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Access to Quality Mental Health Services

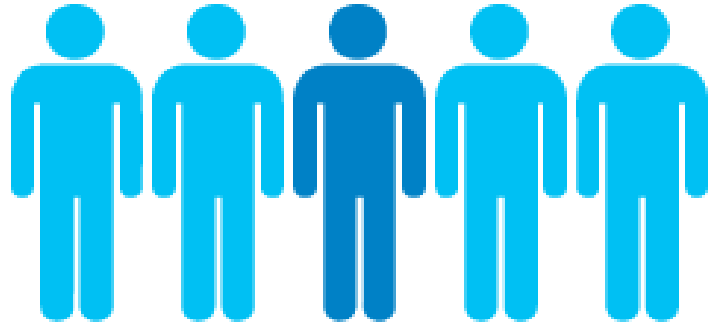
Ed Mantler, Vice President, Programs and Priorities,
[@edmantler_MHCC](#)

Camrose Mental Health Symposium

[@MHCC_](#) [f/theMHCC](#) [v/1MHCC](#) [@theMHCC](#)
[in /Mental Health Commission of Canada](#)



SCALE



1 in 5

People in Canada will experience
a mental health problem or illness
in any given year

1.6 million report
unmet mental health
care needs

Healthcare Workers

Cause for Concern

1.5x

Healthcare workers are 1.5 times more likely to miss work due to illness or disability than people in all other sectors

40%

Over 40% of physicians say they are in advanced stages of burnout



Working in healthcare, and helping people cope with illness and death, can result in 'compassion fatigue'

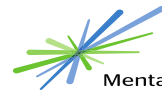


Exhaustion and sleep deprivation can negatively affect the delivery of care



Stress, anxiety, depression, burnout and substance misuse are common workplace-related conditions

Everybody's Business



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500,000

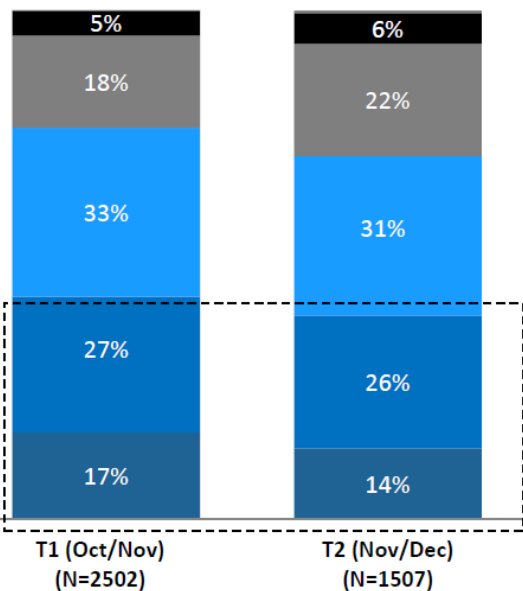


Canadians, in any
given week, are unable
to work due to mental
health problems or
illnesses.

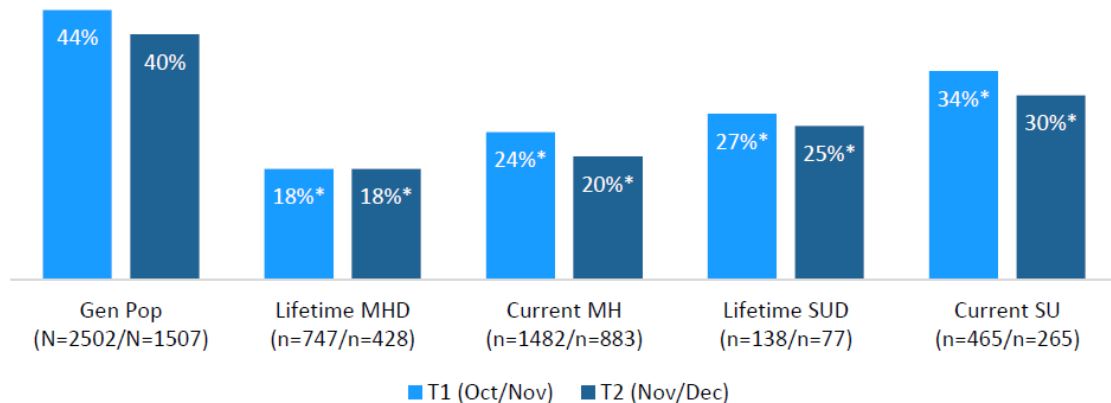
About 40% of respondents report strong mental health

