



# Mental Health Return to Work Training for Supervisors

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BCMSA - Webinar

PRESENTED BY DIANA VISSERS

May 30, 2019

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Storytime

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# Workplace Mental Health

20% 1 in 5

38% in working population (MHCC-Strengthening the Case...)

Public administration industry among highest prevalence of mental illness (Healthy Brains, #1).

Presumptive disability

Presumptive disability

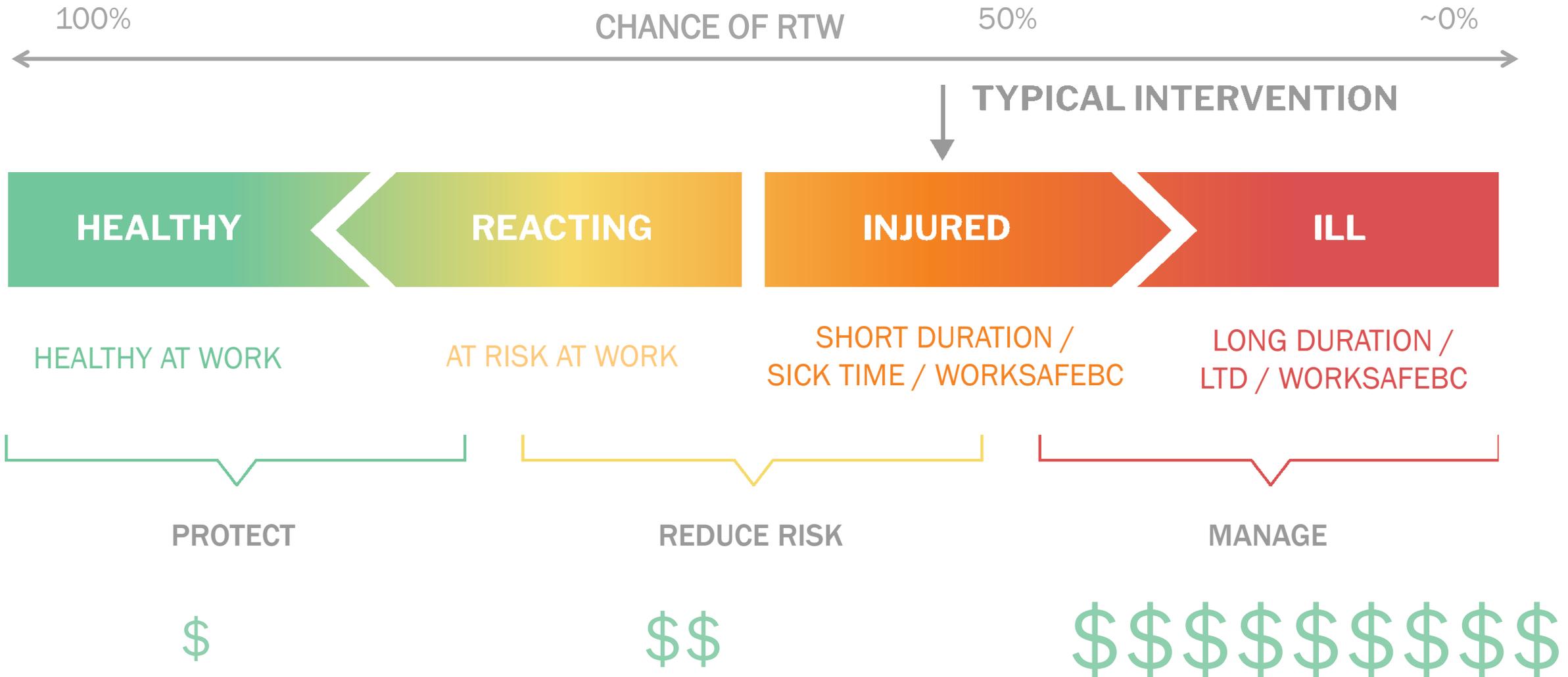
Increasing mental health claims (occupational): Australia increased 5 X in 6 years.

# Mental health requires different approach

- Stigma.
- Access to treatment is not direct or easy to navigate.
- Employees and their doctors not always equipped to know specific needs.
- Employers have limited access to information.
- Workplace issues get mixed up in mental health condition. The role of workplace stress bi-directional.
- **RTW and RAW programs are effective to:**
  - **reduce absence duration, reduce disability,**
  - **improve peoples lives.**



# Workplace Health Continuum



# Role of supervisor

Emerging in research as most important relationship.

Predictor of:

RTW success

Duration of leave

BC Transit example

# Stand where you belong





# Relationships

Every relationship the worker has is impacted by trust.

