




Workplace Solutions for Mental Health





1 in 5 Canadians experience a **mental health condition** in any given year as compared to **one in 25** for heart disease and **one in 15** for type 2 diabetes¹

More than **30%** of disability claims and **70%** of disability costs are attributed to **mental illness**²

\$51B cost to the Canadian economy

Mental health problems and illness are rated one of the top three drivers for both short-term and long-term disability claims by more than **80%** of Canadian employees³

More than **500,000** Canadians won't go to work because of mental illness each week⁴

People in their early and prime working years are among the hardest hit by mental health problems and illnesses³

¹ Making the Case for Investing in Mental Health in Canada. Mental Health Commission of Canada (MHCC)

² <http://www.benefitscanada.com/benefits/health-wellness/looking-at-mental-health-in-the-workplace-52238>

³ Mental Health Commission of Canada (MHCC) <http://strategy.mentalhealthcommission.ca/the-facts/>

⁴ Mental Health Commission of Canada (MHCC) <http://www.mentalhealthcommission.ca/English/issues/workplace?page=1>

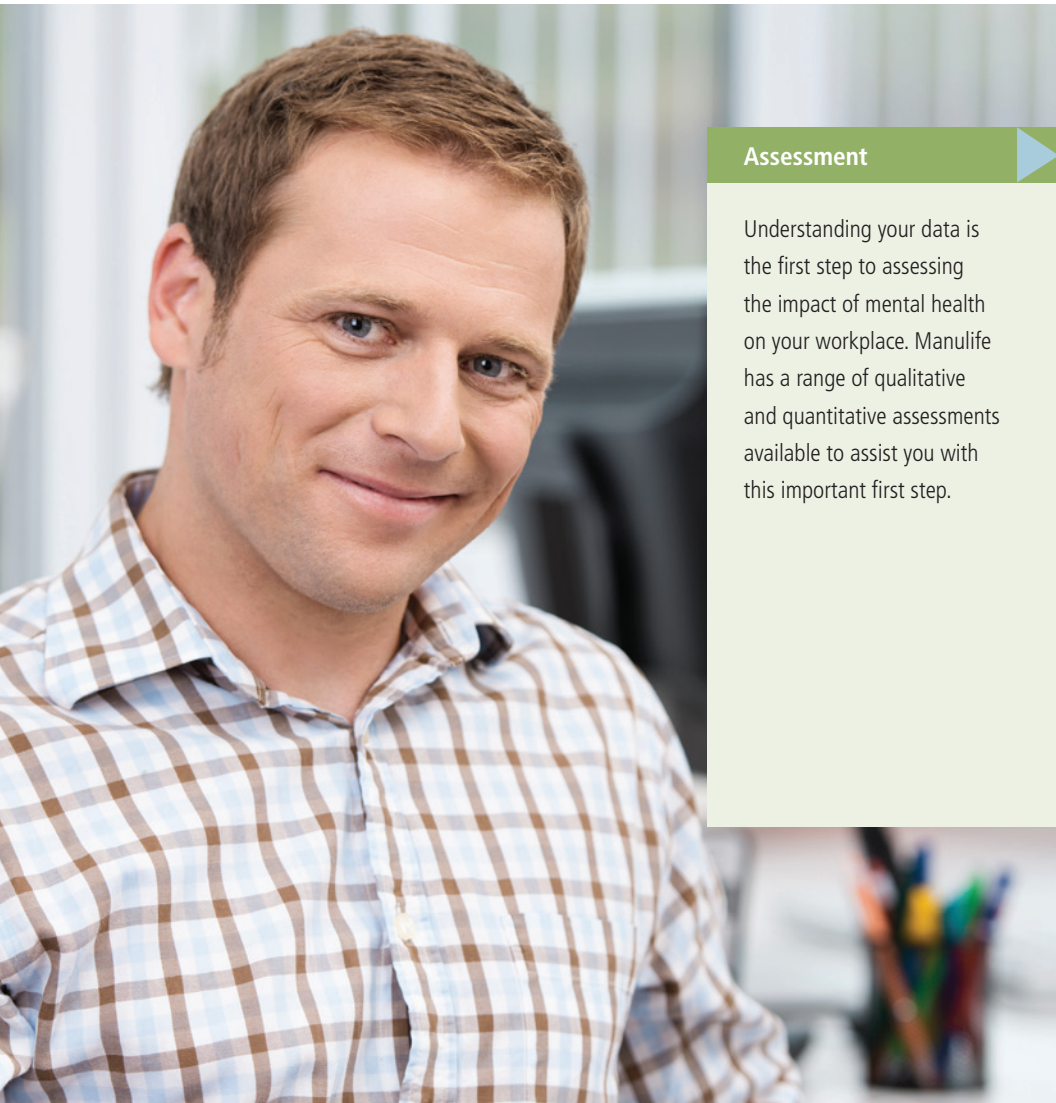
What effect do these trends have on your workforce?

