

PIPSC

Mental Health

Resource Guide



The Professional Institute
of the Public Service
of Canada

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Your Resource Guide to Mental Health

“[Our vision is] to create a culture that enshrines psychological health, safety and well-being in all aspects of the workplace through collaboration, inclusivity and respect.

This obligation belongs to every individual in the workplace” – JTF on Mental Health in the Workplace

The Joint Task Force on Mental Health in the Workplace is a collaborative Employer-Union initiative. PIPSC is a member of the task force and plays an essential role in addressing mental health issues in the federal public service and in improving the well-being of its members and all public servants.

Part I: Labour Relations

The Institute’s Regional Labour Relations Services provide representational services for members across Canada, including matters pertaining to Mental Health. These services include, but are not limited to, contraventions of the collective agreement via the grievance process, duty to accommodate, and human rights complaints. You may choose to contact your Employment Relations Officer (ERO) in addition to seeking the assistance of federal or provincial services, occupational health and safety representatives, or the Employee Assistance Program (EAP).

i. Representation

Your Employment Relations Officer (ERO)

Should you require representational assistance, please locate your Regional Office and/or Employment Relations Officer (ERO).

PIPSC Website (www.pipsc.ca)

Select **contact us** at the top of the page, then select **staff listing** from the menu on the right of the page, then find your **region** under **Regional Labour Relations**.

Contact Us

By Phone: 1-800-267-0446: PIPSC receptionist will redirect calls to appropriate office/staff.

By Email: helpdesk@pipsc.ca

Online: www.pipsc.ca Click “Ask Us”

N.B.: Please provide your full name, membership number, bargaining group and department.



Dos and Don'ts for Stewards

Steward Dos	Steward Don'ts
<ul style="list-style-type: none"> • Practice E.A.R: Empathy, Attentiveness and Respect; keeping an open mind and exercising active listening will facilitate communication. • Establish the safety parameters of the employee and the workplace: Are they a threat to themselves or others? Is the workplace safe for the member? • Imminent threat to self or others is to be reported to 9-1-1 immediately (mental health crises, physical violence, criminal offenses). • Consult your appointed Employment Relations Officer (ERO) and keep them informed (i.e., development of case, escalation of care, severity of matter). • Familiarize yourself with services, National and Provincial programs, support networks, help lines. See Resource Sheet. • Persevere. Mental Health Matters are sensitive by nature and can be emotionally charged. Seek help from your union network. • Advocate for mental health awareness in the workplace and harassment-free environment. • Provide the member with all options for recourse and available assistance. • Enforce your Duty to Fair Representation (DFR). • Protect time lines. • Refer to the Steward Guide for steward roles. • Record interactions with all involved: employer, member, witnesses. • Safeguard documentation: emails, journals, notes. • In instances where you feel uncomfortable or unequipped to undertake mental health related cases, ensure you have referred your member to another union representative. 	<ul style="list-style-type: none"> • Do not act in the role of a Mental Health Professional and/or Counsellor. • Do not diagnose a member's psychological state. • Do not breach confidentiality (unless an imminent threat is established). • Do not impose recourses or unsolicited advice/solutions onto the member. • Do not underestimate the seriousness of Mental Health issues and cases pertaining to Mental Health in the workplace. • Do not use inflammatory or loaded language: it may escalate the issue. • Do not act in a manner that is arbitrary, discriminatory or in bad faith. • Do not ignore and/or avoid members. Every matter must be addressed even if it entails referring the member(s) to a more appropriate representative. • Do not withdraw representation unless sanctioned by PIPSC authority or requested by the member or aggrieved person.
<p>Know When to Ask for Assistance:</p> <ul style="list-style-type: none"> • Benefit from the PIPSC Steward Network (e.g., Chief Stewards, Group Executives, Consultation Teams). • Contact your Occupational Safety and Health (OSH) Representative. 	

ii. Mental Health and Human Rights

Canadian Human Rights Commission

The Human Rights approach to Mental Health and Equality: You can turn to the *Canadian Human Rights Act* to protect yourself against harassment and/or discrimination when based on one or more of the 11 prohibited grounds of discrimination (disability, gender, race, etc.).

