



Talk About It

Canadian Mental Health Association Windsor-Essex County Branch

Workplace Health Services

Learning About Mental Health in the Workplace



In this Issue:
New Teen DVD
on Bereavement

CMHA Introduces
Gender Neutral Washrooms

Join us for a New Conference in October!

MESSAGE FROM THE CEO

Happy summer!

The weather is warm, the sun is shining (hopefully) and the summer is now upon us. This is the season traditionally known for its laid-back, relaxed atmosphere.

Yet we know that many of us continue to feel the stress of life's difficulties and that the summer, unfortunately, does not mean our problems miraculously go away.

As the Windsor and Essex County community continues to pull itself up from the economic downturn experienced more than a year ago, many of our family and friends are still dealing with job loss. The Windsor area still faces the highest unemployment rate of the country but we know our region is resilient and we will rise above and emerge as a new, strong community.

At the Canadian Mental Health Association Windsor-Essex County Branch (CMHA-WECB) we offer a number of supports for people struggling with things such as unemployment. Our Coping with Job Loss program has just recently been renewed for funding by the United Way-Centraide of Windsor and Essex County. This program, one of our prevention services, offers individual and group support to deal with the mental health aspects of job loss or threat of job loss.

Job loss is not only felt economically by individuals and families. The loss of a job impacts mental health and can take a serious toll on your body over time. If you or someone you love is experiencing job loss this summer or the threat of job loss, try these things to minimize the overall effect of the stress you are going through:

- Stay active. A simple walk outside will help clear your mind and give you a different perspective.
- Be sure you are getting enough sleep.
- Eat nutritious, balanced meals. Healthy behaviour will help to prevent burn-out.
- Do not isolate yourself. Visit with friends. Stay connected. It is an important aspect of overall mental health.
- Reach out for support. Speak to a professional about your stress and obtain new tools to cope.

We know that mental and physical health go together. There is no physical health without mental health. Over time, this increased anxiety can leave you fatigued, give you an increased risk for other health problems and can lead to depression. Be sure to talk to a medical professional if you are experiencing any of these issues and be honest with your family and friends about the way you are feeling.

There is no shame in reaching out for help whether it is after the loss of a job, a loved one or simply due to the everyday stress life can throw our way. There are many supports in our community. If you would like more information phone our office at 519.255.7440 or visit our web site at www.cmha-wecb.on.ca. The CMHA provincial office also has helpful information posted on its site. In particular, there are articles on the economy and its impact on mental health such as the one entitled "Is your stress going up as the economy is going down?" You can find this article at www.cmha.ca.

From our office to your home, I wish you a very happy and healthy summer. I hope you are able to kick-back in your flip flops and enjoy the beauty of this season.

Pam Hines, MSW
Chief Executive Officer
CMHA-WECB



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The Canadian Mental Health Association Windsor Essex County Branch (CMHA-WECB) 2010 Board of Directors

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Talk About It – A magazine of the CMHA-WECB.

If you have a story idea you would like to see in the next issue of Talk About It please contact Patti Lauzon, Director of Advancement, at 519.255.9940 ext. 224 or at plauzon@cmha-wecb.on.ca

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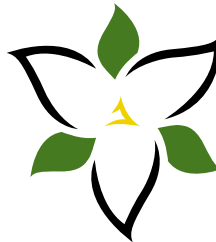
In Action...

The new teen bereavement DVD was launched May 5, 2010. This DVD was funded through a grant from the Ontario Trillium Foundation and will focus on the needs of teens as they struggle/cope with the grieving process. The DVD was produced by Kelly Blais and her team at Media Street Productions. Locations for the production were within the Windsor area in environments that are teen-specific in order for them to feel safe and encouraged to share their experiences.

The DVD includes a number of teens

who have been directly affected with loss during their teen years. The focus of this production is on adolescents aged 11

Ontario
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to 16 or approximately Grades 6 to 10. The DVD provides real-life examples of coping mechanisms that have been used by these teens as a result of losing loved ones and the vast impact it has made on their lives. Their coping methods as well as

suggestions for other youth experiencing loss are also discussed.

Tips and suggestions for youth and their peers are investigated while providing the facts and multiple impacts of this loss on their overall years as teenagers. The overall goal of this DVD is to provide support to teens who may feel isolated and alone at a vulnerable time in their lives. As a result, it is anticipated that the DVD will provide comfort as well as possible coping mechanisms that they themselves may find beneficial.

New Member Events Unveiled

If you have ever considered becoming a member of CMHA-WECB but never took the plunge, now is the perfect time.

The CMHA-WECB is introducing new member-only exclusive luncheons where CMHA experts will address issues related to mental health and mental illness.

"We really want members to feel a part of the CMHA-WECB family," explains CMHA Director of Advancement, Patti Lauzon.

