

Mental Health Working Group
Aug 8, 2016; 7:00 pm

Present: Michael D., Michael C., Florencia D., Sandra Datars Bere

Sandra Datars Bere, Managing Director, Housing, Social Services and Dearness Home for the City attended and provided additional information on the scope of available MH related programs, training and services within the City (available to staff)

1. Health Programs and Services

Employee Assistance Program

Available to all staff and family members

Provided by Shepell

Low uptake to date

Sandra to confirm if it is available to members of Council and political appointments

Sandra to provide a brochure on the program

Employee Health Services

provides a doctor and nurse to assist with health related issues

Sandra to confirm if MH services are available under this program

Extended Health Benefits

Available to all staff and family members

Sandra to confirm eligibility criteria (e.g. probationary period, etc)

Short Term and Long Term Disability Benefits

Available to the majority of employee groups

Sandra to confirm who is not eligible

Sick Leave Benefits

Available to the majority of employee groups

Sandra to confirm who is not eligible

2. Internal Courses

course descriptions available at http://pub.lucidpress.com/iLearn2014/#yK~_a5zFK5i0

Mandatory for all staff

- Corporate Orientation
Includes "elements of mental health"
- It Starts with Me
- I Step Forward

Optional

require approval of management/supervisor to attend

Either Staff or Supervisor may identify benefit of a course and recommend attending

Courses are prescheduled and run if sufficient numbers

- Dealing with Difficult People
- Keep Calm and Carry on
- Coping with Stress
- Having Difficult Conversation
- Prepare Training - This training provides employees with the confidence to respond safely and consistently to a variety of challenging situations. It
- Self Care Training – this training assists employees in recognizing the challenges and stressors common to life and instructs them in maintaining a career-long lifestyle of self-care.
- Mental Health Training for Employees and Managers
- Crisis Prevention and De-escalation (through CPI)
 - Mandatory for Front Counter workers, Case workers, and unit clerks
 - Sandra to confirm if available/provided to Bylaw enforcement and/or Commissionaires
- Mental Health and Addictions specific training
 - Provided to OW and Housing unit clerks and case workers

3. Various Supportive Workplace Policies

- Accommodation of Employees with Disability
- Workplace Harassment and Discrimination

4. Additional available Programs

- Peer/External Coaching
 - Primarily available to Management
 - May lead to better mental wellness (better stress management), viewed as preventative
- Support staff in Parks and rec programs
 - External 'customer' program
 - More info requested from Sandra

Sandra or Gary Bridge (Manager, Human Resources & Corporate Services; Human Resources & Corporate Services) to provide follow-up information identified above