

# Wednesday Luncheon and Speaker

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**RBC Investor &  
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# Bell Let's Talk

## Workplace Mental Health

**Mary Deacon**

September 12, 2018

# Mental health affects us all

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**6.7 million**

Canadians struggle with a mental illness

National economic burden of more than  
**\$50 billion** each year

Mental illness accounts for  
**70%** of disability claim costs

**#1 cause** of short-term and long-term disability

**500,000**

Canadians miss work each week due to mental illness

**2 in 3**

won't seek help because of the stigma

# Bell Let's Talk: 4 action pillars

**ANTI-STIGMA**



**WORKPLACE LEADERSHIP**



**RESEARCH**



**CARE & ACCESS**

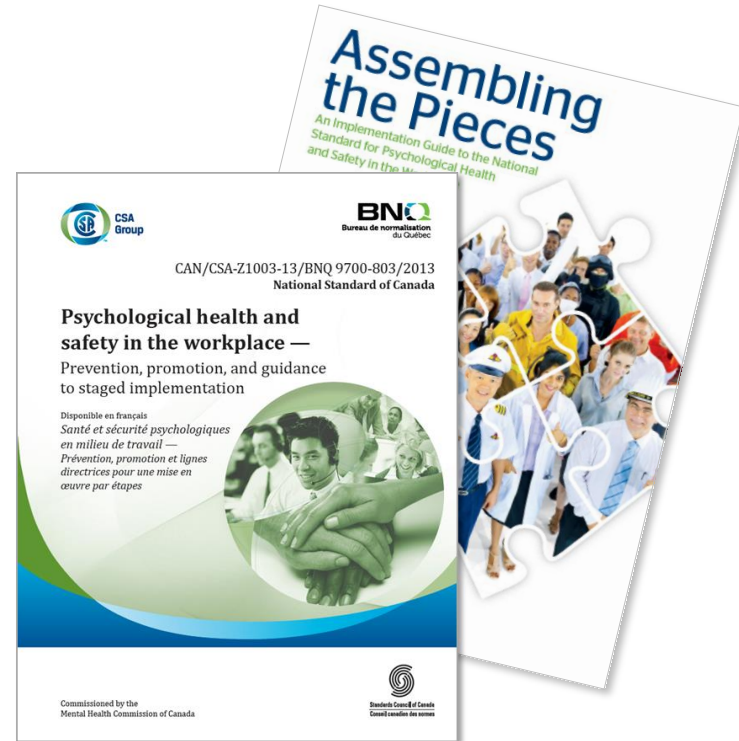


# The National Standard

## Adopting the Standard can help with

- Productivity
- Financial performance
- Risk management
- Organizational recruitment
- Employee retention

Download a [free copy of the National Standard](#) and the implementation handbook: [Assembling the Pieces](#).



# 13 Psychosocial factors

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PF1: Psychological Support

PF2: Organization Culture

PF3: Clear Leadership & Expectations

PF4: Civility & Respect

PF5: Psychological Competencies

PF6: Growth & Development

PF7: Recognition & Reward

PF8: Involvement & Influence

PF9: Workload Management

PF10: Engagement

PF11: Balance

PF12: Psychological Protection

PF13: Protection of Physical Safety

**Building on strengths & engaging employees in solutions**

# Bell Team Survey

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**I am excited about the way  
in which my work  
contributes to my  
company's success**  
(PF10 - Engagement)