"We are hoping many of our long-time members come out and join us at these lunches and we also hope to attract some new members through these events."

The member-only lunches will focus on one specific topic each session and will be held in the CMHA "Serendipity" café.

Individual membership to the CMHA-WECB on an annual basis is just \$20.

This membership fee entitles you to attend the above mentioned lunches as well as a special Spa event every year.

Membership also gives the agency increased representation at the provincial level and shows support for community mental health service.

To become a member, visit our website at www.cmha-wecb.on.ca or contact Nneka Allen at 519.255.9940 ext. 255 or nallen@cmha-wecb.on.ca

Dates and topics for the 2010 member lunch series will be announced soon.

CMHA-WECB introduces Gender Neutral Washrooms



Imagine a life wherein each and every day, whether at work, school or in the community, you were unable to find a safe and accessible public washroom. Instead you were forced to wait until you returned home at day's end - or had to organize your day so that you could go home at lunch or between classes to use your own private bathroom. This is the everyday experience of transgender persons. Transgender persons (including transsexuals, transvestites, intersex and gender-variant individuals) face severe barriers that often escalate to violence when it comes to sex segregated public bathrooms.

To get a clearer idea of the level of harassment or violence that transgender persons repeatedly experience, try going into an opposite sex bathroom, or try to find gender neutral bathrooms in your travels near home and abroad.

Gender Identity refers to our internal sense of gender, rather than our birth sex.

In response to this all too common dilemma CMHA-WECB has redesigned two of its single person facilities into gender neutral washrooms; both are wheelchair accessible and offer child change tables. These will meet the needs of all persons regardless of their gender identity.

Nearly 50% of transgendered persons attempt suicide'

The cost of not having gender neutral facilities is not only the potential for violence. Many physicians report that their transgender patients suffer from bladder and gastrointestinal problems that stem from not having access to safe public washrooms.

It is estimated that 1 in every 2000 babies born is intersexed (with both male and female genitalia).

This change is symbolic as well as practical. It symbolizes that to date public washrooms have been designated based on a false binary, a false presumption that each of us is either male or female. Creating gender neutral washrooms is a practical move forward for us all.

How do gender neutral bathrooms benefit those who are not transgender? Such facilities:

- Eliminate embarrassment for those who don't appear stereotypically male or female;
- Allow fathers caring for daughters and mother's caring for sons access to facilities that meet all their needs. Fathers can change their children's diapers on designated change tables, previously only available in "women's" bathrooms.
- Disabled persons who have a caretaker of a different gender need no longer worry which bathroom they can or should access.

CMHA-WECB recognizes that everyone deserves equal access to public facilities, and that being able to safely use public washrooms is a right, not a privilege – one that has immeasurable consequences on our physical and mental wellbeing.



On April 14, 2010 nearly half of the entire CMHA staff joined schools and organizations across WEC by saying a loud **"NO"** to bullying at school, at work, online or at home, by wearing pink in recognition of the third annual **National Pink Shirt Day**. The day was proclaimed with Windsor City Council and is one "incredible example of how one simple act can snowball and generate much excitement and change." (Black Press, www.bclocalnews.com) Beth Lyster, Mental Health Promoter, CMHA-WECB

Spotlight on CMHA-WECB Staff

Ben Fowler is one of four team members of the Employment Support Services (ESS) Department at the Canadian Mental Health Association, Windsor-Essex County Branch (CMHA-WECB). He has been working at CMHA-WECB since November 2008. He holds an Honours Bachelor of Commerce degree in Labour and Management Studies as well as a minor in economics. He also has all the requirements for the CHRP. He points out that his education and training is different than that of many of his co-workers since they mostly come from the social sciences background. His business background in Labour and Management studies, and prior experience in recruiting has aligned well with his main focus of employment supports for clients of the branch seeking to re-enter the workforce.

Before coming to CMHA-WECB he worked for Comtech as a Headhunter for five years. There he had many large customers such as General Motors, Research in Motion (Blackberry), and Nokia where his focus was on engineering and information technology.

Ben works with a caseload of approximately 25 clients at any given time. He works daily to help clients find competitive employment, self-employment, or pursue further education in hopes of achieving a goal for a future occupation. He also works with clients to provide information dissemination and procedural assistance for how employment affect income supports which is an important aspect of his work with clients who may be receiving some form of social assistance. Ben describes himself as an advocate for his clients, from an employment perspective. He has worked with employers and organizations as a result of client discrimination, and also works with clients to help them cope with stress levels, anxiety and communication abilities between their co-workers and managers at their place of employment. Ben reports that the major tenets of his role as an Employment Support Specialist is to look at client strengths and work with clients from that point and assist them in achieving their goals.

What does a typical day look like for Ben?

