

Managing Stress and Mental Health in the Workplace



*Improving Conditions, Increasing Productivity,
and Accommodating Your Workforce*

Conference: December 2, 2008 • Ottawa, Ontario

Presented with: *Effective Return-to-Work Strategies* • December 3, 2008

GET ACCOMMODATION AND MANAGEMENT STRATEGIES FROM LEADING EXPERTS

CANADA REVENUE AGENCY

EMOND HARNDEN LLP

ORGANIZATIONAL SOLUTIONS

DEPARTMENT OF PUBLIC HEALTH SCIENCES, UNIVERSITY OF TORONTO

DEPARTMENT OF NATIONAL DEFENCE

Ensure productivity, improve employee morale and meet your duty to accommodate

- ✓ Learn how to assess a disability when you can't see the problem and how to approach an at-risk employee
- ✓ Get strategies to deal proactively with stress, depression, and other mental illnesses
- ✓ Hear about long-term strategies for maintaining the productivity of employees with mental disabilities
- ✓ Learn how to break down the stigmas associated with mental health issues to create a supportive workplace
- ✓ Identify and avoid key workplace factors that escalate stress leaves and disabilities
- ✓ Understand legislative requirements for protecting employee privacy and confidentiality

Register for both this event and ***Effective Return-to-Work Strategies*** and SAVE!

INFONEX
Profit from Knowledge

Register Today! Call 1.800.474.4829 Fax 1.800.558.6520 WWW.INFONEX.CA

Managing Stress and Mental Health in the Workplace

Conference: December 2, 2008 • Ottawa, Ontario

YOUR INVITATION TO ATTEND

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Profit from Knowledge

67 Richmond Street West, 7th Floor, Toronto, Ontario M5H 1Z5
Telephone: 1.800.474.4829 Fax: 1.800.558.6520 www.infonex.ca

Dear Colleague,

Two of the most difficult issues in meeting your duty to accommodate are managing the return-to-work process effectively and dealing with employee stress and mental health issues. Infonex's conferences on meeting the duty to accommodate have helped hundreds of HR professionals find solutions for successful disability management and resolve accommodation issues in their workplaces.

Now we're happy to announce two focused one-day events that will provide you with answers on two pressing issues: (1) accommodating stress and mental health in the workplace, and (2) return-to-work processes for employee reintegration in the workplace.

Managing Stress and Mental Health in the Workplace

Managing workplace stress and mental disability not only ensures productivity and improves employee morale, but is also required as part of your duty to accommodate. With employers and unions increasingly being held legally and financially liable on this front, you need to ensure your accommodation policies are up to par. INFONEX's *Managing Stress and Mental Health in the Workplace* will address the new challenge of the increasing number of mental health claims and the growing burden of workplace stress on employee health and productivity.

Examine new strategies and approaches currently being used to address the growing epidemic of psychological and stress-induced illness in the workplace, and learn how to provide a healthy and productive work environment for everyone. Get the solutions you need to identify, prevent, and remove barriers facing persons with stress and mental health disabilities and improve the wellbeing of your workforce, while meeting accommodation requirements.

Plus! In addition to *Managing Stress and Mental Health in the Workplace*, register for *Effective Return-to-Work Strategies* on December 3, 2008 to get practical advice and specific examples to help you effectively and reintegrate individuals in the workplace without loss to the business. Register today!

Sincerely,



Chris Graham
Vice-President, Conferences
INFONEX Inc.

P.S. Don't miss this opportunity to hear a case study from Canada Revenue Agency on creating effective awareness campaigns!

Register Today! Call 1.800.474.4829 Fax 1.800.558.6520 WWW.INFONEX.CA

Managing Stress and Mental Health in the Workplace

Conference: December 2, 2008 • Ottawa, Ontario

PROGRAM AGENDA: TUESDAY, DECEMBER 2, 2008

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:15

Welcome and Opening Remarks from the Chair

Representative, Emond Harnden LLP

9:15 – 10:15

Assessing and Approaching Employees with Mental Distress

Dr. Liz R. Scott, Principal, Organizational Solutions

- Key signs for identifying mental disabilities and stress
- How to approach the employee; avoiding common errors
- Tools and resources available
- Examples of workplace scenarios

10:15 – 10:30

Networking Break



10:30 – 11:30

Understanding the Long-Term Damage and Impact of Untreated Mental Distress

Dr. Douglas Saunders, Assistant Professor, Faculty of Medicine, Department of Public Health Sciences, University of Toronto; Past-President, Ontario Psychological Association

