



**Opening  
Minds**

MENTAL HEALTH  
COMMISSION  
OF CANADA

# Beyond conversations

**Measuring Improvement for a Mentally  
Healthy Workplace**





**68%**

of employed Canadians consider their workplace psychologically safe.



**21.2%**

of employed Canadians experience high or very high work-related stress.



**80%**

Cited job demands and work environment as primary causes for poor mental health

## In Our Workplaces

Half (52%) of managers believe they can identify when team members are struggling with psychological distress.

# Business Leaders Agree



**93%**

PHS boosts business



**90%**

Estimate ROI > 6%



**60%**

Lack trained personnel to address  
psychosocial risks



Opening Minds is a not-for-profit social enterprise that provides training and the tools to talk about mental health, change negative attitudes, and reduce stigma related to mental illness.

Opening Minds was established by the Mental Health Commission of Canada (MHCC) and is the largest systematic effort in Canadian history focused on eliminating stigma.



## About Us

Opening Minds is headquartered on the unceded lands of the Anishinaabe Algonquin people. We have many employees all over Turtle Island.

We recognize that the care and nurturing of the land from the First Nations, Inuit and Northern Peoples has allowed us to benefit from all the things this land has to offer. We must now pay our respect in caring for the land for the generations that will come after us in their honor.

# Territorial Acknowledgment





# Workplace Solutions

The  
Working  
Mind



The  
Inquiring  
Mind



Psychological  
Health and Safety



Mental Health  
First Aid



HEADSTRONG





**1,000,000+**

People Trained



**1,600+**

Organizations Supported

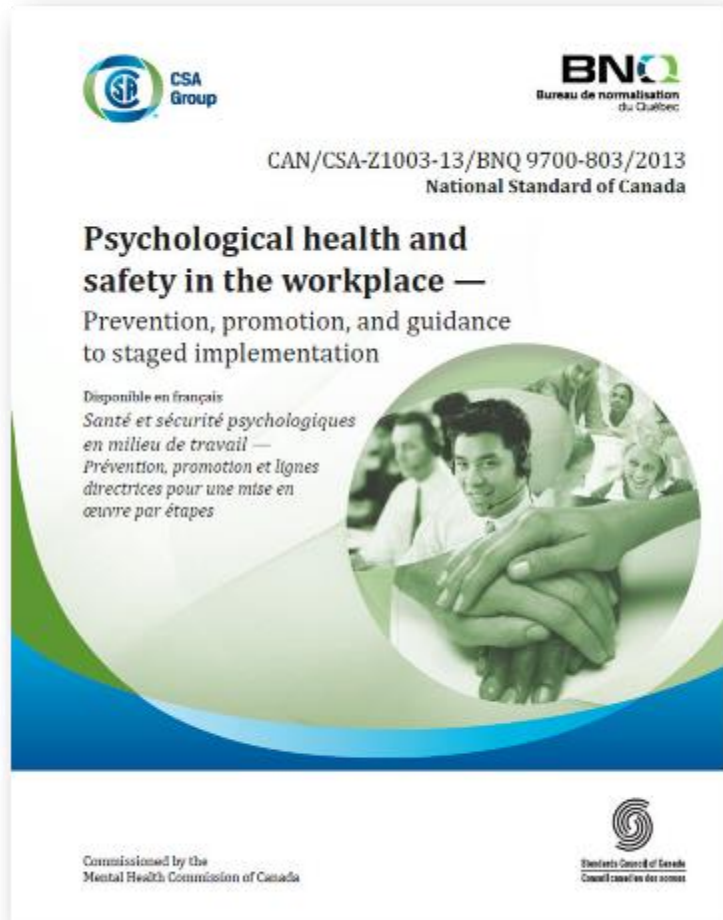


**1,300+**

Certified Facilitators

## Our Impact

Our community and suite of tools allow reach in every province and territory across Canada.





# Key Questions We Are Asked

What do we need to do?

Where do we begin?

How do we get senior leadership on board?

How do we get participation when it's not law?

How do we measure our progress and impact?