**On a regular basis, my  
leader and I prioritize tasks  
and responsibilities**  
(PF9 – Workload Management)

**My immediate leader treats  
me with respect**  
(PF4 - Civility & Respect)

**In my department, we  
collaborate and work well as  
a team**  
(PF1 - Psychological Support)

**I am satisfied with the  
recognition I receive for  
doing a good job**  
(PF7 - Recognition & Reward)

**My company provides me  
with a healthy and safe  
place to work**  
(PF13 - Protection of Physical  
Safety)

**Mental Health Index helps foster a healthy work environment**

# Putting it into practice





# Communication and awareness



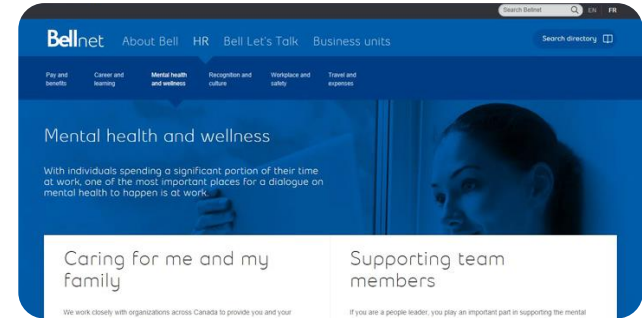
## Commitment

- CEO and MH chair
- Executive governance
- Cross-functional involvement (HR, Comms, Media, H&S...)



## Employee events

Three campaigns per year



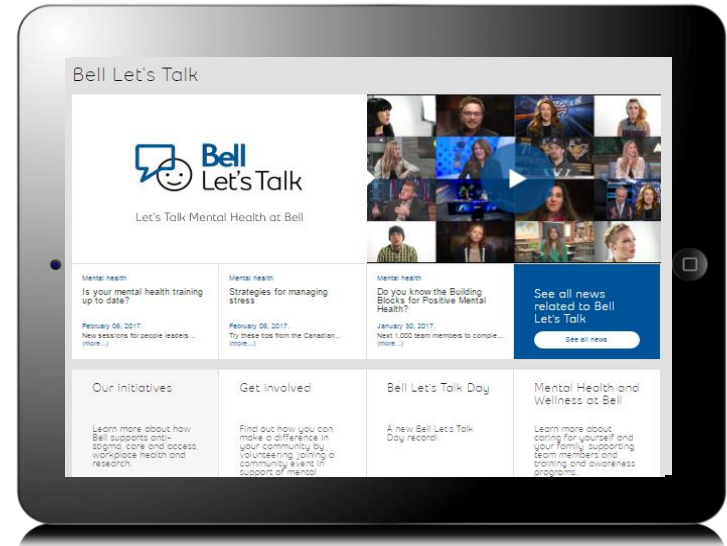
## Dedicated intranet site

One-stop shop MH and wellness-related information

**Building a culture of support**

# Support and services

- Benefits coverage for psychological care
- Employee and Family Assistance Program (EFAP)
- LifeSpeak on-demand video library
- Dedicated mental health intranet
- Weekly mental health related articles
- Easy access to information and community resources
- Leader guides on declining performance, substance abuse and addiction, respect and civility