# Organizational Level

- Commitment to health and safety
- Clear, detailed policy for workplace mental health
- **Educate supervisors**
- **Mental health training and skills**
- RTW coordinator role
- **Stakeholders communicate**



# Disability Management Level

- Early, considerate contact
- Offer suitable work early
- Systematic, structured, coordinated RTW
- Continuous stakeholder communication
- Focus on work function
- Support worker-supervisor relationship



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# Mental Health Return to Work Training for Supervisors

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BCMSA - AGM

PRESENTED BY DIANA VISSERS

March 29, 2019

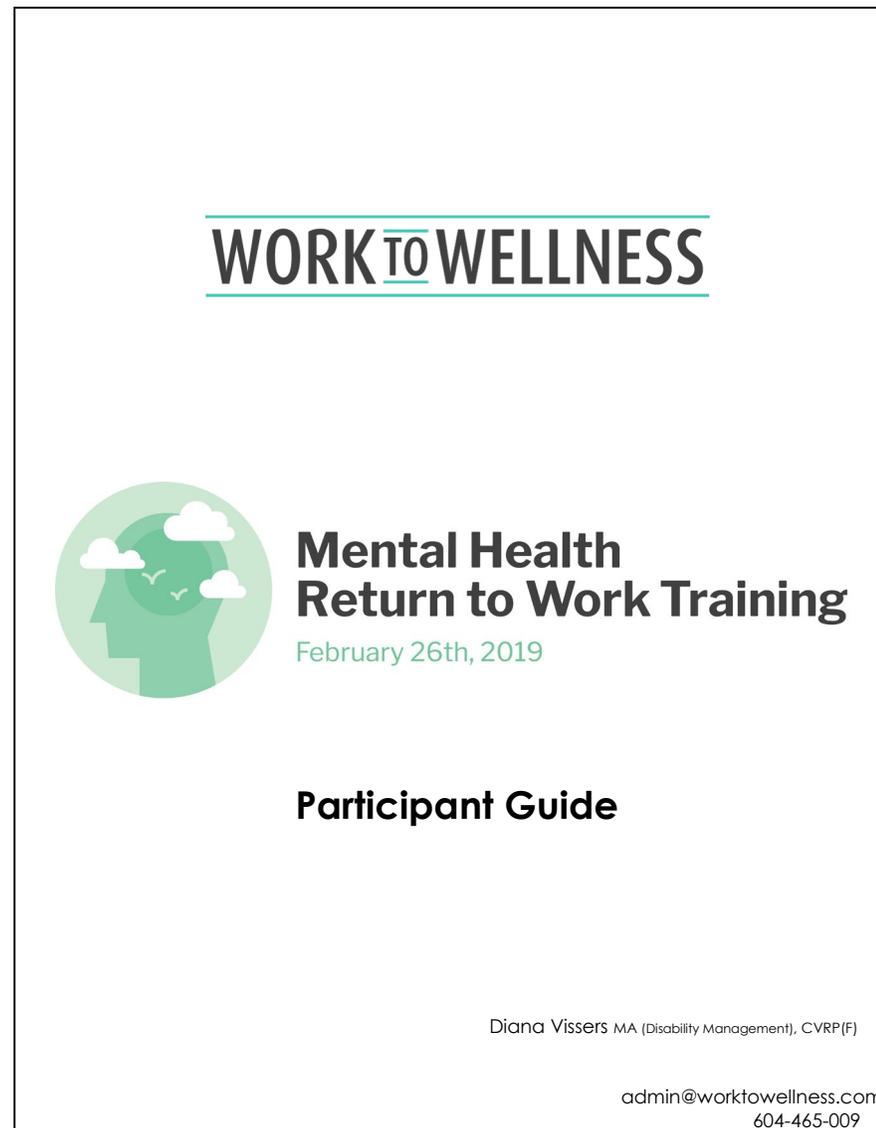
## The Agenda

### Part 1: Best practice for mental health RTW

- Introduction
- Spot the Scammer
- Mental health requires a different approach
- RTW Best Practice for: organization
- Evaluate your RTW processes
- The CARE™ model for best practice
- RTW Tool™

