

CEIU Mental Health (MH) Committee

September 19th, 2019 Meeting Report

Present: Marco Angeli, Lyne Cartier, Paul Croes, Lynda MacLellan, Rhonda Rumson

Technical Support: Luc Pomerleau

Present for certain portions of the meeting: Eddy Bourque, Crystal Warner

Harassment Policy and Unjust Profiling Statement

The Harassment Policy and Unjust Profiling Statement were read.

Agenda

Add after adoption of the agenda: “adoption of the April 4th report”

Motion to adopt

M/S Lyne Cartier & Lynda MacLellan, carried

Survey

As suggested, Committee members can raise the issues found in the survey answers to management, but no one should share these answers as is to avoid identifying any workplace. Committee members found that even just reading the various answers was difficult and it is clear that members have been suffering. The mental health committee commits to continue to work towards healthier workplaces.

Questions from the Survey:

1. How mentally or psychologically healthy is your workplace?

Many negative comments appeared numerous times that would about: not healthy workplace, micromanaged, exhausted, toxic environment, harassment, bullying, workload too high, lack of support, favouritism, not having the proper tools. There were some positive comments, but fewer than the negative ones.

There seems to be some confusion about the roles of the departmental mental health committee vs its wellness committee. For instance, a mental health committee organized yoga sessions.

There were some comments about what could be the source of issues: call centres, Phoenix, management, clients, colleagues, term employees, and even the union.

There were about 20% of the answer from respondents who found their workplace healthy, 20% of respondents mentioned it was average, but 60% of them found it not healthy. The words “stress” and “toxic” came many times amongst the negative answers.

2. Provide us with an example regarding how your workplace is affecting or has affected your mental health?

The most common themes were in line with management: micromanaging, favoritism, lack of support, harassment, lack of listening, not properly trained. These comments counted for 20% of the issues found in the survey. In line with management, there was the workload/performance issue that counted for another 20%. The issue of stress and fatigue without anything specific counted for near 15%. The following issues counted for 4 to 5% of the issues respectively: Phoenix, clients, colleagues, and the lack of resources (understaffed mostly). Some duty to accommodate issues were flagged.

The very few positive comments were about having the support from colleagues or from a direct supervisor.

3. How can CEIU, your union better support you with the mental or psychological challenges you are facing in your workplace?

From the survey results, 300 out of the 500 respondents provided suggestions.

There was a recognition that is management responsibility. There were mentions about better training at various levels (manager, employees, local executive). 17% of the suggestions were about training that could include JLP workshops.

Issues with the Local came as well, as the union has not been enough present for instance. They should be better equipped. This represented 12% of the suggestions.

9% of the respondents suggested that there should be more support for managers and employees

Some results showed that members don't know what happens at both national and regional union-management committee levels. This was about 7% of comments. The improvement of the staffing procedure or having more staff came in 7% of the comments.

Resolving the pay issue (Phoenix) came often in the suggestions that was 6% of the comments.

There was a suggestion about more breaks. This was 4% of the comments.

** Please note that all percentages are approximate.*

In order to address some issues found in the results of the Mental Health survey, the Committee is presenting to the NE the following recommendations:

Recommendation 1

The Committee would like that the newly appointed CEIU Political Communications Officer to work with the Committee members on an article for a newsletter. It would share some of the findings of the survey. Confidentiality would be of the utmost importance.

Recommendation 2

The Committee proposed that some of the findings from the survey should be brought at national and regional union-management meetings to inform the employers on the issues. Keeping in mind that confidentiality must be maintained.

Recommendation 3

The Committee proposed that all NVP's in their respective region add mental health as a recurrent agenda item to every Workplace Health & Safety Committee meeting.

Recommendation 4

That the NE joins the Committee in thanking all members for their participation in the survey.

Recommendation 5

Print information cards that show excerpts from the survey on 1 side and reference to the CEIU mental health website page on the other side. These cards will be sent to the locals.

Motion to approve these 5 recommendations

M/S Paul Croes & Marco Angeli, carried

Update on the Workplan of the Committee

The work plan of the Committee was updated (Annex A).

Varia

It is suggested to better communicate with members the various things the Committee does. Highlights could be posted on CEIU website.

The Mental Health page of CEIU website should include the resources found on the former website. Links to email addresses of the Committee members would need to be added as well.

There were offices in which management sent numerous emails requesting members to complete the Public Service Survey. In addition, the time to complete the survey was automatically scheduled in ESDC call centres. The Mental Health Survey was only sent once and members had to request to have time scheduled. The committee felt this showed a lack of support and importance from management with regards to mental health.

