



Light the Way : An award-winning mental health peer support program

A Case Study on a Workplace Peer Support Program

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October 19, 2016 | CMHA BC Division

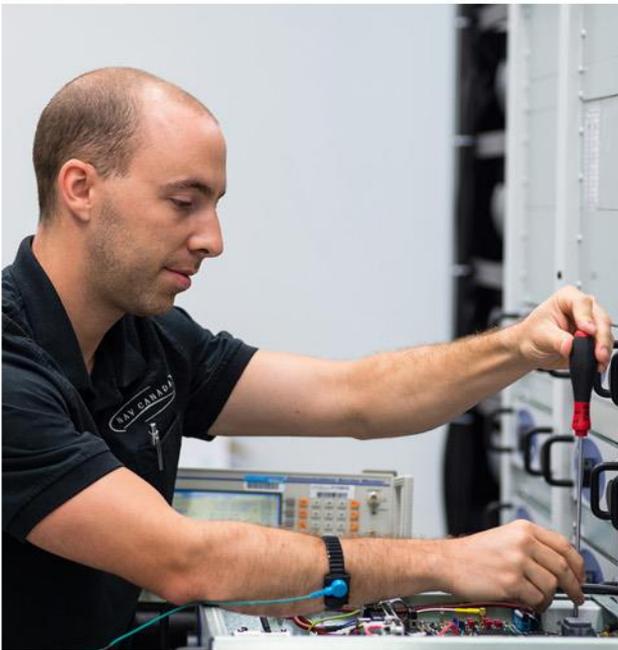


SERVING A WORLD IN MOTION



About NAV CANADA

A world leader in the provision of safe, efficient and cost effective air navigation services on a sustainable basis while providing a professional and fulfilling work environment for our employees



Our People

4,600 employees across the country

- Air Traffic Controllers
- Flight Service Specialists
- Electronics Technologists
- Engineering and IM
- Corporate Functions

Objectives of our Mental Health Peer Support Program

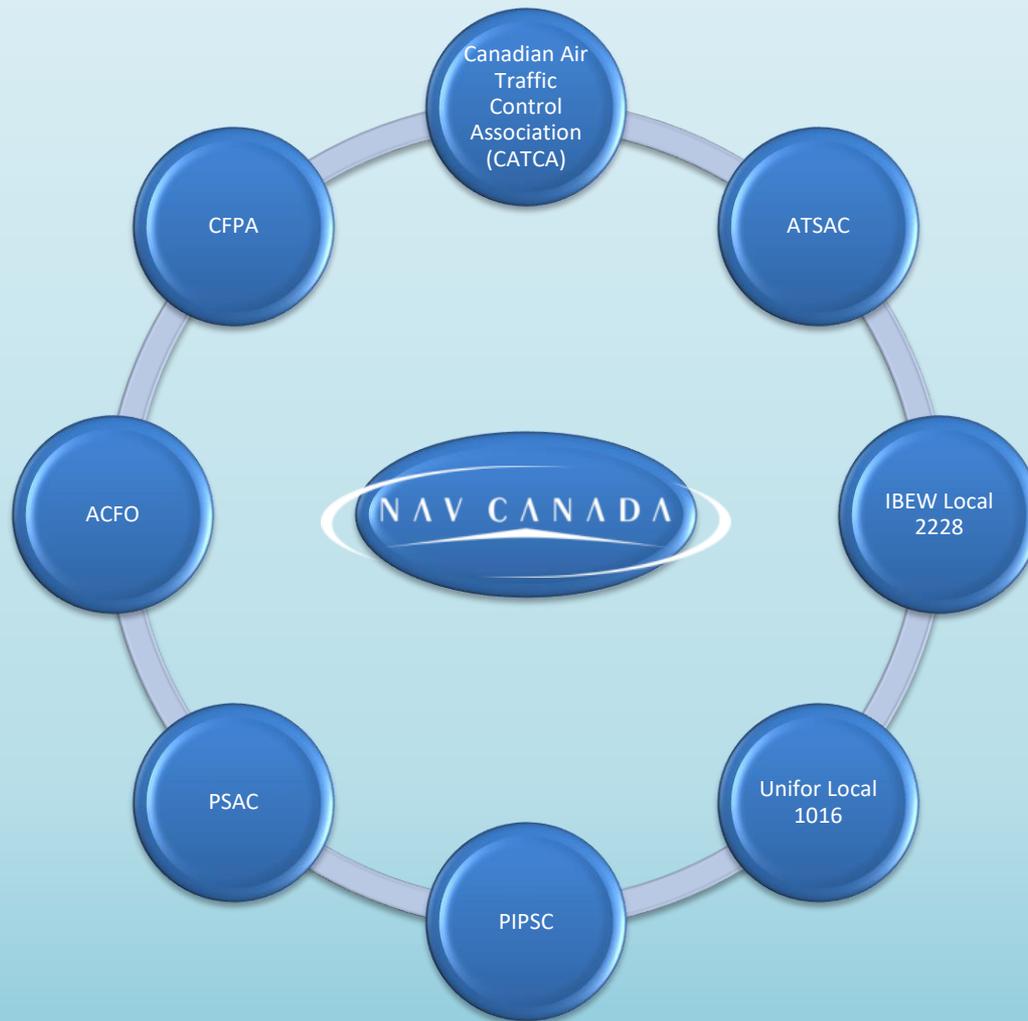
- Support employees coping with mental health issues, either personally or through a loved one, to find their own path to recovery;
- Reinforce organizational core values and build a supportive community at work; and
- Recognize and value the potential for broader societal change by championing mental health peer support in our workplace



How did we do it?