### Part 2: Improve your practice through practice

- Problem solving model
- Case study Part 1 and Part 2
- Insight to action



**WORK TO WELLNESS**

**Mental Health  
Return to Work Training**  
February 26th, 2019

**Participant Guide**

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# Care Model

**C**

COMMUNICATE  
COLLABORATE



**A**

ACCOMMODATE  
ACCESS TO  
SERVICES



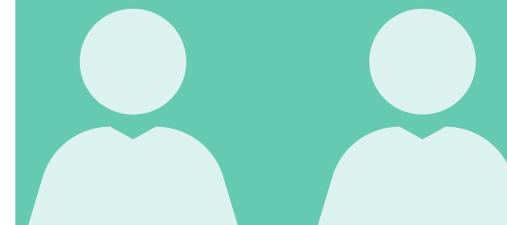
**R**

RELATIONSHIPS  
RTW  
COORDINATION

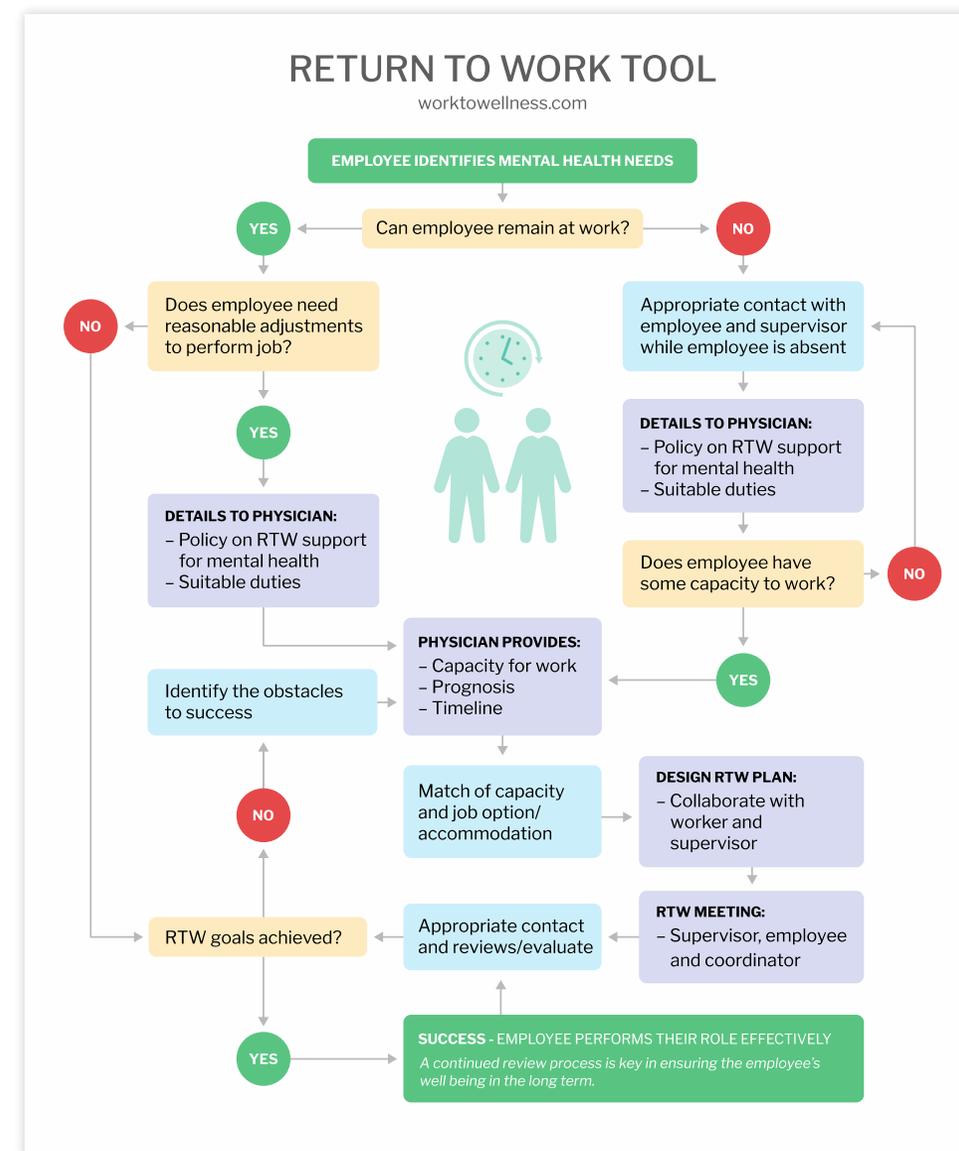


**E**

EDUCATE  
EVALUATE  
EXPERTISE



# RTW Process



# 5 Step approach to RTW problem solving

Inventory of barriers and/or opportunities - meet with employee then call supervisor

Brainstorming about solutions employee, supervisor

Formulation of an action plan employee, RTW coordinator

Three party meeting with employee, employer and guided by RTW coordinator-

Implementation, evaluation and follow-up employee, RTW coordinator



I wanted to share a positive outcome and quick win that our organization recently experienced after implementing some of the principles you shared during the Mental Health and Return to Work Training session.

One of our employees was scheduled to return to work (regular hours and duties) from a lengthy leave of absence due to mental health issues. It is a general practice in our organization for the supervisor to connect with the returning employee on their first day back. The union or HR is typically not involved at the RTW meeting unless the circumstances are complicated and because of perceptions of adversarial agendas. I felt this was a missing piece of effective collaboration and stakeholder engagement and saw the opportunity to try something new. In preparation of the employee's return to work date, I engaged the supervisor AND a union representative to explore opportunities to create a positive return to work experience for the employee (communication and collaboration). We brainstormed some solutions and identified some challenges that the employee may experience. The parties acknowledged that this process felt different/new but we gave each other the permission to feel awkward recognizing that the collective goal was to ensure the best outcomes for the employee.

The meeting with the returning employee was successful and all the parties, including the employee, commented on the creative solutions that were generated. This demonstrated to me that the simplest strategy can make a big difference!

- HR Manager at a Municipality in BC





# Thank you!



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