Lower % among those with mental health and substance use concerns

Perceived Mental Health



Excellent or Very Good mental health



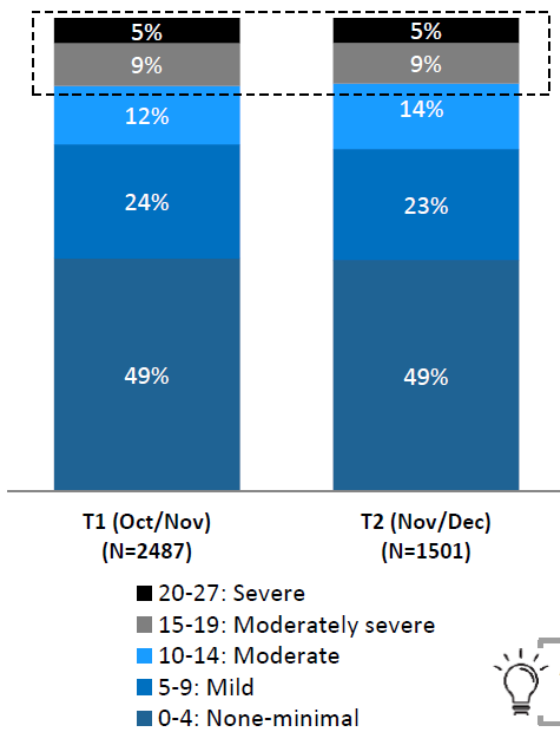
According to [Statistics Canada](#), 67% of Canadians reported excellent or very good perceived mental health in 2019 prior to the pandemic.

Q7: In general, how would you describe your mental health? [same for T1 and T2]

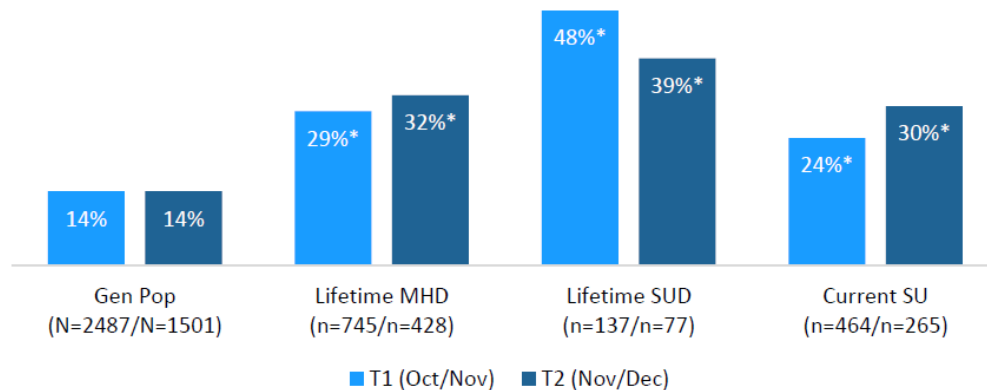
*Statistically significant difference than rest of sample at 95% confidence interval.

14% of respondents report severe depression symptoms

Higher % among those with substance use concerns, past mental health diagnosis



Moderately Severe, Severe depression symptoms



According to the Canadian Community Health Survey (retrieved from ODESI), **2%** of Canadians reported moderately severe/severe symptoms of depression in 2015-16.

