

To All Commissioners

Re: 2016 Work Program - Human Resources – Third Quarter Update

Recommendation

The report be NOTED and FILED.

Background

The following report is provided as an update on major projects as set out in the 2016 Work Program that were scheduled to commence and/or be completed in the third quarter, with the lead on same being the primary responsibility of Human Resources.

London Transit's Mental Health Strategy

In recognition of increased cases of mental health issues on a national scale, the Mental Health Commission of Canada introduced a guide for employers to improve the mental health of all employees, referred to as "Psychological Health and Safety in the Workplace." The National Standard of Canada on Psychological Health and Safety was developed by the Canadian Standards Association and sets out a voluntary set of guidelines, tools and resources focused on promoting employees' psychological health and preventing psychological harm due to workplace factors. It is a wide-spread expectation that compliance with this National Standard will become mandatory in coming years.

Notwithstanding compliance with the guidelines is not currently mandatory, London Transit's Joint Health and Safety Committee recognizes the importance of focusing on psychological health and safety in the workplace. The implementation of a mental health strategy and related program(s) that is in compliance with the National Standard is a major initiative for the 2016 Health & Safety program and on a going forward basis.

The recognition of the importance of this issue is, in part, due to the increasing trends of non-attendance relating to mental health issues affecting LTC employees. As indicated in Staff Report #6, dated February 26, 2016, the negative impact that London Transit experienced in 2015 was in large part related to mental health issues (e.g. compensable/non-compensable claims, insurance premiums, lost time, etc.). The increased trend experienced in 2015, has continued in 2016 and expectations are that this will continue to be the case going forward.

The identification of deficiencies, risks, and trends in the workplace is a key first step in the development and implementation of a Mental Health Strategy for London Transit employees. The objective of the review is to assess LTC's current policies, procedures and programs and identify, reduce and/or eliminate hazards that pose a risk of psychological harm, as well as to build upon the current structures and practices in place that support and promote a culture of psychological health and safety. Human Resources and key stakeholders within LTC are currently working with Morneau Shepell to conduct a gap analysis of London Transit's current mental health practices/programs/policies against the National Standard of Canada on Psychological Health and Safety in the workplace and a full risk/trend analysis of factors that specifically impact London Transit's healthcare and related productivity losses. Recommendations stemming from this review will be included in the 2017 work program.

A key element supporting the success of any strategy is a sound knowledge-base and understanding of the issues giving rise to the need for the strategy. In recognition of this, LTC's Manager of Human Resources completed the first university-certified certificate program on "Workplace Mental Health Leadership" over the summer of 2016, and obtained certification. The course was designed by Morneau Shepell, in collaboration with the Faculty of Health Sciences at Queen's University, and covers practical, empathetic and solution-focused leadership skills for managing performance and promoting mental health. The Manager of Human Resources has been designated as the key lead on the overall work plan initiative.

Safe Driving Campaign

In an effort to mitigate the number of preventable motor vehicles accidents and incidents, both on road and on property, Human Resources is working with Transportation & Planning on rolling out a comprehensive communication campaign, geared to Operators, on safe driving. The campaign is focused on providing additional education and safe driving tips relating specifically to the nature of preventable accidents being experienced.

Recommended by:

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