Ben spends approximately an hour each day searching through thirty or so job banks for the latest jobs in our community. He states that there are currently about 170 jobs posted in the computer skills lab right now. His goal is to get people to work. Another task he performs is employer development whereby he contacts organizations to see if they have employment opportunities and would be willing to consider those in recovery from a mental illness. Currently,

he states very few of the clientele the program supports are willing to disclose their disability to potential employers despite the accommodations and protection available to them under the Human Rights Code. This may be a result of stigma related to mental illness and possible feelings of discrimination in the job search.

Ben sees each of his clients on a weekly basis for approximately one hour, where he works with them to initially get an e-mail address as most jobs require such, and also involves the client in training before entering or re-entering the workforce. Generally he visits his county resident clients on a weekly basis supporting their employment activities as well.



Pictured above Ben Fowler,
Employment Support, CMHA-WECB

Another important aspect is the monthly reporting that is required for the clients who receive social assistance such as ODSP, CPP, OW, etc. Ben states he assists clients to ensure that the proper reporting is complete and submitted. Ben states "whatever clients need, I support and assist with." I really think this speaks to Ben's commitment not only to his job but also his clients. Over the course of his work at CMHA-WECB he has worked with a diverse clientele. Some clients have never had a job and others hold doctoral degrees. The varying knowledge and skills people have is incredible. Ben approach is to remove as many barriers to employment as possible. If and when necessary he is often found supporting clients to get to interviews, and he has even gone as far as taking clients for a hair cut before an interview to make sure their confidence and self-esteem was optimal.

The ESS Program main service is provided to clients referred from the CMHA Community Support Services department in the form of

the Individual Placement and Support service delivery model. This model integrates community supports with employment supports to maximize client wellness, stability while seeking out and maintaining employment. The program has been very successful with this model with over 50% of all those on service being employed as a result.

The program achieves these success through a matrix of supports which include; job search skills training, office administration and clerical work training, customer service and hospitality training, computer training, experiential job learning, health and safety training as well as entrepreneurial training/self-employment. The clients in this case are given the opportunity to find their own job by receiving supports from CMHA staff such as skills development; job development/employer cultivation and placement; rapid job search and placement; job coaching; work accommodations; and ongoing/unlimited employment supports.

In addition to the IPS program, Ben reports the program received exciting news in January that a proposal to provide supported employment services to the City of Windsor, Ontario Works Department and clients experiencing mental illness was accepted. The service contract, designated the PACE Program, will fill an identified gap for those with a mental illness and seeking employment but not involved with our services currently. The program is a rapid engagement 8 week duration and is expected to serve an additional 80 members of our community in their job search.

The decision to come to CMHA remains a positive one for Ben. He frequently receives reports from clients that, because of gaining employment, they have increased their independence and as a result have increased social interaction which improves their life satisfaction. Ben is grateful for his job and all that it entails. Support at CMHA is also a two way street. He informed me he was injured after only working five months for CMHA-WECB. He states he felt much support from all staff and management during his recovery period. This life experience has had the impact of allowing him to have a greater understanding of those with a disability and the challenges they face.

If he were to give a piece of advice to his clients he would say to commit two days a week to a job search, once at the beginning of the week and once at the end. Finding a job is very similar to working in a job, it takes time and effort. You have to pace yourself and have balance. Following this strategy helps decrease frustration with the job search process as well as decrease the possibility of burnout. In the end hard work and perseverance pays off.

Workplace Health Services

The importance of recognizing mental health in the workplace.



The workplace is an outlet for many to escape their everyday life. There are many issues that can arise throughout their lives, however, that can transfer into the workplace. Concentration and productivity can decrease as a result of stress and issues that are occurring not only in the workplace but also in all other aspects of their lives. Understanding the financial and human costs of workplace mental health is essential to helping employers and organizations develop an action plan for improving both the bottom line and employee well-being.

There are many people who face mental health issues during their prime working years. As a result, research shows that depression will rank second only to heart disease as the leading cause of disability worldwide by the year 2020. Reports further demonstrate that disability represents anywhere from 4% to 12% of payroll costs in Canada; mental health claims (especially depression and anxiety) have overtaken cardiovascular disease as the fastest growing category of disability costs in Canada. From this a 2001 study found that 20% of Canadian workers experience at least one stress related illness per year. Chrysalis Performance Inc. has conducted research to demonstrate that stress in the workplace can contribute to: 19% of absenteeism costs; 40% of turnover costs; 55% of EAP costs; 30% of short term disability and long term disability costs; 60% workplace accidents; 10% of drug plan costs; and 100% of stress related lawsuits. This further demonstrates the need for mental wellness within the workplace.