- Buy-in from senior management and unions' leadership
- Partnership Committee
- Recruitment process
- Training





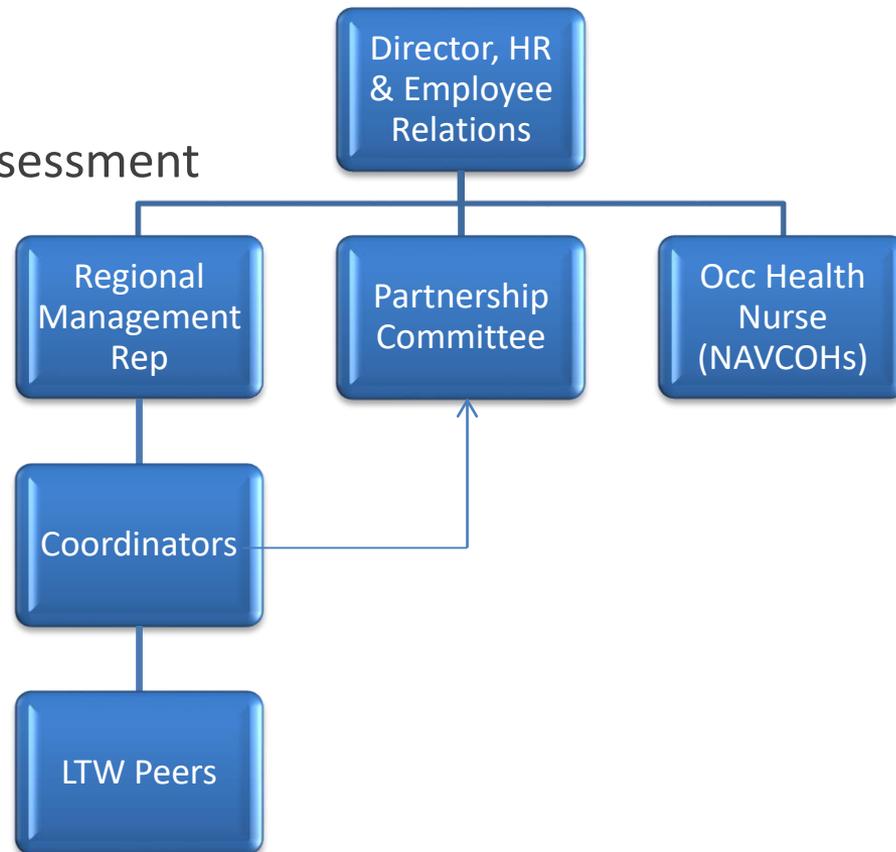
Support from Senior Management and all unions

Structure of the Program



Governance

- Partnership Committee
- Regional Coordinators
- Annual Meeting
- Training, regional issues, assessment





Recruitment and Selection Process

- When selecting a peer, those are the areas to consider:
 - Hope
 - Interpersonal relationships
 - Communications skills
 - Self-management and resiliency
 - Self-awareness and confidence

Training



- Basic training
 - Understanding the program and resources
 - Basics of peer support
 - Interaction and communication
 - Confidentiality
 - Respecting boundaries
 - Self-Awareness
 - Managing crisis
 - Self-Care
- Annual training



Differences between Peer Support and EFAP

Peer Support	EFAP
<ul style="list-style-type: none">• Peers have a similar, lived experience• Informal conversations, as needed• No predetermined number of interactions• Is therapeutic, but not therapy• Based on hope with recovery as the goal	<ul style="list-style-type: none">• Psychologist provides professional support• Clinical setting, once a week• Determined number of sessions• Is professional therapy• One aspect of the recovery process

Launch of Light the Way



- October 2012



- How has the program been doing since it's implementation?
- How will we measure success?

Measuring Success



- 20% reduction in short term and long term disability mental health related cases
- Increase from 9% to 23% employee assistance program utilisation
- Doubled the psychologist benefits costs
- More employees are raising their hands to become peers

And

- We know that some people are at work today who otherwise would not be there



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Questions?



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Mental health for all

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Colombie-Britannique
La santé mentale pour tous



Canadian Mental
Health Association
Mental health for all

Association canadienne
pour la santé mentale
La santé mentale pour tous

BC Suicide Prevention Initiative

Training founded on breaking silence – asking/talking about suicide to raise awareness, support help-seeking, provide a compassionate, non-judgmental and informed response



- 2 day Suicide Intervention Training
- Developed in '83, over 1M people in 30+ countries trained
- Proven intervention model
- Experiential - skills practice and development



- Half day Suicide Alertness Training
- Developed in 2006, used in over 20 countries
- Brief training to identify and avert suicide risk
- Basics of recognizing/taking action to connect with resources



Free Webinar Series

Monthly webinars cover a range of workplace mental health strategies, and include valuable insights and lessons. Each one-hour webinar provides participants with practical advice, skills and tools that can be used to support positive change in their own workplaces.

A Case Study on a Workplace Peer Support Program

October 19, 2016 from noon – 1:00 pm PST

Speaker: Lyne Wilson, NAV CANADA

Accommodating Addiction: Best Practices

November 7, 2016 from noon – 1:00 pm PST

Speaker: Julie Menten, Roper Greyell

How to Create a Positive and High-Performing Culture

December 8, 2016 from noon – 1:00 pm PST

Speakers: Lori Charvat, Sandbox Consulting and Ric Matthews, Executive Management Professional



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