



Supporting Employee Success

A tool to plan accommodations for
workplace mental health



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Step by step process

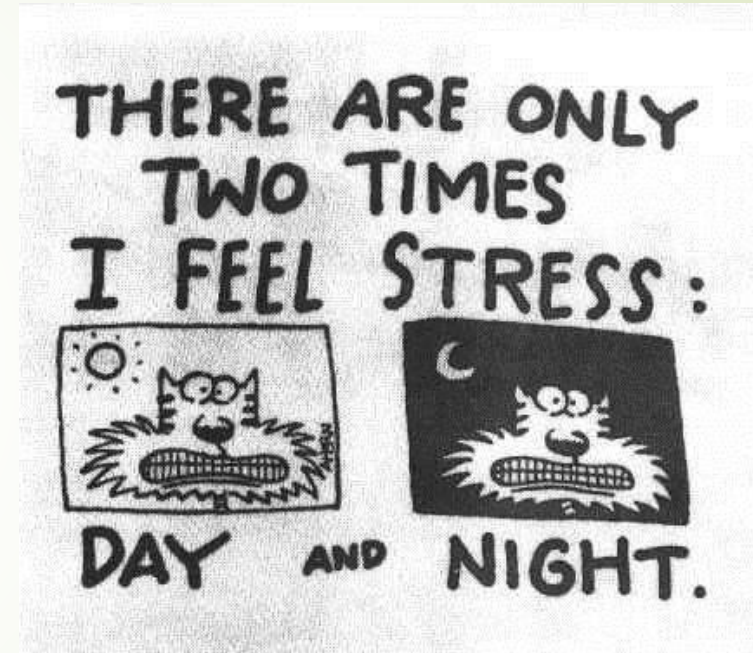
- Assess work-related triggers for emotional or cognitive issues
- Develop accommodations that may best support employee success
- Facilitate the employee's well-being
- Help maintain a safe and productive workplace

Three basic elements

1. Commitment to accommodating employee through collaborative process
2. Employee has a desire to work and will try their best
3. Job expectations and the needs of the employee regarding accomplishing the job requirements are clearly understood

Focus on work related issues

- An accommodation plan for an employee who remains at work.
- An accommodation plan for an employee who is returning to work.
- An additional process to a plan that focuses on physical function.



- This document can be utilized on its own
- As part of an existing approach to support an employee's accommodation needs
- To help explore the psychological, emotional and cognitive job expectations; and
- To develop strategies that support the employee's success on the job



Job Expectations

- Adaptability and flexibility
- Attention to detail
- Decision making
- Degree of self-supervision
- Degree of supervisor responsibility
- Exposure to confrontational situations
- Exposure to distractions
- Exposure to emotionally stressful situations
- Overlapping tasks
- Problem solving and analysis
- Recall
- Time pressures
- Working relationships
- Other



Getting Started



- ✓ The employer (human resources, occupational health, management) are involved when an employee may require an accommodation
- ✓ The employee who is seeking accommodation must agree to participate
- ✓ A worker or union representative who is supporting an employee in an accommodation

- ✓ A healthcare professional (physician, psychologist, occupational health professional, social worker) who is supporting a patient regarding work
- ✓ A disability management professional or vocational rehab consultant in conjunction with a disability claim
- ✓ Ideally, the process should be introduced to all employees, and union representatives in advance of the need to use it

Part 1

Job Expectation #1 – Adaptability and Flexibility

Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.

Employer requirements to fulfil job expectations (check one)	Employer comments on how the expectations can impact the job	Employee Assessment of current abilities (check one)	Employee comments on how their adaptability might impact their job	Employee and healthcare professional Check any ideas that you would like the employer to consider	Healthcare professional comments on recommendations to support employee success
<input type="checkbox"/> No need for flexibility required, work follows a structured routine. <input type="checkbox"/> Occasional need for flexibility required, most work demands follow a structured routine. <input checked="" type="checkbox"/> Frequent need for flexibility required to respond to changing work demands, few work demands follow a structured routine. <input type="checkbox"/> Constant flexibility required to respond to changing work demands, work does not follow a structured routine to manage the volume of work.	<p>Desk must be covered at all times</p> <p>Constant interruptions</p>	<input type="checkbox"/> Work base in a structured routine work environment. <input type="checkbox"/> I can occasionally adapt to changes in my work routine but prefer a structured approach. <input checked="" type="checkbox"/> I find it challenging to stick to a work routine and prefer some flexibility. <input type="checkbox"/> I prefer to have a great deal of flexibility to respond to work demands.	<p>Need to move around and have time to process instructions</p>	<input checked="" type="checkbox"/> The flexibility in the hours of work that would be helpful is: <p>Flexible start and finish time And the reason for this is: Sleep is often interrupted</p> <input checked="" type="checkbox"/> The flexibility that would be helpful is: <p>Have back up coverage for desk to allow flexible start time</p> <input checked="" type="checkbox"/> The flexibility around the start of day that gets me completed that would be helpful is: <p>After lunch break And the reason for this is: EE is refreshed and ready to concentrate</p> <input checked="" type="checkbox"/> The aspects to flexibility can support the objectives done in the following ways: <p>High quality of work Colleague understanding Reduce stress</p>	

Working Document

https://www.workplacestrategiesformentalhealth.com/pdf/Supporting_Employee_Success_Booklet_Sep2016.pdf



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The resource was created by Dr. Ian Arnold and Suzanne Arnold, PhD, with input from Dr. David Brown and Dr. David Posen. Feedback provided by the Canadian Labour Congress, Human Resources Professionals Association, Donna Hardaker, Stephane Grenier and Judy Kerling.

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