It has been reported that high stress levels and mental health issues can contribute to other health conditions such as infectious diseases, cardiovascular problems, higher incidence of back pain, an increase in repetitive strain injuries (RSI), as well as colorectal cancer. It has been reported that stress on the job

can double a person's risk of a heart attack. Reports estimate that 7.1% of annual payroll is utilized for absenteeism and that the majority of absences are stress related.

It can be noted that, overall, the costs for providing mental health-related accommodations are fairly low; with many services costing less than \$500 yearly per employee. This can be a potential cost savings of over \$10,000 per employee for prescription drugs as well as sick leave. It has been documented that an employee that has received a diagnosis of depression and is receiving the appropriate supports (whether medication or counseling) can save an employer an average of 11 days in absenteeism. It has further been studied that employers can save an average of \$595 yearly on employees who successfully seek support for substance abuse/misuse. This can therefore highlight the importance of having a healthy work environment that is not only accommodating to mental illnesses but also an environment that is free from stigma and discrimination. Employees should never feel shame or the inability to speak about their illness. Having an open environment will allow the employees to feel confident in seeking support and services.

Workplace health promotion programs can only be effective with the support of management. It is important for organizations to recognize that mentally healthy workplace environments can stimulate employees' job satisfaction and as a result increase productivity. Organizations that value and improve the health of the workplace improve their organization profile. An improved profile can generate an organization that recruits high caliber people and retains them therefore potentially enhancing their ability for growth. These are just some of the many reasons why the Workplace Health Services

programs offered at CMHA-WECB are so important for our community.

The Workplace Health Services area of the CMHA-WECB addresses the mental health-related needs of the workplace. Work related stresses are becoming more recognized as influences which, combined with the stress of day-to-day, can result in the loss of job satisfaction, decreased productivity, and an increase in absenteeism. Patricia Thomas, manager of Workplace Health Services located at 1275 Walker Road reports that there has been an increase in clients seen with day-to-day stressors that are affecting their job performance. She reports that she has mental illnesses, couple-related issues, caregiver stress as well as absenteeism as being some of the issues currently being faced by the Windsor-Essex County area. This may be a result of the increased pressures because of the high rate of unemployment in the area coupled with the uncertainty of the manufacturing industry in our community. The results of these pressures may lead to difficulties that affect an employee's life and therefore may create a need for a professional's intervention and support.

The CMHA-WECB, Workplace Health Services, Employee Assistance Program (WHS-EAP) service model provides resources for employees to manage the multiple and sometimes conflicting demands of work and family life. Currently, the WHS-EAP program has contracts with approximately 18 organizations within Windsor-Essex County whereby they provide counseling services and supports for employees.

The WHS-EAP was designed to address the concerns of employees through its developed comprehensive system of professional support, which can include assessments, referrals, short-term counseling, case management

and follow-up. Some of the areas where they have previously provided services is in the areas of addictions such as alcohol, drug, and gambling; psychological and personal issues such as depression, anxiety, and anger; family issues such as parenting and child/teen issues; marital and couple issues; stress, both general and in the workplace; care dependant support in terms of children with special needs and care for the elderly; bereavement and grief; and financial issues.

The WHS-EAP service offers a crisis line that is available to eligible clients 24 hours a day, 7 days a week, and 365 days per year. In order to deliver effective care, the WHS-EAP service has partnered with the Multi-Cultural Council of Windsor-Essex in order to provide translation services. In order to meet the diverse needs of employees and their families in our community the WHS-EAP program provides a selection of counselors' extensive professional and educational credentials such as Master of Social Work, Master of Psychology, or licensed clinical psychologists. There are also some counselors who are specially trained in the following areas: addiction and gambling counseling, gerontology, behaviour specialist, death and grief support, advanced community crisis response training, family mediation, lifestyle coaching, trauma specialists, and credit counseling.

The WHS-EAP program seeks to provide a broad range of counseling services that address the current and future presenting issues of the employees. Increasing trends over the past few years have led to the provision of the work/life wellness programs. These services are intended to help individuals and their families address the everyday issues that impact their ability to function effectively at home or at work.

The services offered through WHS-EAP are time-limited to six sessions per employee family and can include services from a variety of the disciplines offered. This program is proud to state they are a multidisciplinary team when approaching services for their clients. The professionals work together to develop a plan to meet the employee's needs.

Listed below are some of the WHS-EAP programs and services:

The professional core counseling services provide each employee with a full bio-psycho-social assessment which can provide the counselors with a basis for which to develop an individual care plan, which can include short term counseling, case management, and follow up services to ensure that the client's needs are being met.

