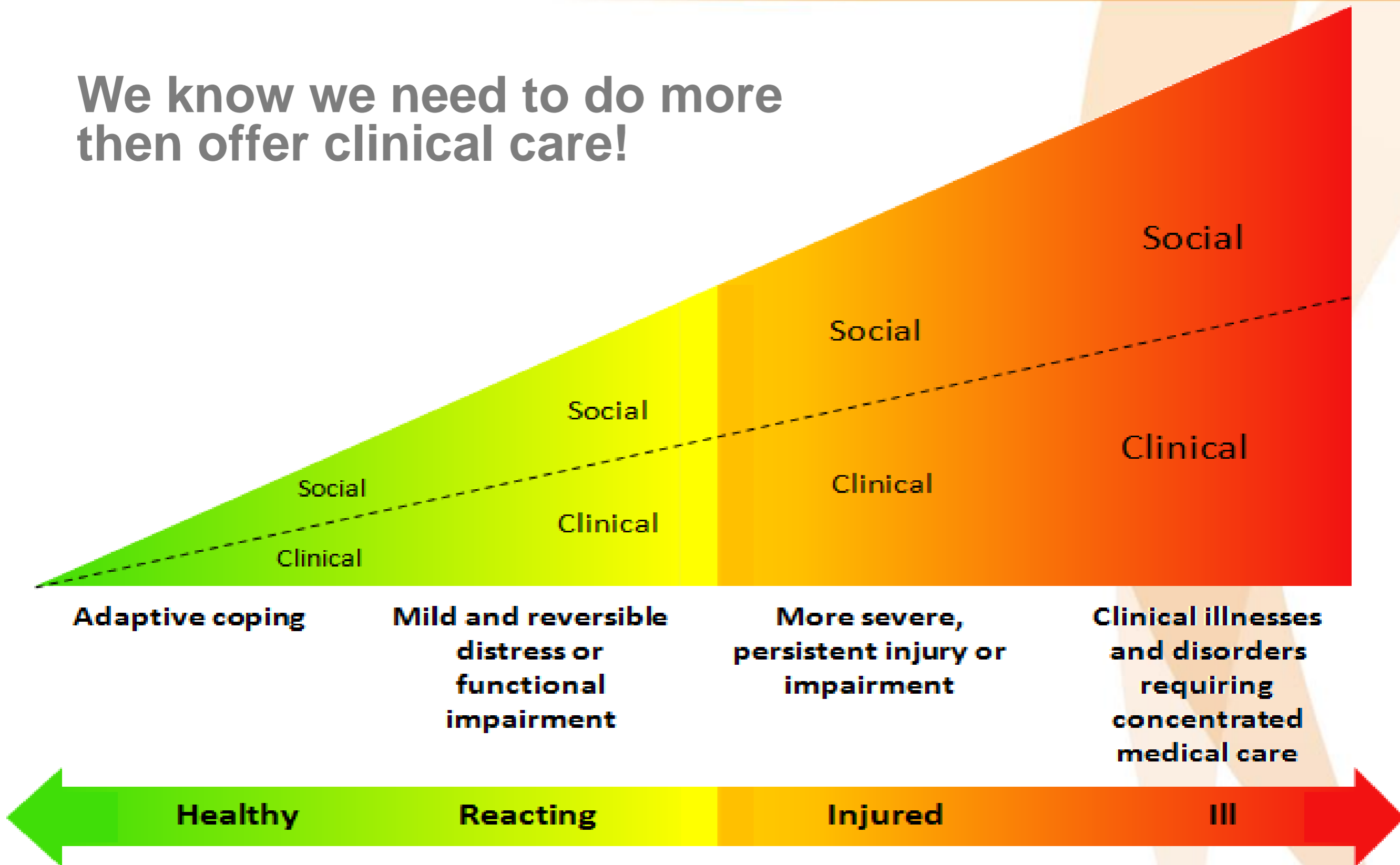


Gap between clinical appointments





We know we need to do more than offer clinical care!



