
THE CITY OF EDMONTON SHOULD ADOPT THE CANADIAN NATIONAL STANDARD FOR PSYCHOLOGICAL HEALTH AND SAFETY IN THE WORKPLACE.

PRESENTED BY THE GREATER EDMONTON ALLIANCE FOR THE COMMON GOOD





URGENT!

“The COVID-19 virus is not only attacking our physical health; it is also increasing psychological suffering...Even without the pandemic, one in four of us will suffer a mental health episode during our lifetimes. The shocks associated with COVID-19 are now pushing many towards greater fragility and pain: grief at the loss of loved ones; anxiety at the loss of jobs; isolation and restrictions on movement; difficult family dynamics; uncertainty and fear for the future. Each of these on its own can trigger or deepen distress. Today many people are suffering several simultaneously... I urge governments, civil society, health authorities and others to come together urgently to address the severe mental health consequences of this pandemic”.

UN Secretary-General Antonio Guterres (Times Magazine, March 2020)



WHAT IS THE CANADIAN NATIONAL STANDARD?

The purpose of Canada's National Standard is to enable organizations to create a psychologically healthy and safe workplace as part of an **ongoing process** of continual improvement.

- In a recently published systematic review and comparison of 20 international guidelines on workplace mental health, the Canadian National Standard was the only voluntary guideline to receive a score of 100% for its comprehensive approach to psychological health and safety.
- In that same review, the Canadian National Standard also received a quality score of 91%



WHY IMPLEMENT THE STANDARD AS OFFICIAL POLICY?

Reasons Organizations have voluntarily adopted the Standard

- 91% cited this is the right thing to do.
- 84% cited protecting the psychological health of employees
- 47% cited managing costs; and
- 41% per cent reducing liability



GOOD FOR PEOPLE

Psychological Support

- Identification of psychological hazards
- Prevention and early intervention
- Workplace assessments
- Diversity in perspectives on consultation of programs or policies
- Willingness to use EFAPs
- Build Resilience

Organizational Culture

- Increases awareness
- Improve employee engagement
 - as a collective measure of employees' attitudes, attentiveness, and intensity of effort related to their work and workplace
- High performance teams need psychologically safe workplaces
- Empowers employees to be more innovative
- Reduce stigma
- Organizational commitment

WHAT DOES POOR MENTAL HEALTH COST?

Direct Costs

- Health care costs, including psychological care benefits and drug costs
- Income support, including short- and long-term disability claims

Indirect Costs

- Absenteeism
- Presenteeism (i.e., attending work while unwell but with reduced productivity)
- Employee turnover



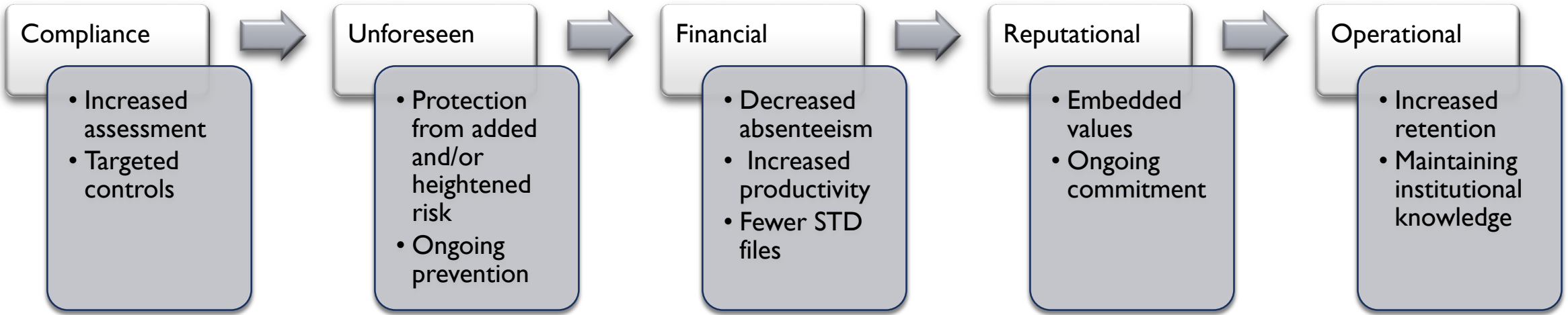
PRE-COVID DATA

Trends of City's KPIs (2014-2018)

- Retention rate declined
- Turnover rates increased
 - Costs for voluntary turnover increasing since 2014
 - Costs per hire (recruitment) steadily increasing since 2014
- Absentee rates increased
- Short term disability hours increased
- New Long term disability cases increasing steadily since 2014
- Average number of years until promotion is getting longer
- Costs for voluntary turnover increasing since 2014



USING THE STANDARD FOR RISK MANAGEMENT





COSTS OF NOT IMPLEMENTING THE STANDARD

Companies with <3 years data

The median yearly ROI on mental health programs

CA\$1.62

Companies with >3 years data

The median yearly ROI on mental health programs

CA\$2.18

This data is based of companies that have implemented the Standard



PROOF IS IN THE PUDDING

- For organizations who adopted The Standard, Ipsos found that:
 - Organizations experienced psychologically healthier and safer environments.
 - There were fewer concerns about unhealthy and unsafe workplaces.
 - Employees with a mental health condition reported 5 days lower absence... each year!

BELL CANADA EXAMPLE

- Since 2010, Bell has tracked over 90 KPIs using a mental health scorecard
- Bell's 2018 ROI on workplace mental health programs for every dollar invested calculated according to the current study methodology = **CAD \$4.10**
- Increase in EFAP utilization since 2010 increased by 190%
- Mental health–related short-term disability relapse and reoccurrence since 2010 decreased 50%
- Reduction in STD claims by 20%



NOT STARTING FROM SCRATCH

- ✓ Organizational Culture
- ✓ Psychological and Social Support
- ✓ Clear Leadership & Expectations
- ✓ Civility & Respect
- ✓ Psychological Demands
- ✓ Growth & Development
- ✓ Recognition & Reward
- ✓ Involvement & Influence
- ✓ Workload Management
- ✓ Engagement
- ✓ Balance
- ✓ Psychological Protection
- ✓ Protection of Physical Safety



PSYCHOLOGICAL HEALTH & SAFETY MANAGEMENT SYSTEM





DO IT FOR THE CITY OF EDMONTON AND THE CAPITAL REGION

Employer/City of Choice

- Promotional tool
- Recruitment tool
- Bolster's brand recognition
 - Live, work and play
 - Relationship based organization
- Voiced alignment with environmental, social and governance (ESG) factors that are becoming increasingly important

City of Edmonton as a leader

- Opportunity to be a mentor
 - Sharing knowledge and learnings from your example
- Engagement opportunities
 - Connect city initiative
 - Reach out pieces across diverse organizations, institutions and corporate entities

THE GREATER EDMONTON ALLIANCE IS A PARTNER

Count on us to:

- Assist in promotion of the programs and policies where appropriate
- Communicate with our membership about this good work being done
- Facilitate engagement opportunities between the City of Edmonton and our member institutions, community organizations and the business community
- Offer assistance in program evaluation from a third party objective view
- Any other suitable and appropriate function we can perform