File a Complaint

By phone: 1-888-214-1090

File online: www.chrc-ccdp.gc.ca

Contact your PIPSC Employment Relations Officer: 1-800-267-0446

Provincial Human Rights Tribunal

The *Human Rights Code* protects you from discrimination with respect to being fired, denied a job or a promotion because of a mental health disability or addiction. You are also protected from harassment in your employment. Contact your union representative or OHS representative (page 8) for provincial specifications and contacts.

Part II: Mental Health: Identifying the Signs and Getting Help

According to the Mental Health Commission of Canada, on average, one in five Canadians experiences a mental health problem or illness in their lifetime. Mental health problems and illness are the number one cause of disability in Canada. Psychological illness impacts the greatest number of people in the middle of their working years, which lowers the productivity of the labour force.

Some of these mental health issues arise from the workplace, through:

- Job stress
- Technological concerns
- Workload or Work-Life Balance
- Violence (such as bullying and harassment)

Statistics Canada studies have indicated that 47% of working Canadians consider their work the most stressful part of their day and life. Odds are you may come across co-workers suffering from mental health and/or demonstrating symptoms of mental illness. Here are tips to guide you.

Identify the Signs

Identifying these signs is **not conclusive** and must be determined by a certified mental health professional:

- Withdrawal
- Drop in productivity
- Problems with concentration and thinking
- Heightened sensitivity to stimuli (lights, smells, sounds, etc.)
- Apathy for workplace, coworkers
- Illusions/suspicious of intentional exclusion, targeting or paranoia
- Anxiety, nervousness
- Uncharacteristic or unusual behaviour
- Sleep and appetite shifts; decline in personal hygiene
- Dramatic and sudden mood changes; polarity in emotions

How Can You Help a Co-Worker Exhibiting Signs of Mental Illness or Suffering from a Mental Illness?

- Ask them how you can help them
- Practice E.A.R.: Empathy, Attentiveness and Respect
- Keep an open mind and exercise active listening
- Refrain from judgment: they need you as a confidant for support not as a judge
- Encourage them to seek professional help or professional assessment
- Continue to include them in activities and outings
- Make them feel welcome upon their return to work (if they have taken leave)

How Can You Help Yourself If You are Suffering from a Mental Illness?

- Inform yourself of the services available to you (with this resource):
 - Locate your Occupational Health and Safety Professional
 - Contact the Employee Assistance Program
 - Locate your Steward: Determine which accommodations/recourses are available (if applicable)
- Confide in a friend, family member, trusted co-worker or support organization
- Remain hopeful and reach out; there is a broad network of professionals and support groups who can help you
- Remember that you are not alone; many have felt or feel the way you do

Part III: Mental Health Training

Mental Health Commission of Canada (MHCC)

The MHCC holds regular webinars in many different areas of mental health. Visit the webinar archives to download the webinar materials and view the webinar presentation video:
www.mentalhealthcommission.ca

The Joint Learning Program (JLP)

The JLP provides a unique opportunity for unionized public service employees and their managers in the Core Public Administration to come together to build a healthier, more productive workplace.

Workshop	Duration	Details
Mental Health in the Workplace: Fostering Psychological Health and Safety	2 days, 1 day available	<ul style="list-style-type: none"> • Build awareness about the continuum of mental health in the workplace • Compare misconceptions about mental health problems with factual information • Explore indicators of MH issues • Understand /identify signs and symptoms • Discuss support, accommodation measures and support recovery.

www.jlp-pam.ca

Canadian Mental Health Association (CMHA)

Mental Health Works (MHW) is a national social enterprise of the CMHA. They provide workshops, presentations and webinars that are person-centred, evidence-based, and solution-focused.

Workshop	Duration	Details
MHW Essentials	1 hour	Provided separately: <ul style="list-style-type: none"> • Mental Health at Work • Mood and Depression • Stress and Anxiety • Mental Health and Safety
MHW In Focus	½ day	Includes: <ul style="list-style-type: none"> • Workplace Mental Health • Depression and Anxiety • Mental health and Safety
MHW Core	1 day	Includes: <ul style="list-style-type: none"> • Workplace Mental Health • Mood and Depression • Stress and Anxiety • Psychological Safety

www.cmha.ca/mental-health/

Part IV: Mental Fitness

Consistently dedicating some time towards your mental fitness will reap significant benefits, including boosts of energy, increased positive thinking, rejuvenation, confidence, decreased stress levels, optimizing cognitive capacity (e.g., critical thinking and problem-solving), improving physical well-being and increasing motivation.