- Understanding the human impact of untreated mental illness and the consequences for social welfare
 - financial and productivity consequences
 - decreased rate of recovery for individual
 - increase of overall cost
 - substance abuse, homelessness, criminal activity, unemployment, suicide

11:30 - 12:30

CASE STUDY

Promoting Mental Health Awareness in the Workplace: One Organization's Campaign

Marla Simlett, Senior EAP Advisor, Employee Assistance Program, Canada Revenue Agency

- Leveraging an employee assistance program to promote mental health awareness
- Developing initiatives aimed toward sensitizing and supporting managers
- Increasing awareness and reducing stigma in employee populations
- Successes and challenges

12:30 – 1:45

Luncheon

1:45 – 2:45

Mental Health in the Workplace: Shifting Paradigms

LCol Stephane Grenier, Operational Inquiry, Department of National Defence

- Translating complex mental health clinical terminology into germane language for managers and business leaders
- Introducing key strategic messages to encourage reduction of mental health stigma in the workplace
- Reviewing the Canadian Forces "Mental Health Continuum Model"
- Addressing social determinants of mental health in the workplace by introducing peer support as a priority directive

2:45 – 3:00

Networking Break



3:00 – 4:00

Confidentiality and Privacy Policies: What, How Much, and to Whom You Can Divulge Information

Representative, Emond Harnden LLP

- Legislative requirements to protect employee privacy and confidentiality
- Rights and obligations for sharing medical information with others
- Employer rights to receive and request medical information: when and how much?
- Requests from third parties: how much you are allowed to divulge and under which circumstances
- Information exchange between employee, employer, and union

4:00 – 5:00

Accommodating Stress and Mental Disabilities

Dr. Liz R. Scott, Principal, Organizational Solutions

- Role of the employer in identifying possible mental and psychological disabilities
- Methods of dealing effectively with employees suspected of having mental health problems
- Accommodating employees with mental disabilities
- Long-term strategies for maintaining the productivity of employees with mental disabilities

5:00

End of *Managing Stress and Mental Health*

Register Today! Call 1.800.474.4829

Fax 1.800.558.6520

WWW.INFONEX.CA



Effective Return-to-Work Strategies

Ensuring a Smooth Reintegration of Returning Employees with Minimal Disruption

Conference: December 3, 2008 • Ottawa, Ontario

Presented with: Managing Stress and Mental Health in the Workplace • December 2, 2008

**GET EXPERT ADVICE AND
PROVEN TECHNIQUES FROM
LEADING EXPERTS**

CANADA POST CORPORATION

GROSMAN, GROSMAN & GALE LLP

EMOND HARNDEN LLP

OGILVY RENAULT LLP

*Register for both this event
and **Managing Stress & Mental
Health in the Workplace**
and **SAVE!***

***Get the performance you need from employees,
while fostering recovery and rehabilitation***

- ✓ Learn how to design an effective return-to-work transition program
- ✓ Explore solutions for reintegrating employees returning from disability leave
- ✓ Understand the importance of monitoring and auditing the progress of return-to-work employees to support their return to productivity
- ✓ Get strategic approaches for managing absenteeism in the workplace, and understand the trends that drive absence rates
- ✓ Learn how to deal with specialized workers who can no longer perform their specialized duties
- ✓ Hear about models for helping employees return to work early and effectively

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Effective Return-to-Work Strategies

Conference: December 3, 2008 • Ottawa, Ontario

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Now we're happy to announce two focused one-day events that will provide you with answers to two pressing issues: (1) accommodating stress and mental health in the workplace, and (2) return-to-work processes for employee reintegration in the workplace.

Effective Return-to-Work Strategies

Rising insurance premiums, and more workers going from short-term to long-term disability, make it difficult to maintain your cost and productivity levels. As an employer, your objective is to help employees return to work and return to productivity quickly after a leave. However, pressures to bring employees back to work could trigger additional lost time, if employees are not reintegrated effectively in the workplace. You need to prepare effective company policies and successfully ease employees into the return-to-work process to ensure their continued health and success.

Effective Return-to-Work Strategies will teach you how to balance the needs of your employees and the interests of your enterprise. Learn techniques that will help you get the performance you need from employees, while fostering recovery and rehabilitation. Get solutions to the barriers that delay your employees' return to pre-injury duties, speed up your reintegration process, and discover how to avoid creating accommodation loopholes that restrict productivity.

