



Bell
Let's Talk

Sharing of Workplace Best Practices

Bell Let's Talk mental health initiative

Mental illness impacts every Canadian in some way

1

Anti-Stigma



2

Care & Access



3

Research



4

Workplace Health



A \$73.6-million program built on 4 action pillars

Learn more letstalk.bell.ca

Workplace mental health



Workplace health initiatives

Education & Awareness

Employee awareness events

Mental health website and communications

University-certified training for team leaders



Mental health training for team members and Union/H&S representatives

Care & Support

Promotion of Employee and Family Assistance Program

Enhanced return to work program

Additional benefits coverage for psychological care

Multiple initiatives aligned with best practices

Awareness events

1. Bell Let's Talk Day

2. Mental Health Week (May)

3. Mental Illness Awareness Week (October)



- 1 Language matters
- 2 Educate yourself
- 3 Be Kind
- 4 Listen and ask
- 5 Talk about it



Over 569 mental health speaker sessions since 2010

Specialized workplace mental health training

Workplace Mental Health Leadership™ certificate program

Module 1			Module 2			Module 3	
Classroom	Online course	Exam	Classroom	Online course	Exam	Online course	Exam
Overview of mental health from a health and business perspective, and introduction of effective management practices			In-depth development of leader skills in managing prevention, early intervention, disability and return to work			Understanding the leader's scope and influence in promoting a mentally healthy workplace	



- Developed in partnership with Queen's University and Shepell
- Mandatory training for all team leaders driven by CEO leadership
- Equips leaders with understanding of workplace mental health issues and best practices to provide support
- Available to other employers



World's first university-certified workplace mental health program

Mental health training series

Introduction to Mental Health

Online training available for all Bell team members

Educates on the prevalence of mental health disorders and provides practical information and tools to help participants:

- Better understand mental health
- Fight the stigma associated with mental illness
- Build their own mental health resiliency
- Learn about available support resources



Workplace Mental Health

For Union representatives and Health & Safety committee members

Focuses on better understanding mental health issues, the impact of mental health in the workplace and how to support someone experiencing mental health problems, including those who are at risk of suicide.

Providing support and training to all Bell employees

Enhanced return to work program

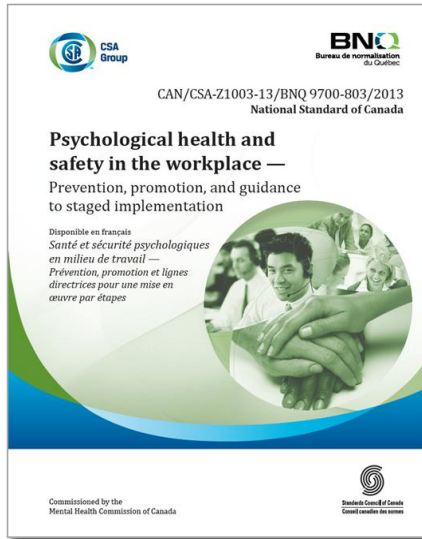
Improved processes to support team members and their managers

COMMUNICATION



Early Intervention	More resources for team members and leaders	Structured return to work plan
<ul style="list-style-type: none"> - Mental health training series - Employee events - Leader guides and videos 	<ul style="list-style-type: none"> - Supporting the team during absence - Support for leader - Community support services - MH educated case manager 	<ul style="list-style-type: none"> - Customizing RTW - Progressive RTW plan - RTW facilitation meeting

Framework – Standard on Psychological Health and Safety in the Workplace



Psychological factors affecting mental health at work

- | | | |
|------------------------------------|----------------------------|------------------------------|
| 1. Psychological support | 6. Growth & development | 10. Engagement |
| 2. Organizational culture | 7. Recognition & reward | 11. Balance |
| 3. Clear leadership & expectations | 8. Involvement & influence | 12. Psychological protection |
| 4. Civility & respect | 9. Workload management | 13. Protection |
| 5. Psychological job fit | | |

Key success factors

- **Foster Senior Leadership Commitment**

- Leadership training ensuring executive participation
- Embedding mental health in corporate programs
 - ie. Diversity & Inclusion, Health and Safety
- Linked annual survey to 13 Psychological factors
- Workplace video

- **Leverage Existing Resources**

- Identify early wins
- Balance measurement
- Leverage EFAP partnership & MH partners for current Mental Health information
- Internal relationships (*Health & Safety, Human Resources / Labour Relations, Disability Management Team, Communications, Community Investments, and employees!*)

- **Qualitative & Quantitative data**

- Survey post awareness event
- Survey post training
- EFAP reports for trends
- Annual Team Survey

“I am very proud that Bell Canada decided to support Mental Health and raise the awareness. It affects everyone of us! Currently I have 3 close loved ones who are dealing with a form of mental illness.

Because of the resources and training I have access to I am able to better understand and support! “

“I love that there is help and support for people who need it. I think education is so important in understanding difficult situations and stress.
Thank you for having these events.”

Thank you