The increasing prevalence of mental illness in Canada will challenge the workplace in many ways. If left unmanaged, employers may experience higher levels of absenteeism, lower productivity rates, reduced employee engagement and increased disability and drug claims resulting from mental health conditions. The associated costs for Canadian companies can equate to nearly 14 per cent of their net annual profits and up to \$16 billion annually.⁵ However, by improving the management of mental health in the workplace and creating a psychologically safe and healthy work environment, employers can help protect both their employees and their bottom line.

⁵ Mental health and substance use at work: Perspectives from research and implications for leaders. 2002. Scientific Advisory Committee to the Global Business and Economic Roundtable on Addiction and Mental Health. http://mentalhealthroundtable.ca/jan_2003/mentalhealth2_nov11_021.pdf (accessed February 12, 2010).

MANULIFE IS HERE TO HELP

For an employer, addressing mental health in the workplace can feel overwhelming. As a simple guideline, organizational initiatives should address employee mental health no matter where they are on the health continuum — be that at work and healthy, at work and at risk of an illness, off work recovering, or transitioning back into the workplace following an absence.



Assessment

Understanding your data is the first step to assessing the impact of mental health on your workplace. Manulife has a range of qualitative and quantitative assessments available to assist you with this important first step.

Manulife recognizes the effects mental health has on the Canadian workforce and is committed to helping meet the needs of our clients in this area. We have developed a comprehensive strategy to help you and your employees achieve better mental health outcomes. Manulife's workplace solutions for mental health are aligned with the health continuum and provide support in four areas: assessment, prevention, intervention and return to work support.

Prevention	Intervention	Return to work support
<p>The solutions Manulife offers will help employers prevent or minimize the impact of mental illness in the workplace. Preventative support gives employers the knowledge and tools to help the mental wellbeing of their employees and promote a psychologically safe and healthy workplace.</p>	<p>Early intervention helps to ensure employees receive timely treatment and support when they are experiencing a mental illness. Manulife's solutions help employers detect the early signs of mental health conditions and support employees through their recovery.</p>	<p>Returning to work following an absence due to mental illness can be a difficult step for an employee, especially given the stigma that surrounds mental illness. As well, employers can struggle with how best to accommodate the employee upon their return to work. Manulife's return to work support provides both employers and employees the help they need with this important transition.</p>

Product and Services Offered

Health Risk Assessment – A series of personal and workplace health questions completed by employees and managers to identify physical and psychological health risks of their workforce, employee readiness for change, and the overall mental health climate.

Workplace Psychological Health Gap Assessment Tool – A high level questionnaire to guide organizations in meeting Canada's Standard for Psychological Health & Safety in the Workplace.

Workplace Health Profile – Provides an assessment and roadmap for organizations looking to develop or improve the effectiveness of existing mental health programs and recommendations for enhancements or future considerations.

Integrated Health Data Analysis – A comprehensive assessment that provides a view of an employer's health data across multiple categories. In addition to absence and disability data, this analysis includes other relevant data sources such as health risk assessments, workers compensation and casual absenteeism.

Resilience® and Workplace Advisor Employee & Family Assistance Programs (EFAP) – Our Resilience® program provides individual counselling in addition to a wealth of online resources and supports for both the member and manager.

Lifestyle Health Coaching – A completely voluntary and confidential service provided to plan and execute the steps needed toward adopting a healthier lifestyle. Where stress or mental health conditions are present, strategies and accessing necessary resources where applicable.

Intermittent Absence Support – Employees struggling with mental health issues may have more frequent absences. We will work with you to identify the root cause of the absences, if future absences may be expected and provide ongoing supports.

Workplace Solutions for Mental Health – public website – A free, public website offering mental health resources at manulife.ca/mentalhealth

Workplace Solutions for Mental Health – Manager Training – An interactive training program designed to help managers identify and proactively when they feel an employee's psychological safety is at risk or they are showing early signs of mental health concerns.

Psychological Assessment Treatment Services (PATS) – Offered through our partner Homewood Health, we provide members who have psychological conditions requiring additional mental health expertise and support.

Medaca Early Intervention Program – Disability case managers can reach out to our partner, Medaca, for ongoing treatment and intervention plans for early stage mental health claims that do not resolve as quickly as expected.