Plus! In addition to *Effective Return-to-Work Strategies*, register for *Managing Stress and Mental Health in the Workplace* on December 3, 2008, to maximize your take-home and make the most of in-depth updates, practical advice, and specific examples to help you deal with the pressing issues involved with accommodating mental health concerns and efficiently reintegrating individuals in the workplace without loss to the business. Register today!

Sincerely,



Chris Graham
Vice-President, Conferences
INFONEX Inc.

P.S. Don't miss this opportunity to hear about recent case law regarding accommodation and understand your obligations!

Register Today! Call 1.800.474.4829 Fax 1.800.558.6520 WWW.INFONEX.CA

Effective Return-to-Work Strategies

Conference: December 3, 2008 • Ottawa, Ontario

PROGRAM AGENDA: WEDNESDAY, DECEMBER 3, 2008

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:15

Welcome and Opening Remarks from the Chair

Steven Williams, Partner, Emond Harnden LLP

9:15 – 10:15

Legal Ramifications of Non-accommodation

Natalie C. MacDonald, Partner, Grosman, Grosman & Gale LLP

- Understanding your duty to accommodate
- Defining undue hardship and determining criteria for assessing limits of undue hardship
- Ensuring both accommodation requirements and terminations are met with dignity and respect by the employer
- Avoiding human rights, mental distress, and punitive damages claims

10:15 – 10:30

Networking Break



10:30 – 11:30

Differentiating between Legitimate Absenteeism and Abusive Leave

Darren Power, Partner, Ogilvy Renault LLP

- When and how an employer can inquire into the legitimacy of leave
- Measures employers can take to deal with excessive absenteeism
- Legality of discipline or termination for excessive absenteeism
- When are attendance recognition programs permissible?

11:30 – 12:30

Practical Strategies for Early Intervention within the Return-to-Work Programs

- Examine a model for helping employees return to work early and effectively
- Evaluating the readiness of the employee to return
- Re-evaluation of duties and responsibilities for the employee

- Coordinating and educating all staff and departments involved in successfully reintegrating the returning employee
- Importance of consultation with the medical community, with a focus on medical limitations

12:30 – 1:45

Luncheon

1:45 – 2:45

CASE STUDY

Implementing an Effective Return-to-Work (RTW) Strategy: Reintegration of RTW Employees

- Cutting down the long return-to-work process
- Creative ways to facilitate an employee's return to work: job sharing, retraining, etc.
- Who's involved in RTW, and what are their roles? Identifying and engaging stakeholders
- Practical examples

2:45 – 3:00

Networking Break



3:00 – 4:00

Return of Specialized Workforce: What Do You Do When Employees Can't Perform Their Specialized Roles?

Stefan Ginder, Director, Canada Post Corporation

- Finding alternatives for specialized workers
- Developing encouragement and training programs
- Analyzing employee skill sets to ensure proper role replacement
- Your responsibilities as an employer
- Roles of the manager and supervisor

4:00

End of *Effective Return-to-Work Strategies*

RELATED EVENT:

On-Boarding Talent

Real Solutions for Recruiting, Retaining, and Developing Top-Drawer Talent

CALGARY, ALBERTA

Conference: October 21 and 22, 2008

Optional Workshops: October 23, 2008

Register Today! Call 1.800.474.4829 Fax 1.800.558.6520 WWW.INFONEX.CA

BUILDING ON A TRADITION OF SUCCESS

Delegates at INFONEX *Human Resources and Duty to Accommodate* rave about their experiences. Here's what they have to say about the events

“It opened my eyes to mental illness and pushed me to recognize areas in my company where we can do better with regards to accommodation.”

— Human Resources Advisor
ATOMIC ENERGY OF CANADA LIMITED (AECL)

“Fast-paced and full of knowledge and case files. The speakers were very interactive with the participants. I would recommend this conference to others.”

— Inspection Supervisor
CANADIAN FOOD INSPECTION AGENCY

“Learned about the main things we need to look at in duty to accommodate.”

— Benefits Advisor
SUNCOR ENERGY INC.

“I came out of this conference with more knowledge on accommodating in the work place from an HR perspective as well as legal aspect. I would recommend this conference to colleagues.”

— Manager, Pay and Benefits
ROYAL CANADIAN MINT

“Presentations provided very valuable assistance in managing my program. Thank you for all of the valuable information that will directly impact on mywork site.”