Work Life wellness programs are provided to work with individuals as unexpected life events and daily stressors can deeply impact an employee's ability to function effectively both at home and in the workplace. The programs are designed to assist the employees in managing their stressors and assist them in obtaining services and resources. Some of the programs that are offered by this program include:

- Care dependant counseling whereby the specialists are readily available to help with child-rearing issues, children with special needs, or caregiver stress. There are specialized family teams available who have expertise in children and family issues as well as specialists available to help with elder care. Plan development is important in working through these issues and the experience of these workers can work with the network of community resources to effectively meet employee needs.
- Finances can wreak havoc on a family. That's why the WHS-EAP team is comprised of a financial planner, credit counselor and a social worker who can provide some advice and support to the employee and family as they continue to manage their lives during these difficult economic times. Supports, as well as referrals to additional resources within the community, are facilitated to ease you through these difficult times.
- Everyone is faced with the death of a loved one or coworker at some point in time. After the completion of the bereavement leave there are little supports put in place to help people return to the workplace following loss. Since grieving is a process that everyone experiences differently, as well as the length of time and supports that each feel are required for grieving, the bereavement team works to provide individual and group sessions to cope with these changes in ones life. There is also training available for employers so they can become aware of the impacts of grief on the employees and methods they can use to support the grievors in their time of sadness.
- Job loss is not uncommon with the current economic conditions in our community. As a result WHS-EAP has developed a "coping with job loss" program that is designed to provide emotional support along with a number of concrete tools to help people cope during this difficult time. The goal of this program is for the participants to gain additional coping strategies that

can aid in stress reduction, but are conducive to building self-confidence in order to become successful in their future job searches.

WHS-EAP is also available to work with organizations following sudden or traumatic events that impact the workplace. These events have the potential to adversely affect the workplace environment such as violence, chronic illness, sudden death, workplace accidents, suicide, layoffs or natural disasters. Trained in critical incident response services, the counselors can work with the organization to develop an intervention plan to meet the employees' needs. The on-site services are therefore provided within a timeframe dependent on the circumstances of the event.

Education can be provided in the form of sessions that are designed to provide support in the areas of education about stress, stress reactions, and coping techniques. There is ample opportunity given for employees to process their response to this event and reassurance is provided in order to support recovery.

The WHS-EAP program prides itself on supporting its client organizations and as a result, strives to ensure that there is complete satisfaction in all aspects of the services they provide. There is an understanding that each organization has different needs and this multidisciplinary team has much gratification in developing specific plans for each individual client organization and more specifically, each employee. Patricia Thomas is available throughout the entire course of service provision and is proactive in the planning and development of treatment plan and goals.

During Mental Illness Awareness Week (October 3-9, 2010) there will be a 2 day conference entitled Make it Work! This conference will be held October 6 and 7 for business leaders, human resources professionals, and mental and social service providers around the topic of mental health in the workplace. Topics that are included in the workshops are:

- Creating a respectful workplace
- Understanding mental illness
- Accommodations for mental illness in the workplace
- Grief and its impact on the workforce
- Recognizing the signs of mental illness with your own professional team

Details, speaker biographies, full scheduling of events, and updates for the conference are available online at www.cmha-weeb.on.ca.

Pictures of CMHA-WECB

Happenings



CMHA-WECB's Christine
2010 Volunteers of the



CMHA-WECB Board Chairman David Cree (middle) congratulates John Clark (left) for his award from the CMHA Ontario office and Beverly Becker from The Windsor Star, on the newspaper's media award given by CMHA Ontario.



Keith Andrews and Susan Stockwell Andrews attend the 2010 Black and White event to benefit CMHA-WECB.



Kim and George King attend the 2010 Black and White event.



Children help to put their handprints on a Griefworks banner at the 2010 Spring Into Action Walk to benefit CMHA-WECB.



Golfers Bill Wigle, George Sandala, David Cree and Mark Skipper at the 2010 Go Green Golf Event held at Essex Golf and Country Club to benefit CMHA-WECB.



MacMillan (left) and Nneka Allen (far right) congratulate Year Margaret Leithead and Wendy Markham.



Attendees at the CMHA-WECB 2010 Annual General Meeting held on May 5th at the Caboto Club.



Walkers and runners warm-up before the 2010 Spring Into Action Walk/Run held in LaSalle at the Vollmer Centre.



Chef Mimmo from Koolini Italian Eatery conducts a class as part of CMHA's Cooking with Chef Mimmo series.



Golfers Mike Greenaway, Steve Deneau, Mike Scott and Luciano Carlone at the Go Gree Golf Journey.



CMHA staff, board and funders pose for a picture at the 2010 Annual General Meeting.

Pay Yourself First Making "ME TIME"



We have all heard financial experts advise us to "pay yourself first". By that, they mean, whenever we are paid, we should reserve a percentage of our income for investments, rainy day funds or savings. The idea behind this philosophy is to provide financial security for when its needed. If we spend the remainder of our funds, we can rest easy knowing we have already paid ourselves. As it turns out, we need to do the same thing with our energy.