	Assessment	Prevention	Intervention	Return to work support
Employees. Employers can request aggregate reports summarizing the physical and mental health culture of their workplace.	✓			
the employer through the 13 workplace psychosocial factors identified in	✓			
develop sustainable wellness programs. The assessment will evaluate the program considerations.	✓			
employer's disease conditions and risk factors that cross all health benefit categories, such as employee assistance programs, extended health and drug data,	✓			
our comprehensive EFAP programs offer unlimited short term professional services per/HR.		✓	✓	
members who are interested in engaging qualified professionals to help them manage their concerns are the key concern, experts will assist the member in developing coping		✓	✓	✓
short duration or incidental absences. Intermittent Absence Support Program, will work with you and the employee to determine any necessary		✓	✓	
mental health tools and resources to employees and employers –		✓		✓
in providing managers with the skills and information to respond confidently to the signs of mental illness.		✓		
Good Health, this program can be accessed by our case managers for plan support throughout the return to work process.			✓	✓
Medica Health Group, for focused and targeted psychiatric assessment, and support as expected.			✓	✓

Your support team

ABSENCE AND DISABILITY CASE MANAGERS

Our case managers work directly with plan members who may be at work but struggling, or are off work. They ensure the plan member has access to and is following an appropriate treatment plan, as well as support them throughout their recovery and return to health. Case managers follow a best practices case management model, designed by our Mental Health Specialists, for mental health claims, using specific resources and protocols at certain points throughout the life of a claim.

DISABILITY MANAGEMENT CONSULTANTS

Disability management consultants (DMC) work with plan sponsors to assess disability data, identify mental health trends, provide disability management best practices and provide strategic recommendations to reduce the impact of mental illness in the workplace.

SR. HEALTH MANAGEMENT CONSULTANTS

Sr. health management consultants work with plan sponsors to evaluate the health of the organization. They help assess, build, implement and measure targeted wellness strategies with the goal of improving workplace mental health and wellness.



MENTAL HEALTH SPECIALISTS

Our national mental health specialist team is unique to the Canadian insurance industry. With extensive educational and clinical training in mental health, the team works with the absence and disability case managers at setting milestones throughout the life of a mental health claim to help ensure appropriate treatment and support is provided.

This national team is led by Dr. Georgia Pomaki, a Ph.D in Occupational Mental Health, masters in Clinical Psychology and a Certified Disability Management Professional (CDMP). In addition to her education, Dr. Pomaki has clinical experience in cognitive behavioural therapy and family therapy, and is also a lead author of the Best Practices for Return-to-Work/Stay-at-Work Interventions for Workers with Mental Health Conditions guide.

REHABILITATION CONSULTANTS

Our in-house rehabilitation consultants specialize in return to work facilitation, functional assessment and accommodation, and vocational services. They provide hands-on support to employees, facilitating access to appropriate treatment and working directly with them, the employer and the health care team to optimize treatment, recovery and a successful return to work.



Our comprehensive strategy provides tools and resources for individuals and frontline leaders, expertise in case management and support for psychologically safe and healthy workplaces. To help us achieve our strategy we have partnered with various organizations so that we can continue to support employers and their employees when it comes to recognizing and managing mental health concerns.

STRATEGIC PARTNERSHIPS, PUBLICATIONS AND RESEARCH



Medaca Health Group

Disability case managers can reach out to Medaca to provide focused and targeted psychiatric assessment, and ongoing treatment and intervention plans for early stage mental health claims that do not resolve as expected.



Homewood Health™

Provider of our Employee and Family Assistance Programs (*Workplace Advisor and Resilience®*) and Psychological Assessment Treatment Services (PATS). The PATS program can be accessed by Disability Case Managers if ongoing support and return to work facilitation are required for members dealing with psychological conditions.



MediResource Inc.

Provides our *Health eLinks*® website, including our comprehensive Health Risk Assessment. MediResource technologies combine employee data with superior health content and digital behaviour change models to create personalized employee programs with measurable results.



Mental Health Commission of Canada

Manulife was selected by MHCC to participate in a three-year business case study to be an early adopter of Canada's National Standard for Psychological Health & Safety in the Workplace.



Excellence Canada

As an ongoing commitment to our comprehensive psychological health strategy, we have entered into a three year sponsorship as the *Mental Health at Work*® Champion of Excellence with Excellence Canada. We will work with them to further promote and administer their *Mental Health at Work*® program for organizations across Canada.



**Contact your advisor or Manulife Group Benefits representative
to learn more. Visit us online at manulife.ca/groupbenefits**



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