**Let's talk about the
“S” word**

Perceived Barriers

	MD (n=731)	No MD (n=5422)
Don't trust	38%	17%
Too Embarrassing	41%	18%
Harm my career	50%	24%
My colleagues less confidence in me	59%	31%
Me leaders will blame me	51%	20%
I will be seen as weak	65%	31%



Therapy

Medication

Social Support



2007 - Kandahar

Joined the military in 1983

Rwanda 1994

Cambodia 1996

Haiti 1997

Persian Gulf 1997

Lebanon 1997

Kuwait 1998

Diagnosed PTSD & Depression 2000

Kandahar Afghanistan 2007

Seconded to the Mental Health Commission 2010

Retired and launched MHinnovations 2012

“Recovery is not a cure”... Still working at it...

Bell
Let's Talk

Mental health
BEGINS WITH *Me*

Lunch and learn



Mental Health
First Aid

MIND YOUR MENTAL HEALTH
mymh.ca

How to have the
conversation

Management
training



***We have talked
a lot about MH !***

***What can workplaces
do next ?***

SO WHAT CAN YOU DO?

1 - Social Support – Peer Support!

2 – Cultural Alignment

SO WHAT CAN YOU DO?

1 - Social Support – Peer Support!



Therapy ✓

Medication ✓

Social Support ?



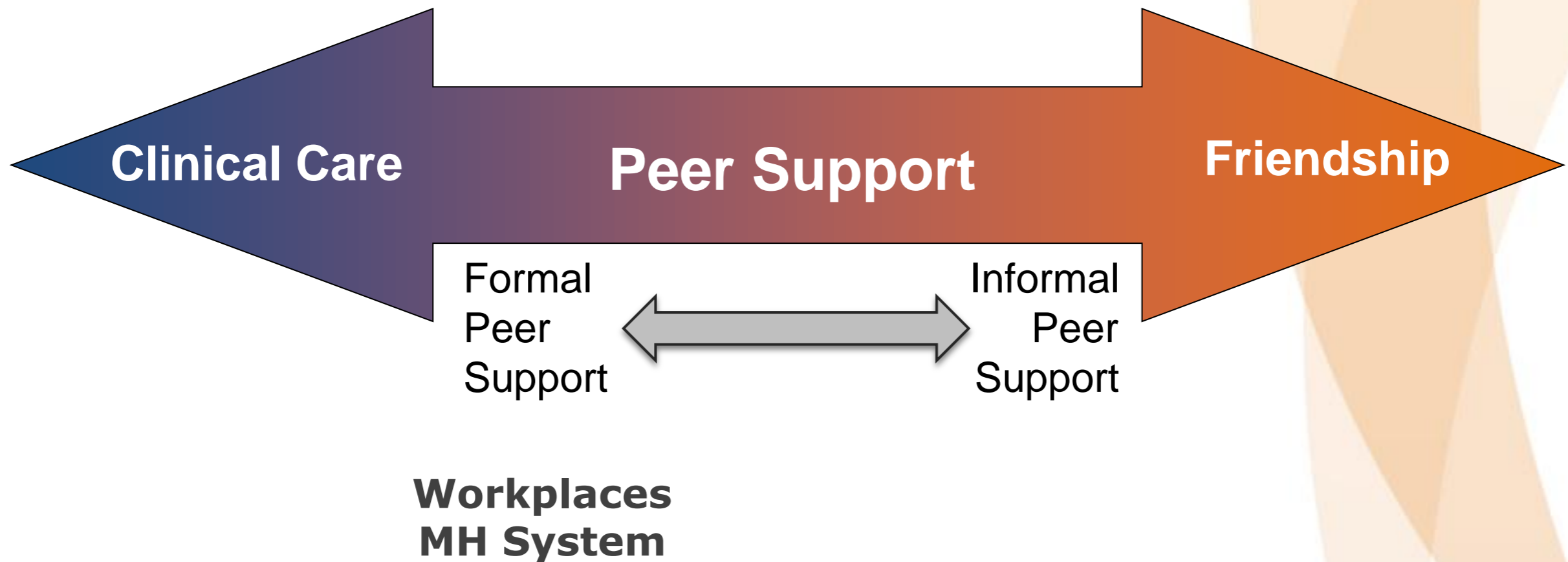
Most workplaces that have peer support programs do not recruit deliberately people with MH lived experience. Peers are simply co workers who refer to EAP.