On any given day, we only have so much energy to play with. If we spend our days

in service to family, friends, employers and others, we completely drain our physical and emotional resources. Over time, this drain can lead to physical and emotional bankruptcy, otherwise known as 'burnout'.

How exactly, then, do we 'pay ourselves first' when it comes to our energy? The answer is as simple as bringing balance back to your life. There are only two ways to do this: The first is to eliminate or reduce potential sources of energy drain. When this isn't possible, the other option is build self-care into the day. When life is so harried, making 'me time' may seem unreasonable. As difficult as it seems, self-care is essential for maintaining stamina.

Quick is key. Although vacations are nice, a week away may be unrealistic. Here are some examples of quick ways to pay yourself first:

- Going for a walk during lunch break
- Listening to relaxing music in the car
- Deep breathing
- Enjoying a favourite beverage while reading a book

For information on how to book a Mental Health Promoter to conduct a Pay Yourself First workshop for your group or organization, phone 519-255-7440.



Join Windsor's own

Chef Mimmo

for an amazing evening of food and drink!

Monday, September 27, 2010

Monday, November 15, 2010

CMHA-WECB

\$80 p.p.

For just \$80 you receive a full cooking demonstration by Chef Mimmo along with a four course meal and wine!

All proceeds benefit CMHA-WECB.

Call today for tickets at 519.255.9940
or visit www.cmha-wecb.on.ca

Mental Health Works

How Can it Work for You?

According to Lorne Zon, CEO of CMHA Ontario, every year the cost to our economy from workplace mental health and addiction issues is approximately \$51 billion. He reports that this staggering number does not need to exist. He believes that part of the problem is, despite the economic facts, the costs of inaction on the part of organizations are not readily visible. Productivity, worker retention, absenteeism, and health benefit costs are often recorded, but the impact of workplace mental health issues are not discussed. Workers' presence is not measured, especially as it relates to the loss of productivity due to employees who may be at work, but not mentally healthy enough to fully execute their duties.

CMHA Ontario reports that mental health issues in the workplace cost Canadian companies 14 percent of their net annual profits; every day, 500,000 Canadians are absent from work due to psychiatric issues; mental health is the number one cause of disability in Canada, and accounts for nearly 30 percent of disability claims and 70 percent of total costs. The World Health Organization (WHO) estimates that by 2020, depression will be the single biggest burden on health. The WHO currently ranks mental illness as the number one disability claim in Canada. Great West Life Assurance Company states that mental illness is now the number one cause of long term disability claims (GWL, 2007). Furthermore, the Watson Wyatt Staying @ Work Canada report reveals that mental illnesses are the leading cause of long-term disability (72%) and short term disability (82%) (Watson Wyatt, 2007). As a result, companies are finding that they are becoming more responsible for not only employees physical well-being but also their mental health.

Mental Health Works (MHW) is an initiative of the Canadian Mental Health Association (CMHA), Ontario. It began in 2001 as a partnership research project involving the voluntary sector, government and business. In 2004 MHW began selling products and services to the business community and the response has been tremendous. MHW provides organizations with resources for mental health issues that occur within the workplace. As a result, MHW helps organizations manage their duty to accommodate employees experiencing mental disabilities such as depression or anxiety in the workplace. Often, employers are afraid of saying or doing the wrong thing, and as a result they say and do nothing. This can lead to decreased productivity, lower morale, absenteeism, and conflict in the workplace. MHW helps employers respond when employees experience mental health issues and effectively manages performance and productivity issues. The MHW program was founded on the belief that focusing on solutions around mental health issues in the workplace will benefit employers and employees alike.

MHW designs and delivers customized training, as well as provides consultation for complex accommodations and return-to-work initiatives. Furthermore, it delivers e-learning, informational kits, an online mental wellness survey, and other tools for employers. Karen Gignac, manager of community education and volunteer services at CMHA-WECB is trained in all of the programs that are offered by MHW. As a result of her training, she can provide employers and employees with:

- Skills in order for them to recognize the problem
- Methods of communication between employees and the employer
- The rights and responsibilities of the employer/employee
- How the employer can support the employee in returning to work following a leave
- Talking to other staff members about mental illness in the workplace
- Prevention (education on how the workplace can create or contribute to mental health issues)
- Hiring people with mental illness
- Many other topics of interest.

The MHW website <http://www.mentalhealthworks.ca> also provides articles, links, resources and tools that can be beneficial.

Below are ten tips that CMHA reports are effective for mental health:

- Build a healthy self-esteem
- Receive as well as give
- Create positive parenting and family relationships
- Make friends who count
- Figure out your priorities
- Get involved
- Learn to manage stress effectively
- Cope with changes that affect you
- Deal with your emotions
- Have a spirituality to call your own



Donor Spotlight

Giving is powerful, KIVA has proven that. Through online micro financing, KIVA helps every day people give to entrepreneurs all over the world to eliminate poverty. How powerful is giving? Giving changes lives and makes our world a better place to live. There are so many generous people in our community that support our agency. In this issue, we want to again share the impact one persons giving has made on CMHA-WECB. People's lives are testimonies to us; they can teach us, inspire us and give us hope.