Ways to Practice Mental Fitness

- Find hobbies you enjoy
- Set personal goals
- Volunteer for a cause that you care about
- Exercise
- Tackle one task at a time – avoid being overwhelmed
- Keep a journal
- Share humour with colleagues and friends
- Collect positive moments: it will help you to think optimistically
- Cope with negative thoughts: don't repress them; try to reframe them and comfort yourself or seek comfort. Disempowered negative feelings are less impactful.
- Treat yourself well. You deserve it!

Benefits of Psychologically Healthy Workplaces

Improved

- creativity
- employee co-operation
- employee engagement
- employee retention
- loyalty to the organization
- morale/employee satisfaction
- productivity
- recruitment

Reduced

- absenteeism
- employee turnover
- grievances
- health costs
- medical leave/disability
- workplace injuries and accidents
- work time lost

Part V: Services

Health Canada: Employment Assistance Services/Employee Assistance Program

Employment Assistance Services (EAS) is the largest national Employee Assistance Program (EAP) provider to Canada's federal public service. It offers services that are:

- Highly confidential; available 24/7; bilingual; professional (calls are answered by counsellors possessing a minimum of a master's degree in counselling, social work or psychology)
- Crisis counselling is also available (e.g., crisis and suicide prevention/intervention)

1-800-268-7708 or 1-800-567-5803 (for persons with a hearing impairment)

Canadian Centre for Occupational Health and Safety (CCOHS)

CCOHS is Canada's national resource for the advancement of workplace health and safety. Occupational Health and Safety (OH&S) encompasses the promotion and maintenance of the physical, mental and social well-being of workers. Questions? Locate your OH&S Representative: SAFETY INFOLINE 1-800-668-4284

Occupational Health Clinics (OHC)

Occupational Health Clinics are dedicated to the identification and prevention of work-related illnesses and injuries.

To locate an OHC in your region, you may:

- Contact your provincial occupational health and safety services or visit their website (see contact information on pages 8 and 9 of this guide).
- Contact Calian Group Limited, a Canadian company specializing in occupational health and wellness nationwide: 1-877-225-4264
Online: www.calian.com



211 Canada: The Source Canadians Trust

211 is Canada's primary source of information on government, community, social and non-clinical health services in over one hundred languages. The service guarantees confidentiality, is professional, free and available 24/7 throughout the year.

To best assist you, contact an information specialist and dial: 2-1-1.

Accessibility: 211 Canada is available in most provinces, to determine if your region is serviced please visit, www.211.ca

Federal Employers

Federal employers abide by the *Canada Labour Code (Part II)* and the *Canada Occupational Health and Safety Regulations*.

OH&S and Mental Health: www.ccohs.ca

Fact sheets: www.ccohs.ca/oshanswers

Departments under Treasury Board

Departments under Treasury Board abide by the *Canada Labour Code (Part II)* and the *Canada Occupational Health and Safety Regulations*. In addition, Treasury Board has created supplementary policies and directives via the Public Service Occupational Health Program www.hc-sc.gc.ca

Provincial Employers

Provincial employers abide by their respective provincial or territorial occupational health and safety legislation. Most provincial OH&S regulations have been expanded to include harm to psychological well-being in the definition of harassment (for those who do not explicitly address it, the "general duty" clause would apply). See Provincial OH&S contacts on page 8.

Part VI: Self-Help Contacts

E-Mental Health

Mental health services, therapist/counsellor contacts, help and support in your community. www.ementalhealth.ca

Job Stress and Anxiety

Anxiety Disorders Association of Canada

For assistance or to locate your nearest crisis centre: 1-800-64-PANIC

Online: www.anxietycanada.ca

Email: contactus@anxietycanada.ca

Suicide Prevention

The Canadian Association for Suicide Prevention (CASP): Hope. Help. Healing.

CASP provides information and resources to reduce the suicide rate and minimize harmful consequences of suicidal behaviour. They also provide contact information for Crisis Centres throughout Canada: <http://suicideprevention.ca>

If your life is in danger or you know someone's life is in danger DIAL 9-1-1 now.