- Stigma and belief that people with lived experience are all fragile
- Fear of doing harm
- Lack of evidence
- Liability concerns
- Lack of expertise in the field
- Perceived complexity of implementation



***We now have solutions
for all those concerns.***

Peer Support Continuum



“Blue Print”



Standards of Practice

- Competencies
- Knowledge
- Code of Conduct
- Experience

Adding Peer Support

As a complement to clinical services

What to expect?

Network of volunteers representing all sectors of the organisation
Generally 1% of the size of the organisation
Centrally managed – regionally coordinated
Accountable to Program Policy, best practises, code of conduct

Shortest interaction 1 minute

Longest interaction 3.5 hours (*rare, this was a funeral*)

Average 45 Minutes

55% of interactions occur outside work hours

45 % during the work day as follows:

- 22 % during non work hours such as lunch time and coffee breaks
- 23 % during working hours

CASE STUDY 1

Reduction in short term absences

Flattening of sick leave and time off work due to mental health reasons

Visible behavior change in supervisors

NOTE : While it is still early to establish a direct correlation to the peer support program the following have been observed. This corporation has launched peer support along with other initiative such as heath promotion and training:

CASE STUDY 2

Significant increase in EAP usage

Increase usage of MH professional services

Decrease in mental health related files

Short Term Disability cases related to MH have decreased by approximately 15%

Long Term Disability cases related to mental have decreased.

Engagement results have increased

Employee Health & Well-Being has improved

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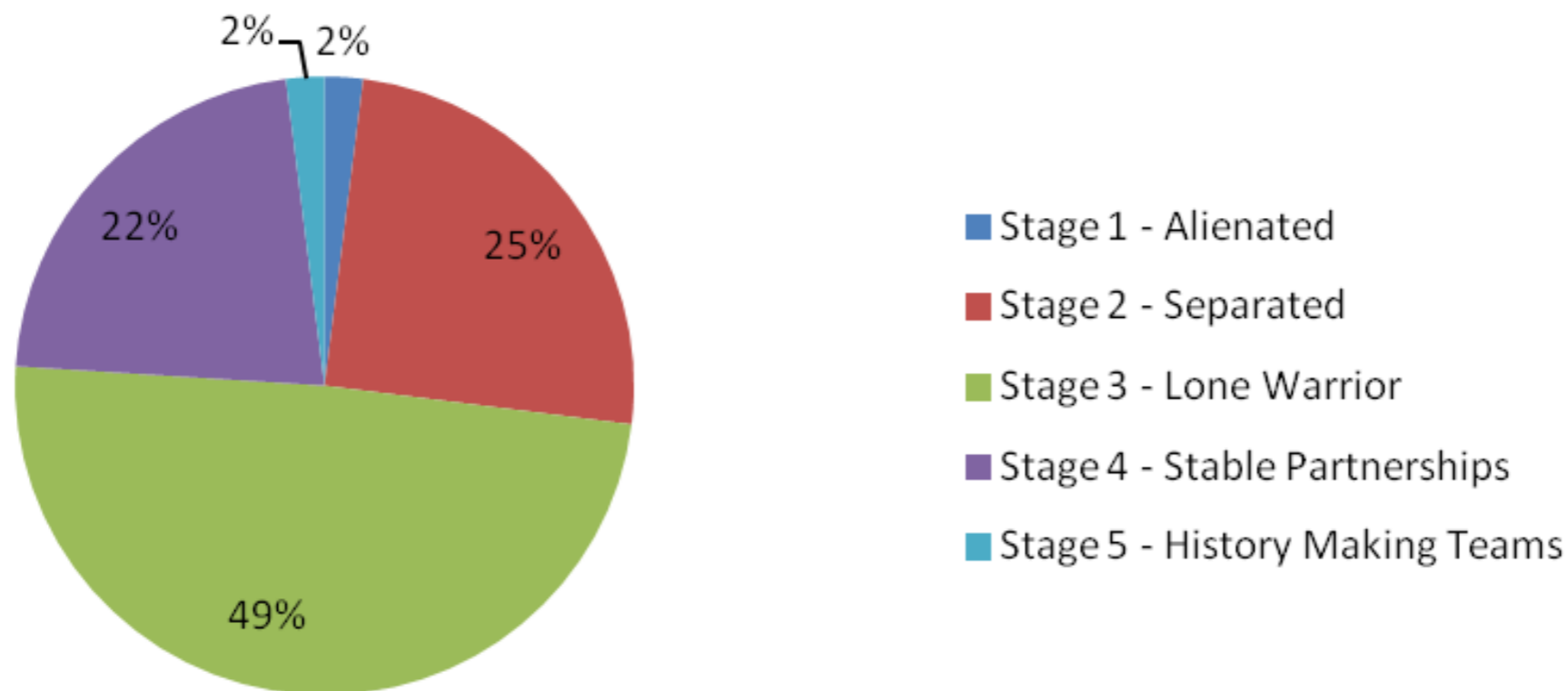
SO WHAT CAN YOU DO?

