

The background of the slide features a person in a meditative pose, silhouetted against a dark, starry night sky. The person is sitting on a dark surface, possibly a rock or a ledge. Overlaid on the person and the background are various digital elements: glowing blue lines resembling circuitry or data paths, concentric circles around the person's head, and a grid of small white dots. The overall aesthetic is futuristic and tech-oriented.

# Improving Mental Health at IBM Canada

NSH&S Charter  
4<sup>th</sup> Annual Fall  
Conference

Oct 16, 2019

IBM



# Mental Health Matters

“Mental health is defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.”

– World Health Organization

**1 in 5**  
PEOPLE IN CANADA WILL  
PERSONALLY EXPERIENCE A  
MENTAL HEALTH PROBLEM OR  
ILLNESS.



**50%**  
OF THE POPULATION WILL  
HAVE OR  
HAVE HAD  
A MENTAL ILLNESS  
BY AGE 40.

**2/3**  
OF PEOPLE  
WITH A KNOWN MENTAL  
HEALTH ISSUE  
NEVER SEEK HELP.

**500,000**  
CANADIANS,  
IN ANY GIVEN WEEK,  
ARE UNABLE TO WORK  
DUE TO MENTAL HEALTH  
PROBLEMS.



**65%**  
OF EMPLOYEES STIGMATIZE  
THEMSELVES, WHICH IS A  
BARRIER TO SEEKING CARE.



**WE**  
CAN WORK TOGETHER TO  
CHANGE THE WAY THE  
WORLD SEES MENTAL  
HEALTH



# Mental Health Yields Savings

“Creating a healthy and safe workplace, one that protects both the physical and mental health of employees. Is essential to achieving business objectives and shareholder returns.

- Deloitte Insights

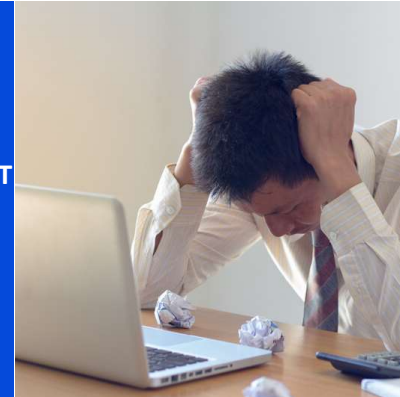
A positive ROI on workplace mental health initiatives is within Canadian organizations reach.

- Deloitte Insights



## INVEST

IN PROACTIVE PROGRAMS THAT PROMOTE MENTAL HEALTH IN ADDITION TO TREATMENT.



## PRIORITIZE

INVESTMENTS IN HIGHER-IMPACT AREAS ( LEADERSHIP TRAINING AND RETURN TO WORK PROGRAMS)

## TRACK

KEY PERFORMANCE INDICATORS AND CALCULATE ROI TO DEMONSTRATE BENEFIT OF MENTAL HEALTH PROGRAMS

1/3

OF STD AND LTD CLAIMS ARE RELATED TO MENTAL ILLNESS AND 70% OF WORKPLACE DISABILITY COSTS



## EVALUATE

USE DATA ANALYTICS AND ADAPT YOUR PROGRAMS BASED ON RESULTS



## WE


CAN WORK TOGETHER TO CHANGE THE WAY THE WORLD SEES MENTAL HEALTH



# IBM's Five Dimensions of Health


## IBM's Five Dimensions of Health

Click on the images below to learn more about IBM's Five Dimensions of Health.




### MIND

To open our minds to new ideas and experience with a desire to learn new concepts, improve cognitive function, brain function and seek challenges in pursuit of lifelong learning. To understand, experience and express our emotions in a productive manner and cope with the challenges of life.




### SOCIAL

Our sense of connection, support, and involvement with family, friends, colleagues and others within our community.




### FINANCIAL

Applying informed decision making to set goals and manage personal finances for short and long term needs or emergencies to increase security.



### PHYSICAL

Applying lifestyle behaviour choices to improve health, avoid preventable diseases and manage existing medical conditions. Encompasses sleep, nutrition and exercise.



### PURPOSE

The ability to develop congruency between personal values and actions. Taking steps to bring meaning, fulfillment and satisfaction to our lives.