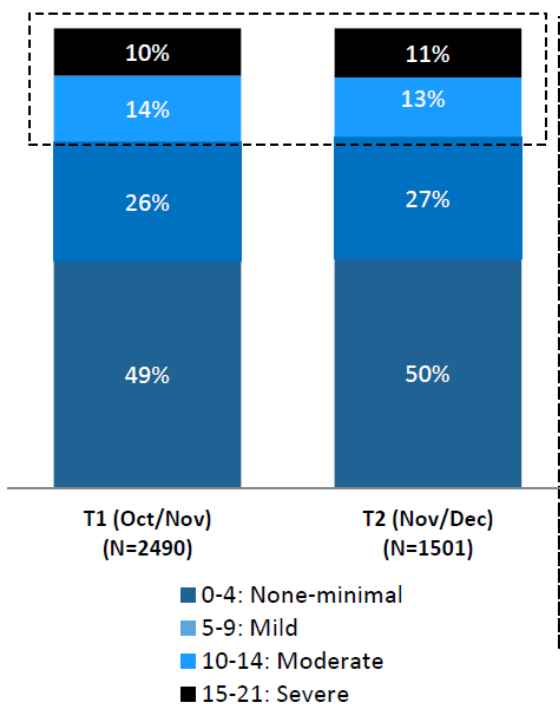
Q9: DEPRESSION SCORE (PHQ-9) [same for T1 and T2]

*Statistically significant difference than rest of sample at 95% confidence interval.

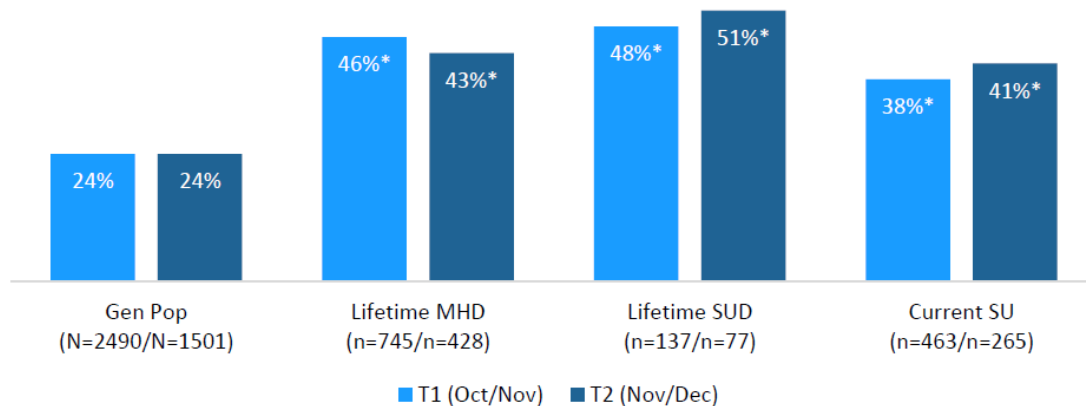
24% of respondents report moderate to severe anxiety symptoms

Higher % among those with substance use concerns, past mental health diagnosis

Anxiety Symptoms
(GAD-7)



Moderate, Severe anxiety symptoms



According to [Statistics Canada](#), 20% of Canadians reported moderate/severe symptoms of anxiety in May 2020.

Q8: ANXIETY SCORE (GAD-7) [same for T1 and T2]