The LifeLine Canada Foundation: Hope. Love. Support. The Foundation provides a wealth of information, awareness education, and prevention strategies to guide people in crisis. The app and website offer immediate access to guidance and support for those suffering in crisis and those who have suffered the devastating loss of a loved one from suicide. Download the app and find more information: www.thelifelinecanada.ca.

Part VII: Additional Resources

Mental Health Commission of Canada (MHCC)

Guarding Minds @ Work (GM@W) is a unique, free and comprehensive set of resources designed to protect and promote psychological health and safety in the workplace.

Download: *Together Against Stigma: Changing How We See Mental Illness* (pdf) www.mentalhealthcommission.ca

GM@W: 1-800-668-4284

MHCC launched the “National Standard of Canada for Psychological Health and Safety in the Workplace”. The Standard provides a framework for:

- Assessing psychological risks in the workplace
- Preventing risks or lessening their impact
- Improving psychological health and safety outcomes
- Monitoring the results.

Mental Health Passport

The Mental Health Passport was conceived, written and produced by Statistics Canada’s Mental Health Working Group. The passport offers tools to help you identify and reflect on areas you may want to improve in your life. Developing positive mental health habits that work for you will stand you in good stead. www.local70713.com

Health Canada, Healthy Living

This resource page will provide you with information to help you make informed choices about your health in areas such as mental health, healthy eating, physical activity, pregnancy, and reproductive health: www.hc-sc.gc.ca

Health Canada, Healthy Canadians

Reliable, easy-to-understand health and safety information for Canadians and health professionals: www.canada.ca/en/services/health.html

Questions? 1-866-225-0709 or info@hc-sc.gc.ca

Public Health Agency of Canada

Resource Centre www.phac-aspc.gc.ca

Occupational Health and Safety Contacts: Provinces and Territories

Province	Contact	Authority	Legislation
Alberta	1-866-415-8690	Alberta Human Services www.humanservices.alberta.ca/ Alberta Workers’ Compensation Board www.wcb.ab.ca	OHS Act, Regulations & Code work.alberta.ca/
British Columbia	1-888-967- 5377	WorkSafe BC www.worksafebc.com	Employment Standards OHS Regulation, WCA www.worksafebc.com

Occupational Health and Safety Contacts: Provinces and Territories (continued)

Province	Contact	Authority	Legislation
Manitoba	1-855-957-7233	Safe Work Manitoba www.safemanitoba.com Workers' Compensation Board of Manitoba www.wcb.mb.ca	OHS Act and Regulations www.safemanitoba.com
New Brunswick	1-800-222-9775	WorkSafeNB www.worksafenb.ca	OHS Regulations
Newfoundland and Labrador	1-800-563-9000	NL Occupational Health and Safety Division www.servicenl.gov.nl.ca WorkplaceNL www.workplacenl.ca	OHS Act; WorkplaceNL www.workplacenl.ca
Nova Scotia	1-800-670-4357	NS Occupational Health and Safety Division https://novascotia.ca/lae/ohs/ Workers' Compensation Board of Nova Scotia www.wcb.ns.ca	OHS Act www.nslegislature.ca
Northwest Territories	1-800-661-0792	Workers' Safety and Compensation Commission of the Northwest Territories and Nunavut www.wsc.nt.ca	Safety Codes and OHS Regulations www.wsc.nt.ca
Nunavut	1-800-661-0792	Workers' Safety and Compensation Commission of the Northwest Territories and Nunavut www.wsc.nt.ca	Safety Codes and OHS Regulations www.wsc.nt.ca
Ontario	1-800-387-0750 1-877-202-0008	Ontario Ministry of Labour www.labour.gov.on.ca Ontario Workers' Safety and Insurance Board www.wsib.on.ca	Employment Standards Act / WSIA www.labour.gov.on.ca/ http://www.wsib.on.ca
Prince Edward Island	1-800-237-5049	Workers' Compensation Board of PE.I. www.wcb.pe.ca	OHS Act and Regulations www.wcb.pe.ca
Quebec	1-844-838-0808	Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) www.csst.qc.ca	Normes et réglementations QC www.cnesst.gouv.qc.ca



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