2 – Cultural Alignment

“birds flock, fish school, and people tribe”

Organizations are made up of individuals who naturally gravitate towards certain people or groups due to similar interests or common work projects:

**Employees Breakdown
Cultural Stages**



Stage 1: (2% of groups)

Language used: "Life sucks", I, me, my

Nature of Relationships: Alienated – Undermining

Behaviour:

- Often in the criminal cluster
- People act out in despairingly hostile ways
- Life is unfair so anything is permissible

Biggest Complaint: Personal safety

Stage 2: (25% of groups)

Language used: "My life sucks" , I me, my

Nature of Relationships: Separate – Ineffective

Behaviour:

- Passive antagonism, arms crossed, resigned
- “We tried this before. Didn’t work then, won’t work now. This too shall fail.”

Biggest Complaint: The Management

Stage 3: (49% of groups)

Language used: "I’ m great (and you’ re not)" , Me, my, I

Nature of relationships: Dyadic (two-person) relationships (hub with spokes)

Behaviour:

One on one conversations

Hoard information (knowledge is power).

Maintain control by trying to keep “spokes” from forming relationships.

Rely on gossip and spies for information.

Hunger for tips/tools/techniques/practices (efficient).

Focus and talk about their personal values and interests.

People commoditized as “means.”

Biggest Complaints:

Don’ t have enough time and don’ t get enough support

Surrounded by less able and less dedicated people

People who disagree with them

Stage 4: (22% of groups)

Language used: "We're great (and they're not)" We, our, team

Nature of Relationships: Stable Partnership - Important (Triadic)

Behaviours:

- Values guide decision making
- Building the careers of people they work with
- Inspires collaborative behavior that overcomes personal differences
- Clusters of highly networked people who share values and have a common purpose

Biggest Complaint: Finding enough collaborative individuals to bring into existing groups

Stage 5 (2% of groups)