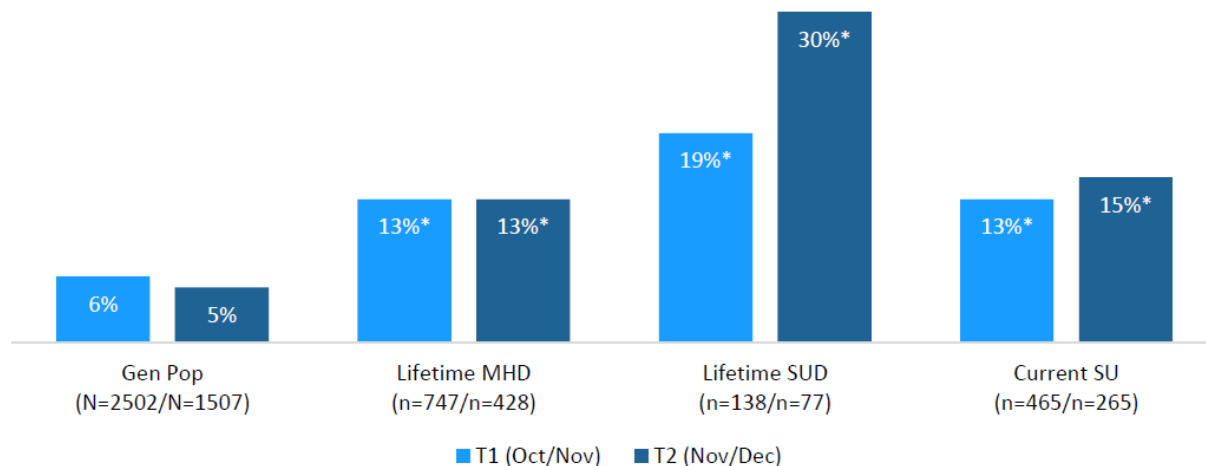
*Statistically significant difference than rest of sample at 95% confidence interval.

About 5% of respondents have seriously contemplated suicide since March

Higher % among those with substance use concerns, past mental health diagnosis

Suicidal Ideation

Seriously contemplating suicide since March 2020

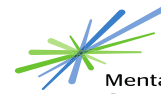


According to [Statistics Canada](#), **3%** of Canadians in 2019 reported seriously contemplating suicide in the past 12 months.

Q11: Have you seriously contemplated suicide since the COVID-19 pandemic began? [same for T1 and T2]

*Statistically significant difference than rest of sample at 95% confidence interval.

Suicide Prevention in the Workplace



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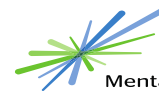
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[Workplace and Suicide Prevention Toolkit](#)

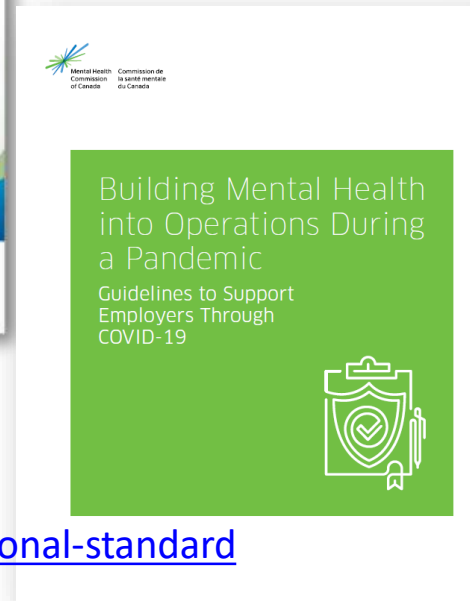
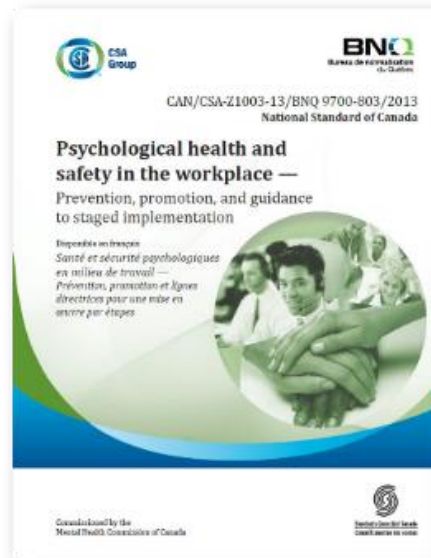
[Suicide Prevention in the Workplace](#)

Workplace Factors



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Download free:

<https://www.mentalhealthcommission.ca/English/what-we-do/workplace/national-standard>



