



KEY STEPS FOR MANAGING AND PREVENTING CHRONIC MENTAL STRESS CLAIMS

Elizabeth Rankin-Horvath
Founder and President
Hale Health and Safety Solutions Ltd.

Who Are We?

We are not lawyers,
paralegals or doctors.

**We are OHS
professionals.**

**Our goal is to prevent
harm and create
flourishing workplaces.**



Denise



Elizabeth





CAN/CSA-Z1003-13/BNQ 9700-803/2013
National Standard of Canada

Psychological health and safety in the workplace —

Prevention, promotion, and guidance to staged implementation

Disponible en français
Santé et sécurité psychologiques
en milieu de travail —
Prévention, promotion et lignes
directrices pour une mise en
œuvre par étapes



Commissioned by the
Mental Health Commission of Canada



0-5 Low risk 6-10 Moderate risk 11-15 High risk 16-25 Unacceptable	Minor injury, insignificant property or equipment damage	Non-reportable injury, minor loss of process or slight property damage	Reportable injury, moderate loss of process, limited property damage	Major injury, single fatality, critical process loss, critical property damage	Multiple fatalities, catastrophic business loss
	1	2	3	4	5
5 Near certain	5	10	15	20	25
4 Probable	4	8	12	16	20
3 Possible	3	6	9	12	15
2 Unlikely	2	4	6	8	10
1 Remote	1	2	3	4	5



In Canada



Mental health issues
are the leading cause
of disability.

Nearly 30% of all
claims!



Anticipating Costs

LTD = 67% Workers comp = 85%

PLUS

Lost productivity, talent and skills

Time in recruitment and retention

Conflict resolution

Operational Success

MOL involvement



Focusing on the Board's policies will NOT help you!



You NEED a System

By the time a claim is filed, the issue is full-blown. The secret is to “see” the stress *and* to act BEFORE it blows up.



Goals

Stay at work

Return to work

Return to full duty*



What Would Trigger a Claim?



Mental Injury



Coping Skills and Resiliency



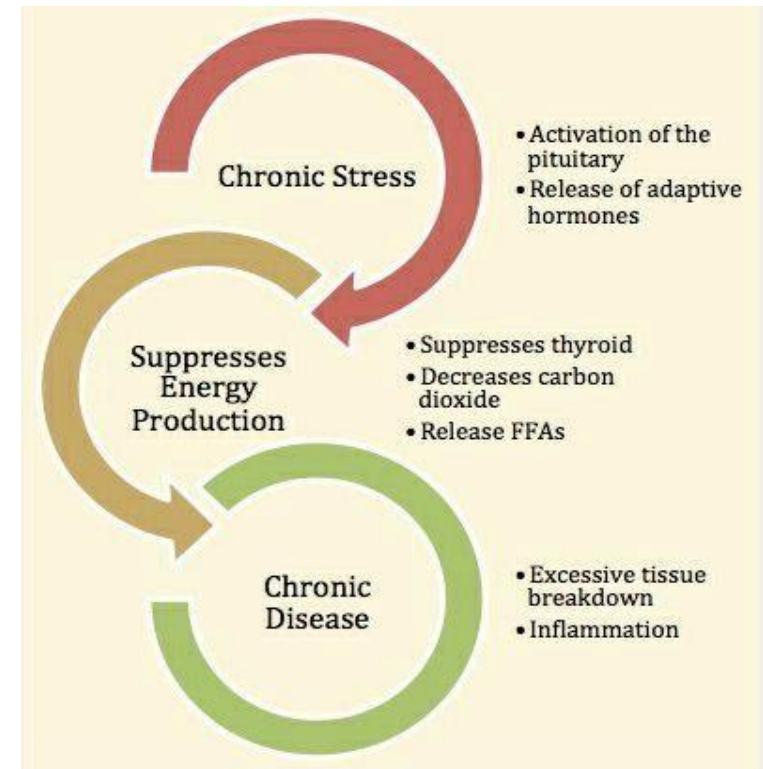
THE STRESS ARC

maintaining motivation without burnout



Stress occurs when perceived pressure on an individual exceeds ability to maintain resilience

The Chronic Stress Cycle



Source: Kelly Nordahl, LMT

Mental Illness

Mental illness refers to a wide range of mental health conditions - disorders that affect your mood, thinking and behavior.

Examples of mental illness include depression, anxiety disorders, schizophrenia, eating disorders and addictive behaviors.

Many people have mental health concerns from time to time.