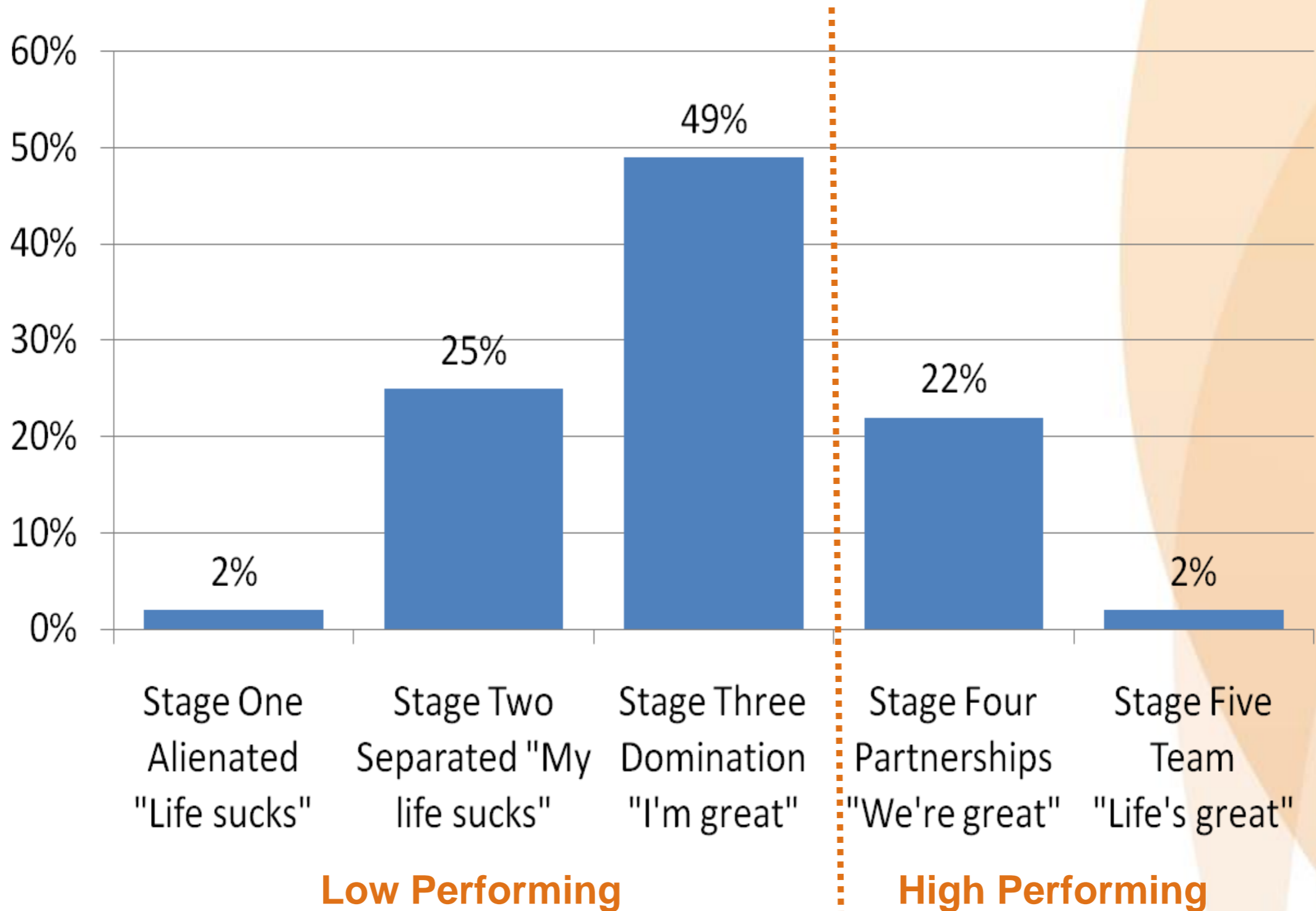
Language used: "Life is great" We, our, team