— Nurse Manager
RCMP

WHO SHOULD ATTEND THESE EVENTS

- Executive Directors, Directors, and Managers of Human Resources
- Attendance and Accommodation Managers
- Human Resources Advisors/Return-to-Work Coordinators
- Health and Safety Officers and Occupational Health Nurses
- Health and Benefit Officers and Claims Managers
- Disability Management Consultants
- Employee Relations Specialists and Consultants
- Union Counsel and Representatives
- Arbitrators and Mediators
- Labour and Employment Lawyers

SPONSORSHIP & EXHIBITION OPPORTUNITIES

If you would like to increase your visibility with senior human resources professionals, labour relations professionals and union representatives, you need to be at *Managing Stress and Mental Health in the Workplace* and *Effective Return-to-Work Strategies*.

A limited number of sponsorship options are available including:

- Exhibit Space
- Cocktail Reception
- Luncheon
- Breakfast

For more information and to check availability, contact our sponsorship department at 416.971.4177, ext. 244, or by e-mail at sponsorship@infonex.ca.

Managing Stress & Mental Health

Conference: December 2, 2008 • Ottawa, ON

Return-to-Work Strategies

Conference: December 3, 2008 • Ottawa, ON

REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!



1 PRINT YOUR NAME AND CONTACT INFORMATION

Yes! Register me for *Managing Stress and Mental Health* and/or *Effective Return-to-Work Strategies*

Mr./Ms./Mrs. _____ Title _____

Organization _____

Name of Approving Manager _____ Title _____

Address _____

City _____ Province _____ Postal Code _____

Telephone () _____ Ext _____ Fax () _____

E-mail address _____ Send me information by E-mail Postal Mail Fax

Company's main line of business _____

4th Delegate Attends FREE!

2 SELECT YOUR OPTION(S) AND YOUR PREFERRED METHOD OF PAYMENT

SELECT YOUR OPTION(S):	Register by October 3, 2008	Register by October 31, 2008	FULL PRICE
<i>Managing Stress and Mental Health</i> (Dec. 2, 2008)	\$999 + GST	\$1,099 + GST	\$1,199 + GST
<i>Effective Return-to-Work Strategies</i> (Dec. 3, 2008)	\$999 + GST	\$1,099 + GST	\$1,199 + GST
BOTH CONFERENCES	\$1,699 + GST	\$1,799 + GST	\$1,899 + GST

Please charge to my VISA MasterCard AMEX Cheque enclosed, payable to INFONEX

Card Number: _____ Exp. Date: _____ / _____

Signature: _____

Please check box if you are GST exempt

GST No. R134050012

CANCELLATION POLICY: Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and fax to 1-800-558-6520 **no later than November 18, 2008**. A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue. If you prefer, you may request a refund of fees paid, less a 15% administration fee. Registrants who cancel after **November 18, 2008**, will not be eligible to receive any credits or refunds and are liable for the entire registration fee.

Confirmed registrants who do not cancel **by November 18, 2008**, and fail to attend will be liable for the entire registration fee.

3 SEND US YOUR REGISTRATION

FAX: 1.800.558.6520

TELEPHONE: 1.800.474.4829

E-MAIL: register@infonex.ca

WEBSITE: www.infonex.ca

MAIL: INFONEX INC.

67 Richmond St. W., 7th Floor
Toronto, Ontario M5H 1Z5

LOCATION: *Managing Stress and Mental Health in the Workplace* and *Effective Return-to-Work Strategies* will be held at a convenient location in Ottawa, ON. Detailed venue information will be provided with your registration confirmation.

Your Registration Includes: Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

GROUP DISCOUNT: If three individuals from one organization register at the same time, a fourth person may also be registered to attend free of charge. The free registration must be of equal or lesser value than the paid registrations. All discounts will be applied against the full conference fee. You cannot combine multiple discounts – only one discount can be used per registration.

Mailing List Update/Removal: To add, update or remove your information from the INFONEX mailing list, please call 1-800-474-4829, and select Option 3, or complete the online form at www.infonex.ca. Please note: Infonex prepares mailings several weeks in advance; it may take such time for the updates to come into effect.

PRIORITY CODE: 839-W

INFONEX reserves the right to cancel any conference it deems necessary. In the unlikely event that a conference is cancelled, INFONEX's liability is limited to paid registration fees; INFONEX will not assume any further liability for incidental costs including (but not limited to) hotel and air fare. INFONEX also reserves the right to change the date, location, and content for event(s) offered herein without further notice and assumes no liability for such changes. Visit www.infonex.ca for current conference information. INFONEX is a registered business name of INFONEX INC.