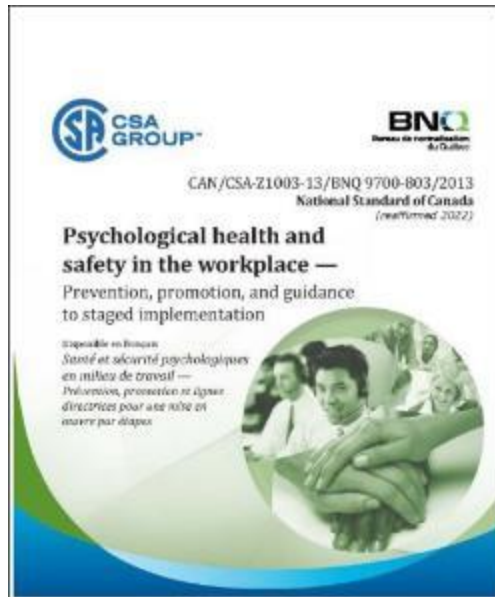
# **Opening Minds PHS Training and Assessment Program**

# Key Elements of a PHS Management System

- Policy statement
- Planning process
- Roles, responsibilities and authorities
- Engagement plan for participation of workers
- Processes for identifying hazards, assessing risk and implementing risk controls
- Process for gathering data and procedures for protecting privacy and confidentiality
- Documented objectives, targets, and action plans
- Processes for managing changes that affect PHS
- Infrastructure and resources needed for implementation
- Processes to support education, awareness and communication
- Processes for training and building competence
- Critical event preparedness and response
- Procedures for reporting and investigations of work-related PHS incidents
- Processes for engaging with external parties
- Procedures for evaluation and corrective action
- Processes for management review of the system and continual improvement