**EFAP utilization rate: more than double compared to the national norm**

# Mental health training for all Bell employees

## Workplace Mental Health Leadership™

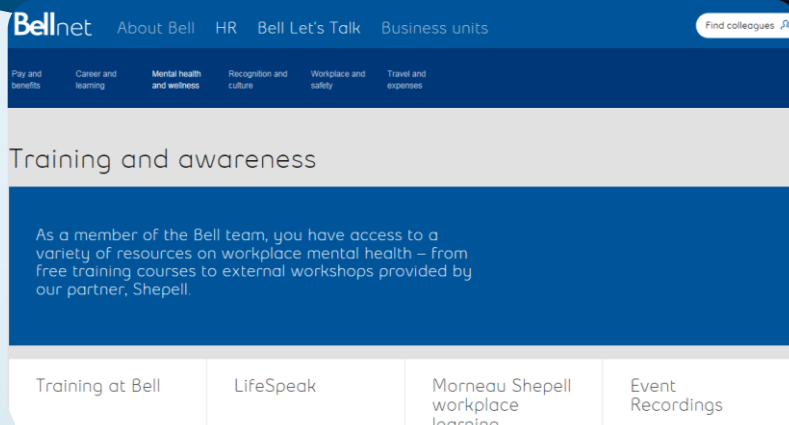
Train people leaders

## Building Blocks for Positive Mental Health

Raise awareness, build resilience

## Workplace mental health training

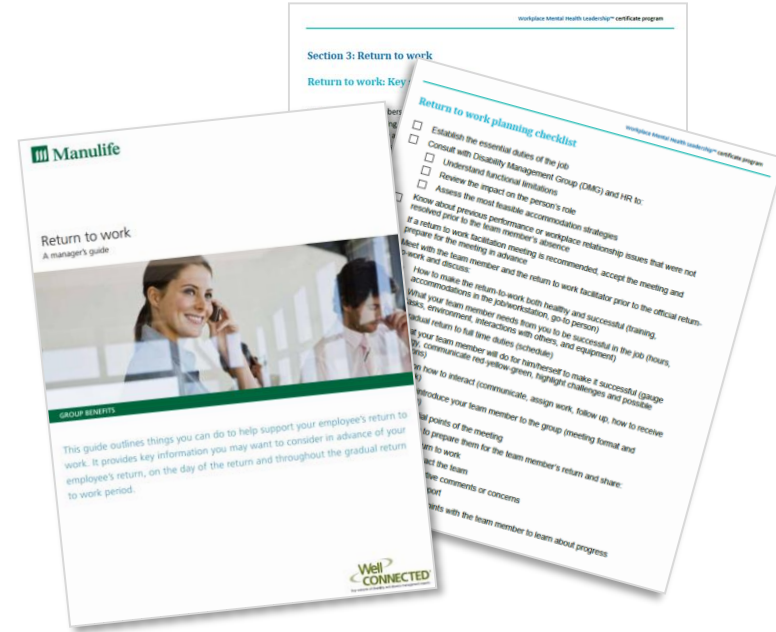
For union reps and health & safety committee members



The screenshot shows the Bellnet website interface. At the top, there is a navigation bar with links for 'About Bell', 'HR', 'Bell Let's Talk', and 'Business units', along with a search bar labeled 'Find colleagues'. Below this is a secondary menu with categories: 'Pay and benefits', 'Career and learning', 'Mental health and wellness', 'Recognition and culture', 'Workplace and safety', and 'Travel and expenses'. The main content area is titled 'Training and awareness' and contains a blue box with the text: 'As a member of the Bell team, you have access to a variety of resources on workplace mental health – from free training courses to external workshops provided by our partner, Shepell.' At the bottom, there are four columns of links: 'Training at Bell', 'LifeSpeak', 'Morneau Shepell workplace learning', and 'Event Recordings'.

# Return to work and accommodations

- Increased support through early intervention and communications
- Return to work facilitation meeting
- RTW checklist to help leaders prepare the RTW process and employee support
- Creation of an Accommodation tool to better employee experience
- Practical peer support strategies embedded in employee mental health training



**Mental health related relapse and reoccurrence rate down by over 50%**

# Measure and evaluate

## Mental health scorecard

Category	Key indicators	2016 Actual	2017							Target	2017 Evaluation
			Q1	Q2	Q3	Q4	YTD	YEE	4 last quarters		
Short term disability	% of employees 1 or more MH claim during the year										
	Average claim duration (days) – MH cases										
	Total cost										
	% of payroll										
	% of MH related diagnoses										
	# of new MH claims accepted										
	Relapse rate										
	Recurrence rate										
	Long term disability	% of MH related (new cases only)									
	# new MH claims accepted										
Usage of benefits and programs supporting mental health	% of total drug costs related to MH (\$M)										
	# and cost of claims for psychologists and social workers										
	EFAP utilization rate										
Employee engagement	Engagement Survey Results										
	# and % of executive complaints related to MH										
	# of leaders in scope for MH training										
	Cumulative # of ees who completed MH training										
	% and # of leaders in scope who completed MH training										
	# of MH events										
	# of hits on Bell Let's Talk intranet										



Ongoing assessment for continuous improvement

# Bell Workplace programs delivering results



**10,000**

Bell leaders completed  
mental health training



**189%**

Improvement in EFAP  
program usage



**1,000**

Internal mental health  
employee events



**20%**

Reduction in mental health  
related short-term disability  
claims

**Over 90 KPIs tracked since 2010**

# My top 5 high impact actions

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- Visible support of senior leaders
- Lunch and learns
- Mandatory leader training
- Enhanced RTW program
- Dashboard – monitoring and continuous improvement

**Good for people... and good for business**

# 5 simple ways to end the stigma around mental illness

It's not always easy to know how to break the stigma associated with mental illness. Experts suggest 5 ways to help.

Language matters

Be kind

Listen and talk

Educate yourself

But most of all,  
**let's talk about it**





**Bell**  
Let's Talk

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