## THE JOURNEY TO MENTAL WELLBEING IN THE WORKPLACE

### Commit

It begins with an unwavering commitment

- + Making the commitment to develop a culture of mental wellbeing;
- + Leveraging the knowledge, experience and successful implementation by leaders in the field;
- + Educating and enabling every member of the organization to identify and understand signs of mental illness;
- + Communicating early and often, with purpose and authenticity.



### Learn



### Enable




### Communicate






# Kicking off the IBM Canada Workplace Mental Health Program



## Katherine Faichnie


Director & Human Resources Leader, IBM Canada  
Directrice en chef des Ressources humaines, IBM Canada



Team,

Today kicks off the Canadian Mental Health Association's [Mental Health Week](#). To observe and participate in recognizing the importance of fostering mental well-being for all IBMers, I would like to share two important updates with you:

First, I'm pleased to share with you that [@Manning, Ross \(R.A.\)](#) has been named IBM Canada's Executive Champion for Mental Health Awareness.



In this role, Ross will advocate the importance of mental health on behalf of all IBMers across the country. He will lead the development of a framework of initiatives targeted at increasing awareness of mental health challenges in our business and our lives. Our goal is to foster a safe and open sense of community and support across IBM Canada.

Watch for more communications from Ross this week, and over the coming weeks as our systemic focus on mental health continues to evolve.

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**Second**, in observance of Mental Health Week, we'll share **key resources from our Employee and Family Assistance Program (EFAP)** over the next few days. EFAP is an integral part of IBM's commitment to the health and well-being of all IBMers and I strongly encourage you to familiarize yourself with the many tools, programs and resources available.

Today, I'll begin by posting our EFAP's [Online Group Counselling brochure](#).


**Please take 5 minutes now to view or download this valuable information.**

Ross, the executive leadership team and I are continuing the dialogue around mental health to strengthen our support and mindfulness of Canadian IBMers. Please don't hesitate to reach out to any of us, or your local leadership for more information.

**If you have questions or comments, please post them below - I look forward to hearing your thoughts and insights.**

Thank you,

*Katherine*



## Lessons Learned

### GE

GE reduced “total days away” by over **20%** each year

**Overall reduction in stigma related to mental health issues with increasing participation in Mental Health Week activities and other initiatives**

### **EFAP usage doubled 12% to 26% in the first two years**

- Increased use of depression care, substance abuse program, and work assist which are all programs providing treatment or return to work support for employees
- Attained help sooner and returned to work earlier

### **Impact to STD and LTD claims**

- First two years decreased total days away from work due to psychological claims in salaried population by well over 20% each year.
- Decreased psych claim duration in salaried group in first two years by 18%
- Virtually eliminated recurrence for psych claims, which had previously had highest recurrence rate
- By third year, psych claims as a % of new LTD claims had dropped from 40% to 26% and now to 18%

## Lessons Learned

### Bell

#### **Bell Let's Talk 4 action pillars**

- ✓ Anti-Stigma
- ✓ Workplace Leadership
- ✓ Research
- ✓ Care & Access

**Utilization of EFAP grew 13% to 35%  
utilization—costing more.**

- Yet they have more than recuperated the investment with the reduction in STD/MH claims



## Learning Best Practices

### Top 5 Actions to Take

- 01.** Visible support of senior leaders
- 02.** Lunch and learns
- 03.** Mandatory leader training
- 04.** Enhanced Return To Work program
- 05.** Dashboard – monitoring & continuous improvement



April 2017

## IBM Canada

### Mental Health Initiative Recommendation

#### Desired Outcome –

Create a sustainable model for annual activities in support of Mental Health across IBM Canada

- Increase awareness for all IBMers around the subject of overall Mental Health and Wellness. Become recognized externally for advocacy.
- Work with partners (Canada Mental Health Association, Morneau Shepell, Bell Canada, Queens) improve our support of Mental Health and Wellness for all IBMers

#### Recommended Focus Areas

1. Awareness and Communication
2. Training and Education
3. External Advocacy and Partnering
4. Policies, Procedures & Practices

# Mental Health@Work Leadership Certificate Program

## The Program

First of its kind in Canada:

- Developed in partnership with the Bell Canada Mental Health and Anti-stigma Research Chair and Faculty of Health Sciences at Queen's University
- Practical [framework](#) and leadership skills introduced in the program align with evidence-based and industry best practices, including the National Standard for Psychological Health and Safety in the Workplace
- Certification showcases organizational leadership and commitment to a mentally healthy workplace, through best practices and innovative solutions.