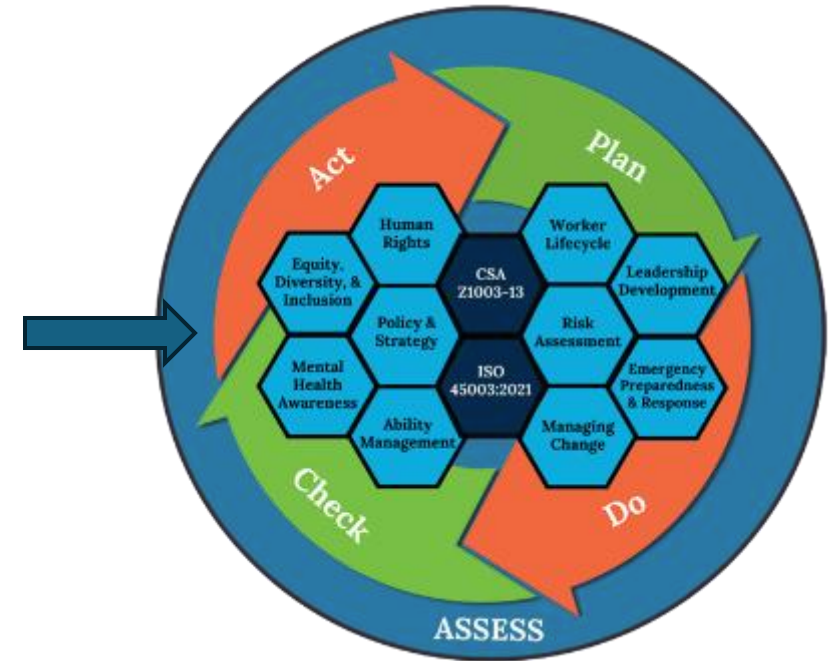
# From Standards to Integration



Standards

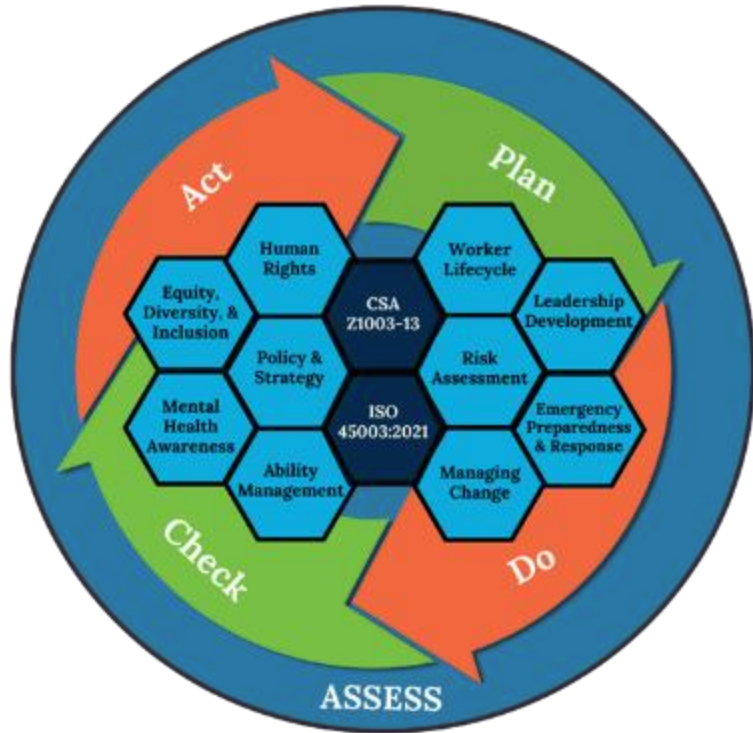


Management System



OM PHS Integration Framework

# OM PHS Integration Framework



## **Risk**

Mental Health Awareness, Promotion and Supports  
Risk Assessment and Control  
Emergency Preparedness and Response



## **People**

Human Rights and Employment Standards  
Equity, Diversity, and Inclusion  
Ability Management  
Worker Lifecycle



## **Leadership**

Policy and Strategy  
Managing Change  
Leadership Development and Competencies

# A Closer Look: The PHS Journey

## People Leaders

### E-Course for People Leaders

For people leaders to be better equipped to support their role and their teams with PHS implementation.

## Whole Organization

### Introduction to PHS

To help everyone have a similar understanding of what PHS is and how it applies to them.

## Implementation Team

### Integrating PHS

Helps to prepare the implementation team with a better understanding of the PHS framework.

## Internal Assessor

### Assessment

To learn how to conduct PHS assessment using Opening Mind's tools and processes. This step is necessary if training an internal assessor.







**Opening  
Minds**

ADVANCING  
MENTAL  
WELLNESS

# OM PHS Assessment

In Partnership with AuditSoft Inc.



Assesses the strengths of an organization's structures and processes for managing work in a psychologically healthy and safe manner

Verifies evidence through a standard process that includes review of documentation, interviews with representative sample of employees and observations

Provides a report and action plan to an organization that will outline what an organization has in place, what's working well and what needs to be addressed

Aligns with the National Standard for Psychological health and safety and ISO 45003 Guidelines

Assessments conducted by qualified assessors

# Assessment Types

## Internal

- Conducted by an assessor employed by the organization being assessed

## External

- Conducted by an assessor external to the organization (e.g. not an employee)
- Available through OM roster of qualified assessors





# Assessor Qualification

## Assessor in Training

Is in the process of completing the assessor training course

## Provisional Qualification

Has completed the training course and is conducting assessments

The first assessment will be assessed for specific objectives to ensure learning has translated to the actual assessments (qualifying assessment)

## Fully Qualified

Has completed all aspects of the training process



# Current Status

- Pilots complete
- 258 people trained in PHS Intro
- 87 people trained in PHS Integration
- 27 assessors trained
- Program launched Sept 2024
- LITE version for small businesses under development





**An Ounce of  
Prevention is Worth a  
Pound of Cure**





# “Let’s make work a great part of life!”

Liz Horvath, B.A.Sc., CRSP

Senior Advisor, Psychological Health and Safety

[lhovath@openingminds.org](mailto:lhovath@openingminds.org)



**Opening  
Minds**

ADVANCING  
MENTAL  
WELLNESS

---

Contact us: [solutions@openingminds.org](mailto:solutions@openingminds.org)

Visit: [openingminds.org](https://openingminds.org)

Follow us: OpeningMinds/Changer les mentalités