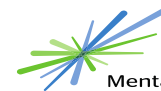
MCH

Michael
Garron
Hospital



UNIVERSITY OF MARYLAND
MEDICAL SYSTEM

A Winning Prescription



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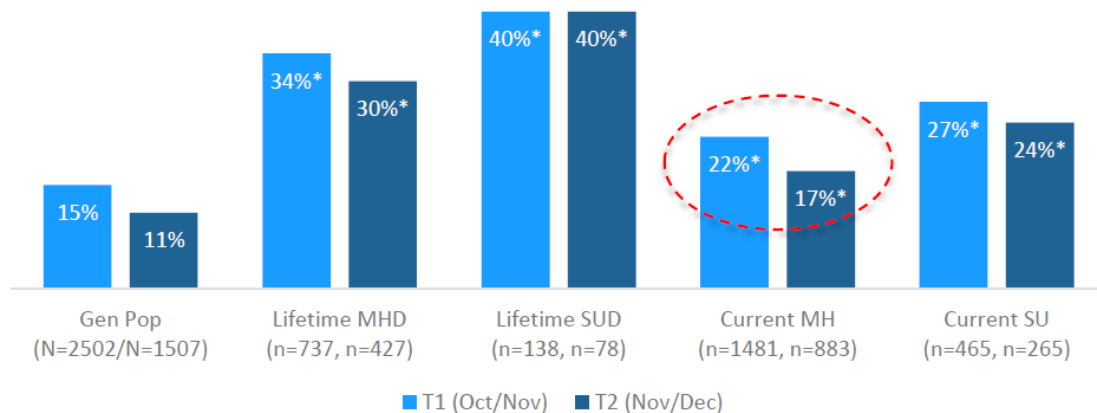
A Mentally Healthy Workplace Can:



15% of all respondents and 22% with current mental health symptoms report accessing mental health treatment since March; 1 in 5 found access difficult

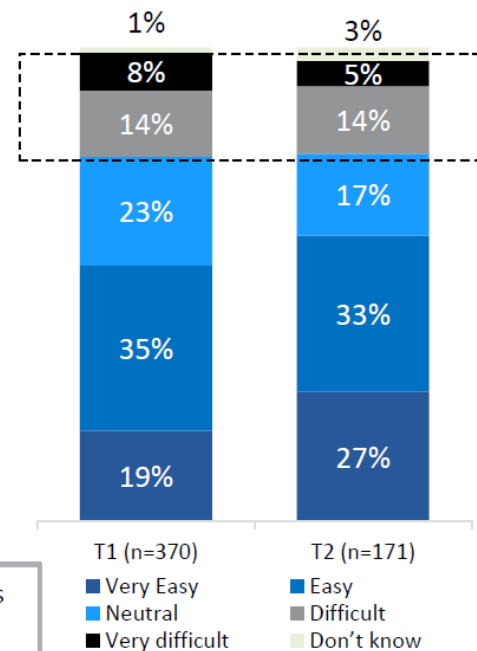
Access to Treatment: Mental Health

*Access to mental health treatment
since March 2020 (T1)/in past month (T2)*



According to the Canadian Community Health Survey 2017-18 (source: ODESI), **14%** of Canadians had consulted a professional for emotional or mental health problems in the past 12 months.

*Ease of access
(if have accessed)*



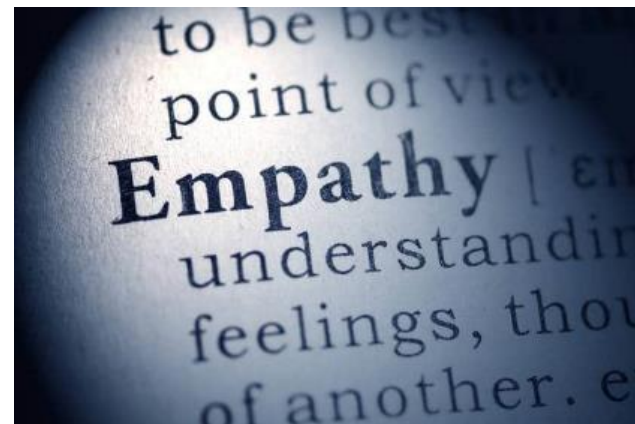
Q44: Since March 2020 (T1)/over the past month (T2), have you accessed formal treatment services to help manage your emotions or mental health?