Update on the table for the 3 departments on the MH committees

Appendix B has been updated.

Adjournment

M/S Paul Croes, Rhonda Rumson, carried.

Appendix A – Workplan for the CEIU MH Committee (Updated)

Short Term (6 months)

- Find links and existing information that could be added on the MH section of the website
- Review existing documentation (World Health Organization, National Joint Council, etc.) on MH that could be used by the Committee for its work.
- Identify MH Policies from the three departments (could be posted on CEIU's MH page)

Medium/Long Term

- Develop/share tools for the members such as summaries, diagrams, etc.
- Explore other avenues on how CEIU could support its activists in the MH field
- That some thought be given to the kind of training that can be given to stewards to better understand and deal with mental health issues and activist burnout
- Promote the mental health awareness week on the CEIU website every year.

Appendix B – ESDC – IRCC – IRB: Mental Health (MH) Status

Initiative	ESDC	IRCC	IRB
Co-Chair/Co-Champion Employer (co-selected)	J. Goulding (Champion) (not co-selected) L. Sterling (Sponsor)	D. Edlund (Champion, not co-selected) C. Imrie (co-champion wellness) S. Kirkland (co-champion MH) J. Lapointe (co-chair)	Jason Choueiri (sponsor) Christine Price (National Champion) (not co-selected) Aarin Bronson (Employer Co-chair)
Co-Chair Employee	L. Cartier	P. Croes	Christine Price
Regional Co-Champions			Christine Price (Western), Monica Thibault (NHQ), Berzoor Popatia (Central) Diane Sokolyk (Eastern),
MH Committee (members selected, reporting to NPHSC, Terms of Reference)	<ul style="list-style-type: none"> • In place for a few years • Employer driven, but there are efforts • Some employee members since 2017 • Report to PHSC by providing updates. • A 3-year action plan has been developed and is part of the Integrated Framework on MH • There will be some change in the MH Committee composition 	<ul style="list-style-type: none"> • In place • ToR developed • Will report to NPHSC • Same co-president as NPHSC 	<ul style="list-style-type: none"> • The members have been selected by the NPHSC and is comprised of 15 people, including the 4 Co-Champions • Reports to the NPHSC • ToR developed by the NPHSC and based on the technical committee 2nd Report and meets more often (every other week).
Strategy/framework (co-developed, in place)	<ul style="list-style-type: none"> • Framework developed in 2015 with some consultation with NPHSC 	<ul style="list-style-type: none"> • Done in consultation with the NPHSC 	<ul style="list-style-type: none"> • In progress with the oversight of the NPHSC
Some key initiatives developed, in progress, or planned	<ul style="list-style-type: none"> • Peer Support Program in development • Manager to Manager Support Program in development • MH Passport • Survey done and results shared • Learning activities for target audience: all 	<ul style="list-style-type: none"> • Implementation of a Psychological Health and Safety Management System • MH communication plan • Self-assessment questionnaire (CMHA) • Webex training sessions 	<ul style="list-style-type: none"> • MH Passport • Advisory Committee provided research and recommendations • Quality Workplace Commitment: one of its pillars is MH. The working group has been dissolved to be replaced by a Well-Being Direction.

	<p>employees, supervisors, executive.</p> <ul style="list-style-type: none"> • iService section to MH in the workplace • Tools to managers, but would cover Team Leaders • Communication plan • Coaching services offered by the Office of Information Conflict Management • MH Strategy Group • Fabienne Jean-François sits on the Québec MH Regional committee 	<ul style="list-style-type: none"> • Tools + plan specific to prioritized groups • In the past, some sessions were given during WFA to handle stress • There is a Mental Health Incident Report in development. • Guarding Minds @ Work survey will be rolled out across the department. 	<ul style="list-style-type: none"> • Governance structure as recommended by the Joint Task Force on MH • The NPHSC Co-Chairs visited the regions to promote MH • MH 1st Aid given • JLP workshop on MH done • Training on DTA, EE, MH and the CLC Part II was provided • Guarding Minds @ Work survey done, next steps following analysis of the results • Following this survey, there is some work with a consultant to put in place focus groups in each IRB office to work on the 5 main factors where some gaps were found. The main goal is to hear propositions directly from employees. • Focus groups will be used to help in fine-tuning the plan of action (in progress) to: Build awareness, develop accessible resources, learning opportunities, Ensure MH is considered when developing policies and procedures, DTA understanding • A report has been required by the Chairperson on the progress of the work being done on MH and presented to the Executive Management Board
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