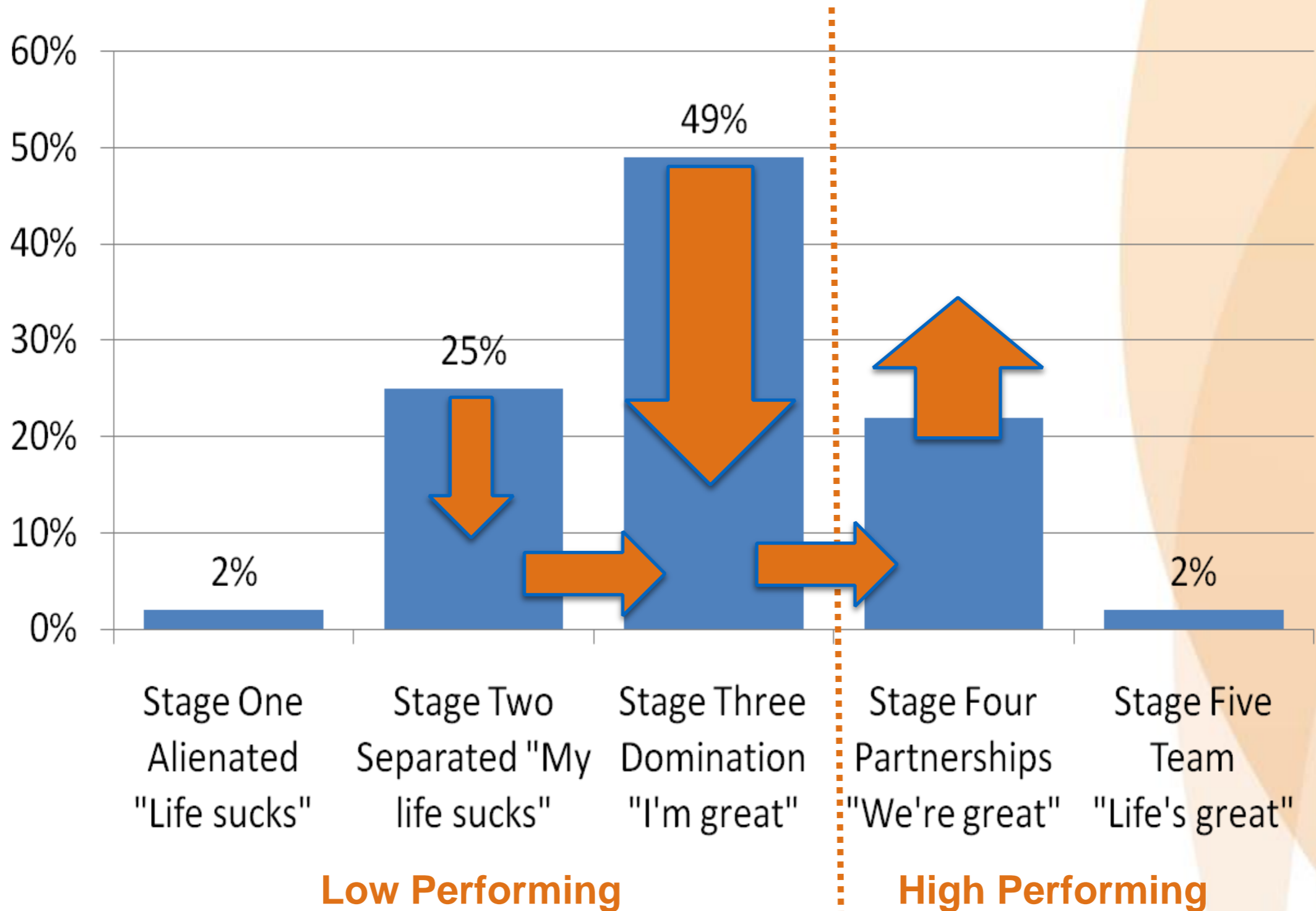
Nature of Relationships: Team - Vital (Triadic)