Q45: How easy or difficult has it been to access treatment services for mental health? [same for T1 and T2]

*Statistically significant difference than rest of sample at 95% confidence interval.

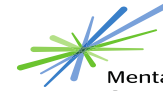
Preventive Actions

- Reduce stigma
- Recognition of signs and symptoms of mental illness
- Guidance on where to go for support
- Education about trauma and its effects
- Education about the effects of cumulative stress
- Training for managers and supervisors on interpersonal skills and empathy



Quality Mental Health Care Network (QMHCN)

- Unites health-sector leaders from across the country
- Focuses on removing barriers hindering access to high-quality mental health services
- Addresses structural stigma, promotes recovery-oriented practice, and supports psychologically healthy and safe workplaces in health care



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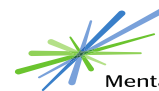
Quality Mental Health Care Framework



The framework defines key dimensions that encompass quality mental health care

The framework address quality mental health care for patients and providers alike.

Recovery Oriented Practice



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Guidelines for Recovery-Oriented Practice

Hope. Dignity. Inclusion.



DIMENSION 1

Creating a culture and language of hope



DIMENSION 3

Recovery occurs in the context of one's life



DIMENSION 5

Working with First Nations, Inuit, and Métis



DIMENSION 2

Recovery is personal



DIMENSION 4

**Responding to the diverse needs of everyone
living in Canada**



DIMENSION 6

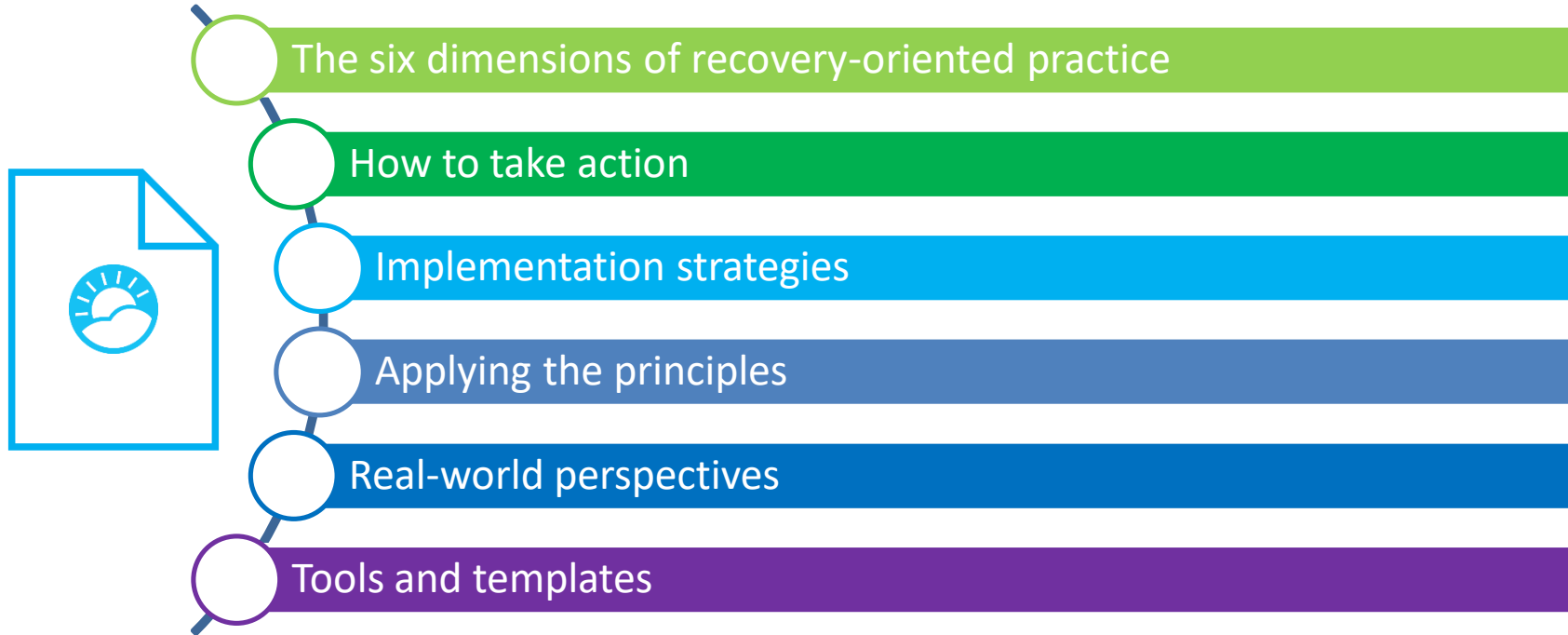
**Recovery is about transforming services
and systems**