"We make a living by what we get. We make a life by what we give." Winston Churchill

George Sandala's generosity is a great teacher of commitment, generosity and influence. George's wit makes this a winning combination.

In my family, wit is an essential element to any conversation. When I meet someone who uses wit in a similar manner, you instantly have my attention and George did just that. If he wasn't asking me questions, he was giving



me ideas and George's wit and charm only added to the experience. Over the last seven years, George has shared his skills, abilities, knowledge and influence with our agency in several ways; the Board of Directors, Fundraising Committees, member, donor and most recently he became the Chair of our Golf Committee. We are thankful for the people who share their time and resources to help us accomplish our mission and vision.

Giving isn't only about what you as an

individual give, but equally valuable is the influence you have on those around you. George isn't only a giver, but he has influenced countless people to participate, give and get involved in our agency and the promotion of mental health. He wants people to understand the importance of the work we do.

When I asked George if he would meet with me to discuss this article, he simply told me, "You know everything there is to know," and the reason he supports our agency is because "it's the right thing to do." That's it! I thought it really is that simple for him. Although retired, George stays busy. He sits on various boards in the city and remains involved in our community. His commitment is inspiring.

This year, I am honoured to have George as my Golf Committee Chair. He is continuing to introduce new people to our mission and educate them about the importance of mental health. George not only gives his time, but he also gives his money and encourages others to join him, and they do. Thanks George!



CANADIAN MENTAL HEALTH ASSOCIATION
ASSOCIATION CANADIENNE POUR LA SANTÉ MENTALE
WINDSOR-ESSEX COUNTY BRANCH

The vision of CMHA-WECB is "mentally healthy people in a healthy society."

The mission of CMHA-WECB is to "enhance and promote the mental health of all persons and support the resilience and recovery of people experiencing mental illness on our community through education, prevention, advocacy and services."

Do you want to learn more about CMHA-WECB?

Visit our website at www.cmha-wecb.on.ca
or phone our Advancement Department at 519.255.9940 ext. 224

Donated Dollars at Work

There are many worthwhile causes in the Windsor and Essex County community and the Canadian Mental Health Association Windsor-Essex County Branch (CMHA-WECB) is proud to be included in this list.

Throughout the year, the CMHA-WECB Advancement Department (fundraising, education, volunteer management and public relations) asks individuals and businesses within the community to donate dollars to the agency. We are fortunate to be in one of the most generous and giving communities in the country. Windsor and Essex County has always responded with enthusiasm and compassion to the CMHA-WECB cause.

The money that is donated to CMHA-WECB is used to provide the community with a number of free prevention programs including Adult Bereavement, Children's Griefworks, Public Education and Coping with Job Loss. The agency does receive some support from the local United Way for education and job loss but the bereavement program is entirely funded through donations.

There are a variety of ways to help ensure these programs survive.

- 1 - Become a monthly CMHA-WECB donor.
- 2 - Make a one-time donation to the bereavement programs.
- 3 - Organize a third-party fundraising event and donate the proceeds to CMHA.
- 4 - Attend a CMHA-WECB fundraising event such as the upcoming Cooking with Chef Mimmo class in October.
- 5 - Remember CMHA-WECB in your will and/or estate.

The CMHA-WECB bereavement programs are the only ones of its kind in the community. They provide support for people experiencing grief and loss. They also provide education to the community around the topic of grief.

Please consider making a donation today and rest assured that each day in your community, your donated dollars are hard at work!

For a donation card or more information please phone
519-255-9940 ext. 224
or visit www.cmha-wecb.on.ca.



Volunteer Spotlight

In 2007, almost half of all Canadians volunteered, contributing 2.1 billion volunteer hours, which is equivalent to 1.1 billion full time jobs.ⁱ The value of volunteerism in Canada cannot be underestimated. Time is one of the most valuable things we all have to give, you get one chance to use it and you can never get it back. So, when volunteers decide to give their time to your cause, it is a precious gift.

Pam Whited has dedicated many hours of her time to our agency, helping anywhere she could and always offering a warm smile and hug to anyone who wanted one. Her ongoing contribution is immeasurable; Pam came to our agency in 2007 ready to help out. She admits that she began volunteering because she wanted to make a difference in someone's life, but she in fact has been changed. Volunteering has created a whole new family for Pam and she feels blessed to be a part of our team.