## IBM Canada Approach

CGM commitment that all IBM Canada leaders will participate in the certification workshop by the end of June 2019:

- 2018 pilot program very successful – strong positive feedback
- 2019 formal program includes 1,000+ managers and leaders
- 40 required & funded sessions planned coast to coast
- Engagement and support from our SLEs
- Partnerships with our clients


Aspirations:

- Increased leader knowledge, understanding & capability
- Improved Employee Experience






# Launching the IBM Canada Workplace Mental Health Bulletin




## Workplace Mental Health

## La santé mentale en milieu de travail



### An update from our Executive Champion



Ross Manning

As we entered the summer months, I committed to you that we would continue the conversation around mental health. Since that time, our Mental Health Awareness team has met on a biweekly basis to:

- benchmark IBM's programs against those of other organizations;
- plan a pilot mental health education session for IBM managers;
- develop an open and transparent communication strategy.

Today, I am pleased to launch the first edition of our **Workplace Mental Health Bulletin**, a bimonthly communication will share detailed facts and information on this important topic. We'll link you directly with the people, programs and resources that are in place for all of us as IBMers. I'll provide additional updates in our August Skills Accelerator sessions.

In the next few weeks, you'll also see a memo from our HR team with an at-a-glance view of the upcoming activities on our IBM Canada Integrated Health calendar - stay tuned!

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### Did you know...?

- **Health is not just about being free of illness** and injury. According to the [World Health Organization \(WHO\)](#), health "is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."
- **Clearing office clutter** is good for your health.
- **Sleep: do you get enough?** If you're struggling to get the appropriate amount of rest, you're not alone. In fact, several [North American studies](#) suggest sleep troubles are on the rise.

### IBM program highlights

**Mindfulness@IBM:**  
Mindfulness is about focusing on the present - where we are and what we're doing - and not becoming overwhelmed by what's going on around us. We are pleased to feature the topic of 'Mindfulness' at our next **Skills Accelerator in August**.

**Wellness & Physical Activity Incentives:**  
Want to earn a \$100 Wellness flex credit and \$100 Physical Activity flex credit? Completing the [Wellness Assessment](#) and/or [Physical Activity incentive requirements](#) by September 30, 2017 to be eligible for these benefits.

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### Essential links

<a href="#">EFAP: Mental Health</a>	<a href="#">My Migo</a>	<a href="#">Mental Health Terms</a>	<a href="#">Family Matters</a>
<a href="#">Flexible Benefits</a>	<a href="#">Chat with a counsellor</a>	<a href="#">You and IBM (HR)</a>	<a href="#">CMHA</a>

Do you have **confidential** questions or need personal support? Please call 1-800-387-4765.  
**Non-confidential** questions about IBM's wellness programs can be sent to [contact HR@IBM](#).

# Development of the #Here4U Military Version Mobile Application



**CIMVHR:**  
Canadian  
Institute for  
Military &  
Veteran  
Health  
Research

In 2017, CIMVHR awarded IBM and Queen's University with a grant to build a solution to provide personalized mental well-being care and support to Canadian military personnel and their families

## Focus on:

- Developing an evidence-based solution, guided by validated scales and tools with demonstrated clinical effectiveness
- Building an AI conversational application that will converse with military members and/or their spouses about mental health issues, with an understanding military-specific vocabulary
- The goal of connecting military members to mental health resources and tools
- Building analytics models informed by team-lead research on military mental health verbiage, and characteristics of military non-help seekers



## Powerful Collaboration Between Industry & Academia:

Dr. Heather Stuart and other researchers from the Centre for Health Services and Policy Research and the Centre for Advanced Computing at Queen's University, are working with IBM to develop and test a military version of #Here4U





Improving Mental  
Health at IBM  
Canada

**We Can Change  
the View and  
Reality**

**IBM**

# Workplace Mental Health: Our IBM Canada Journey