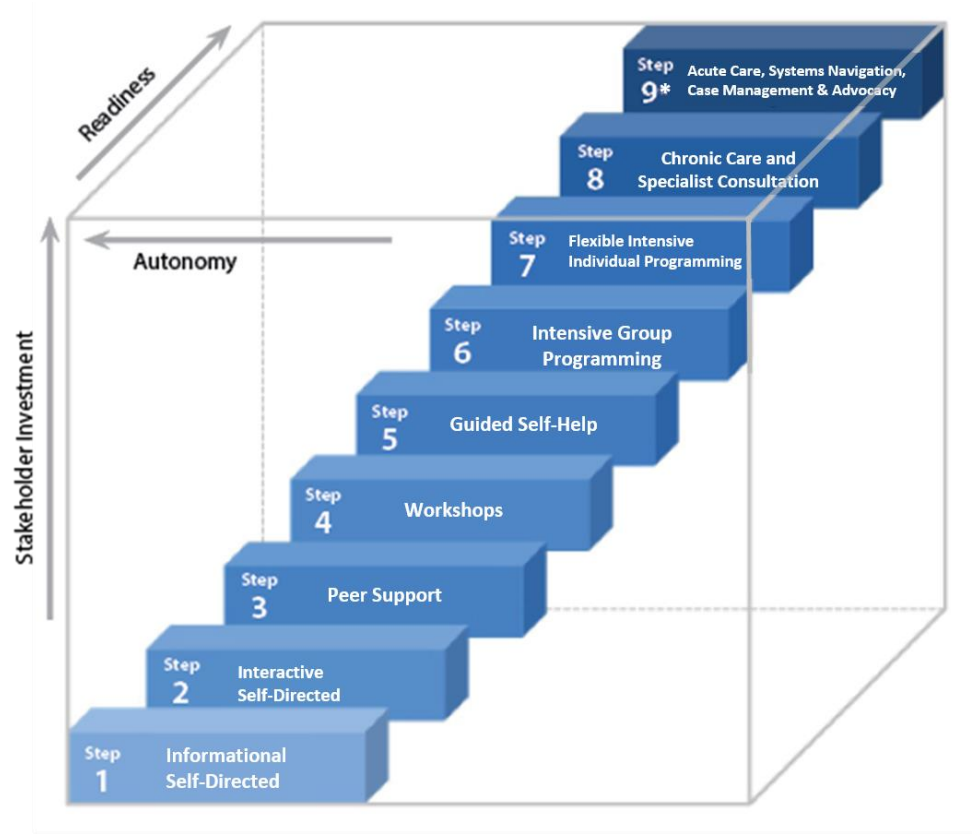
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Implementation Toolkit



The SC2.0 Nine-Step Framework



What is Stepped Care 2.0?



A **transformative system** of care for mental health and addictions services



Developed by Dr. Peter Cornish and the team to organize and deliver **evidence-based programming** in alignment with **recovery principles**



Implementation of the model is underway in **key provinces and territories** with the leadership of MHCC in close partnership with Stepped Care Solutions



The model underlies the **Wellness Together Canada** portal, a free resource for all Canadians in response to COVID-19 that provides mental health supports.

Why Stepped Care 2.0?

How it helps clients

- ~70% rated the quality of e-mental health tools as “good” or “excellent.”
- ~80% reported that e-mental health tools met at least some of their needs.
- ~65% said the e-mental health programs helped them deal with their problems.