World Health Organization



Symptoms of Chronic Stress

Physical

Emotional



Intellectual

Behavioral

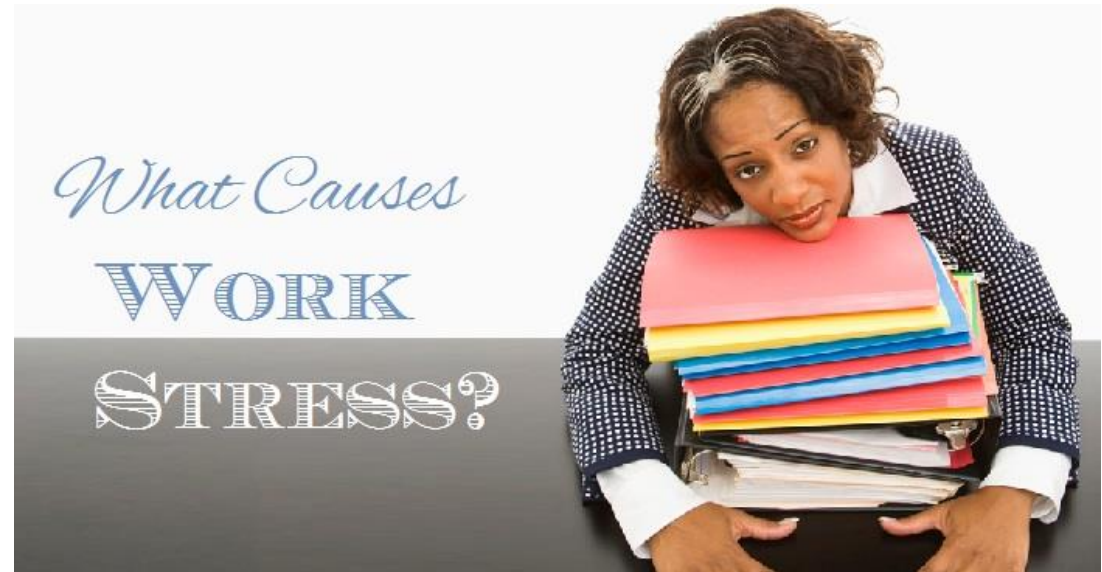


What are the Stressors?



Work-related stressor

- Bullying
- Harassment



Excessive in intensity and/or duration in comparison to the normal pressures and tensions experienced by workers in similar circumstances.

Employers Actions and Decisions

They make a difference!



CanadaPEI

CBC INVESTIGATES | P.E.I. widow awarded benefits after husband's death linked to workplace bullying

Group home denies any bullying, appeals Workers Compensation Board decision

By Sally Pitt, CBC News Posted: Mar 30, 2017 7:00 AM AT | Last Updated: Mar 30, 2017 4:24 PM AT



Lisa Donovan said she owed it to her husband and her family to have his death determined to be a result of workplace bullying. (Robert LeClair/CBC)

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Thursday	Friday	Saturday	Sunday	Monday



Workplace stressors generally increase the odds of poor health outcomes to **approximately the same extent as exposure to second hand smoke.**

Workplace Factors



Is Accommodation Needed?



How do we help when an employee is in crisis?



Documentation is Key

**Cost for Poor
Documentation**

**Cost for Good
Documentation**

Discussions
and Actions



Job Expectations

Memory

Time pressures

Exposure to
environmental stimuli

Working relationships

Attention to detail

Exposure to emotionally
stressful situations

Overlapping tasks

Exposure to
confrontational situations

Assess Capabilities



What are your capabilities?

What are your limitations and triggers?



Abilities-Based Plan

- Consult
- Communicate
- Map



When you understand the potential challenges,
you can offer suitable solutions.



Reporting Process



Leadership Development

- Mental health awareness
- Legal obligations
- Role, responsibility, accountability
- Psychologically health and safe leadership skills
- Conflict resolutions skills
- Chronic mental stress management



Impact on Business Outcomes

Productivity

Goals

Targets

Attraction

Retention

Injuries

Illness

Conflict

Loyalty

Perception

What now?

- ✓ Define your process
- ✓ Train your leaders
- ✓ Implement controls to prevent and mitigate substantial work-related stressors that could cause or contribute to mental injury
- ✓ Get consulting advice where needed





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One-Day Workshop: Success Strategies for Managing Chronic Mental Stress Claims

<https://halehss.lpages.co/workshop-chronic-mental-stress-claims-management-description/>