Ninety-three percent of all volunteers report that making a contribution to the community is their reason for volunteering.ⁱⁱ

Pam has volunteered in the Advancement Department in various roles and on multiple committees over the last three years. She is responsible for recruiting several volunteers and donors and is a wonderful ambassador for our cause. I have watched Pam in many different settings promote our agency and encourage people to get involved, she understands the value of the work we do. She is one of the most social people I know and her participation on our event committees is a wonderful asset. She is always making others feel welcome and



sharing our cause with her friends and family.

Pam is the co-chair of the Spring Into Action Walk/Run and a member of the Black & White Committee. These events combined have raised over \$75,000 for our non-funded programs. Her commitment to both of these event committees means she has spent significant time planning

and coordinating with the committee to achieve success.

Pam admitted to me that she sometimes wonders if the agency is getting equally as much out of her volunteer experience as she is. She feels so appreciated and for that she is thankful. I assure her that her commitment to our agency benefits us in many ways, I am glad to know that volunteering for Pam is a win-win experience. At the end of our interview she told me that she thought she knew what volunteering was, but CMHA-WECB has since redefined it for her.

Pam says, she will always volunteer and I am sure she will, it's just in her blood.

"Volunteers are seldom paid; not because they are worthless, but because they are PRICELESS".

ⁱ http://www.givingandvolunteering.ca/files/giving/en/csgvp_highlights_2007.pdf
ⁱⁱ *ibid*

GREEN SHIELD CANADA

The Green Shield Foundation recently granted CMHA-WECB with funding for projects happening in the adult and children's bereavement programs. This funding will allow for a special summer camp in August for Griefworks clients along with an open, free community forum conducted by our bereavement experts, in the fall.

The Green Shield Foundation has been extremely supportive of community mental health services and they should be applauded for all the great work they do in the Windsor and Essex County community.

For more information about CMHA-WECB bereavement programs please phone 519.255.1749

Thank you Green Shield!



Make it Work!

This October CMHA-WECB will host its first Mental Health and the Workplace Conference entitled "Make It Work!".

The conference, taking place at Caesars Windsor on October 6th and 7th, will focus on topics related to the mental health of employees and employers in the workplace. Topics to be covered include:

- creating a respectful workplace
- understanding mental illness
- accommodations for mental illness in the workplace
- grief and its impact at work
- recognizing the signs of mental illness on your work team

The keynote speaker for the conference will be Valerie Pringle, Canadian broadcaster and mental health advocate.

A variety of professionals will benefit from this conference including: Human Resource professionals, labour leaders, supervisors, business owners, healthcare workers, social service workers and business consultants.

Attendance is \$400 for the two days and includes two continental breakfasts, two lunches and one ticket to the special awards banquet the first night of the conference.

To register visit www.cmha-wecb.on.ca or phone 519.255.9940 ext. 255.

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ITALIAN EATERY

1520 Tecumseh Road East, Windsor 519-254-5665

FIRST ANNUAL MENTAL HEALTH AND THE WORKPLACE AWARDS PRESENTED BY THE CANADIAN MENTAL HEALTH ASSOCIATION WINDSOR-ESSEX COUNTY BRANCH

To be presented
Wednesday, October 6th, 2010

Caesars Windsor

"Make It Work" Awards Dinner hosted by CMHA-WECB

The Canadian Mental Health Association Windsor-Essex County Branch (CMHA-WECB) is proud to be presenting its first annual Mental Health and the Workplace Awards to a company and an individual. The awards will be given based on the nominations received from the community regarding the positive impact the candidates have had on their workplace and mental health.

Criteria that will be considered for each candidate/nomination include the following:

1. Demonstrated leadership in the area of mental health and work.
2. Advocated against stigma of mental illness in their workplace.
3. Advocated for policy changes and implementation of such policies to create a mentally healthy work environment.
4. Supported others in their mental health in the workplace.
5. Helped to educate others in the workplace about positive mental health.
6. Created a workplace program that promoted positive mental health.

Candidates do not need to meet all of the above criteria but these will be considered when judging of the nominations take place.

Deadline for Nominations

Thursday, August 31, 2010

Via email to: plauzon@cmha-wecb.on.ca

Via fax: Attention Patti Lauzon, 519.255.7817

Via mail to: CMHA-WECB Mental Health Awards

Attn: Patti Lauzon, Director of Advancement

1400 Windsor Ave.

Windsor, ON N8X 3L9

October 6th and 7th Make it Work: Mental Health and the Workplace Conference

Caesars Windsor

Hosted by CMHA-WECB

For more information call

Patti Lauzon at 519.255.9940 ext. 224

or visit www.cmha-wecb.on.ca

December 12th Candlelight Vigil in Honour of Children Who Have Died

WFCU Centre

Phone the CMHA-WECB

Bereavement Office for more
information at 519.255.1749

Canadian Mental Health Association
Windsor-Essex County Branch
1400 Windsor Avenue
Windsor, ON N8X 3L9