How it helps care providers

- Comfort and familiarity with online care options.
- Based in evidence and effective in helping their practices evolve.
- Greater knowledge of the stages of change and self-efficacy to enact it.

Why Stepped Care 2.0?



Since 2017-18, wait times for mental health and addiction services **decreased by 68 per cent**, in part due to Stepped Care 2.0.

Before Stepped Care 2.0, “it was like waiting to get access to a backhoe when all you need is a shovel.”

— *Person with lived experience*

Tools and Resources



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Mental Health Commission of Canada | Workplace Mental Health

Suicide Prevention in the Workplace

CARING FOR HEALTHCARE

A toolkit for psychological health and safety in healthcare workplaces

How am I Doing?

Working in a health care setting, there is often no time to stop and think about your own mental health.

Check In With Yourself

Acting	Orange: Injured	Red: Ill
<ul style="list-style-type: none"> Rest and eat well Connect with others 	<ul style="list-style-type: none"> Time to get professional help 	<ul style="list-style-type: none"> Get help now Call a crisis line

Can I use it?

Take a minute to see where you are on the colour continuum? Do this daily. Text or call a friend or family member and use the colours to talk about how you are feeling, coping or reacting in the moment. Use a "colour" check-in at team meetings or as a conversation opener with staff.

Access the Continuum Self-Check Tool

theworkingmind.ca/continuum-self-check

Managing Workplace Mental Health

- 1 Prevention/Mitigation**
 - Assess risk of psychological distress related to work during a pandemic.
 - Identify workers who may be at a greater risk of mental health during a pandemic.
 - Identify protective measures to support mental health of workers during a pandemic.
 - Assess the potential impact to the business.
- 2 Preparedness**
 - Build mental health support into the emergency response and business continuity plan.
 - Establish plans to support workers who might be at increased risk of mental harm.
 - Establish junior emergency mental health support services, programs and practices.
 - Develop and train all staff at all levels on supports available and procedures.
- 3 Response and Continuity**
 - Implement the emergency response and business continuity plan and mental health supports for all workers.
 - Establish support plans for workers who are at a greater risk of mental harm.
 - Communicate clearly, empathetically and often.
 - Support workers in adjusting to working in the new normal.
- 4 Business Recovery to Normal Operations**
 - Be prepared to support workers in adjusting.
 - Provide ongoing support for those who may be experiencing ongoing or prolonged distress.
 - Use psychological health and safety debriefing services.
 - Review and revise policies, programs, procedures and procedures as necessary to be better prepared for the future.

*Four stages of emergency management are based on CSA 21000-17 Emergency And Continuity Management Program

Mini-guide to help employees' mental health through winter

Tools and Resources



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The Working Mind



HOW TO MANAGE **RETURN ANXIETY** AS THE LOCKDOWN LIFTS

As the COVID-19 curve flattens and the country begins to re-open, many people are facing a new set of concerns, sometimes called *return or re-entry anxiety*. The sources for this anxiety include worry about a heightened risk of infection, new social expectations, and the adjustment of routines to new work realities.

Dr. Keith Dobson, professor of clinical psychology at the University of Calgary, shared some practical advice for people who may be experiencing stress or anxiety as they prepare to enter the post-lockdown world.

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ORDER OF EXCELLENCE
COMMISSION DE LA SANTÉ MENTALE
DU CANADA
2017

Building Mental Health into Operations During a Pandemic

Guidelines to Support
Employers Through
COVID-19



Tools and Resources



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mentalhealthcommission.ca/English/mhcc-covid-19-resources

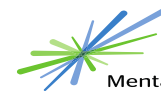
theworkingmind.ca/resource-hub

mentalhealthcommission.ca/English/what-we-do/workplace

ccsa.ca/types-resources

Wellness Together Canada <https://ca.portal.gs/>

Q & A



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Thank you!



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Ed Mantler, Mental Health Commission of Canada
@edmantler_MHCC

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