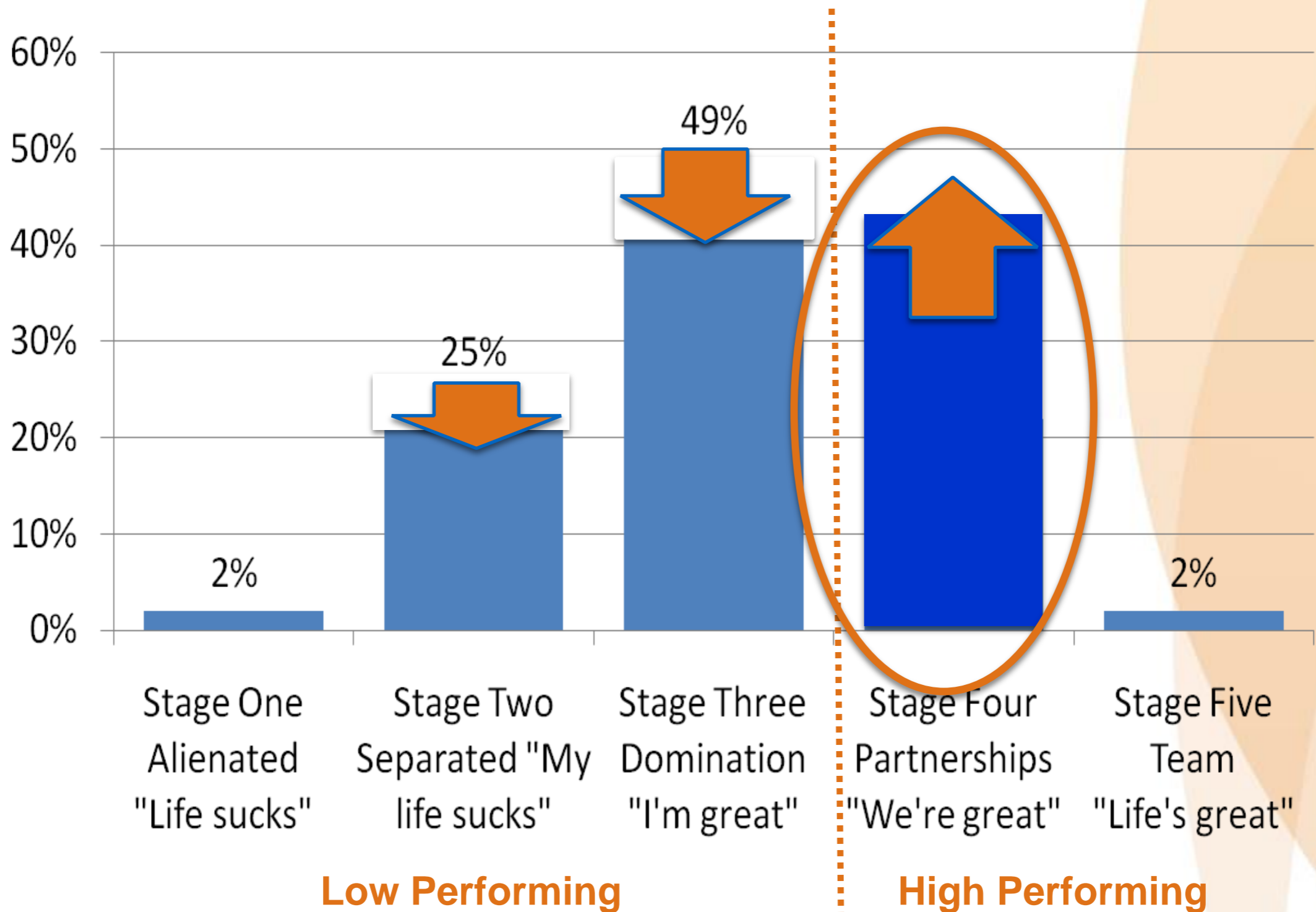
Behaviours:

- Building bridges across tribes
- Clusters of groups out to change to the world
- Teams of teams focused on making history
- Mission, vision and/or values tells people in the organization who they are

Biggest Complaint: There's so much good to do, what should we do next?







John P. Kotter and James L. Haskett study over 11 years looked at 207 companies in 22 industries; results showed that companies that managed their corporate culture significantly outperformed similar companies that did not.

51% lower turnover (Gallup)

50% less safety incidents (Babcock Marine Clyde)

66% decrease in sick leave (Forbes)

125% less burnout (HBR)



**Relevant to
Mental Health**

33% higher profitability (Gallup)

43% more productivity (Hay Group)

37% higher sales (Shawn Achor)


Revenue growth of 682% (managed) compared to 166% (unmanaged)

Stock price increase of 901% compared to 74%

Job growth of 282% compared to 36%

Net income growth of 756% compared to just 1%

Research on happy (Stage 4) people at work:

 is proud to have on our team one of the few individuals in the world who is trained to facilitate global Tribal Leadership programs.

ONE of five CultureSync™ Approved Tribal Leaders in Canada.



MHInnovations

At a time when society is arguably more fragmented than ever before, where technology and social media have overtaken face-to-face communication, the power of human interaction has never been greater.