



# **WORKING STRONGER**

2017 Workplace Mental Health Conference

Post-Event Report

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# OVERVIEW/EXECUTIVE SUMMARY

**Working Stronger • Equipping Albertans for better workplace mental health** is two days of networking, information exchange and dialogue that will advance the work in our dynamic fields as it pertains to healthier workplaces across the province. It brings together the most creative and inspiring mental health thinkers and leaders in the field.

With a focus on workplace culture, human resources and occupational health & safety and the impact of mental health in the workplace, mental health leaders, researchers, people with lived experience, employers, managers, and front-line HR and OHS workers will come together to advance thinking and practice in mental health in the workplace.

This conference offers a robust and stimulating program of keynote speakers, presentations, panel discussions and excellent networking opportunities. The program, featuring five keynote speakers, will showcase successful programs and best practices. Delegates will have the opportunity to choose from 10 carefully curated workshops.

By bringing together a diverse group of speakers, CMHA Alberta endeavored to provide conference participants with information they could utilize in their workplaces. Our goal was also to hear from the voices of experience—both those who have lived with mental illness in the workplace and those who have experienced the impact of mental illness in the workplace.

The result is a conference that highlights practical methods along with personal insight. Our goal is to continue striking this balance of personal and practical in conferences to come.

# CONFERENCE DETAILS

## WHERE

Sheraton Red Deer Hotel  
Red Deer, Alberta

## THEME

Workplace mental health

## WHEN

May 23 and 24, 2017

## STREAMS

### **Workplace Culture**

Workplace culture is what sets you apart as an organization. It's what brings employees together and sets the tone for how work is done. Does your workplace culture support better mental health? Learn more about how culture shifts can make a difference from case studies, panels and presenters.

### **Human Resources and Occupational Health & Safety**

Getting the best performance from your employees means making sure they're getting the most out of their lives, at work, at home, and in their communities. This stream will help you build mental health awareness, teach you how to respond to challenging situations, and inspire you to create a healthier, safer workplace.

### **The Impact of Mental Health in the Workplace**

Is your workplace as attentive to staff's mental health as it is to their physical health? This stream will share stories of lived experience, review available resources, and discuss the practicalities of being mindful of mental health in the workplace.

# WHO ATTENDED

122 individuals attended

34

General Public  
Early Bird  
Registrations

26

General  
Registrations

13

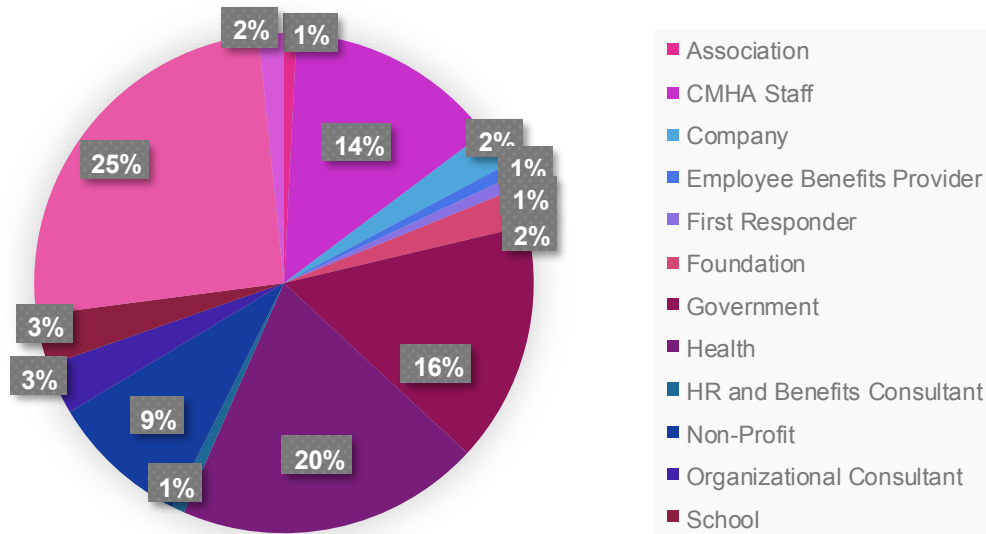
Member Early Bird  
Registrations

\*49 registrations at reduced group rate, one day rate, or other.

## ATTENDEES

Private businesses, government, employers, human resource departments, departments of occupational safety, unions, CMHA Staff.

## Industry of Working Stronger Conference Attendees

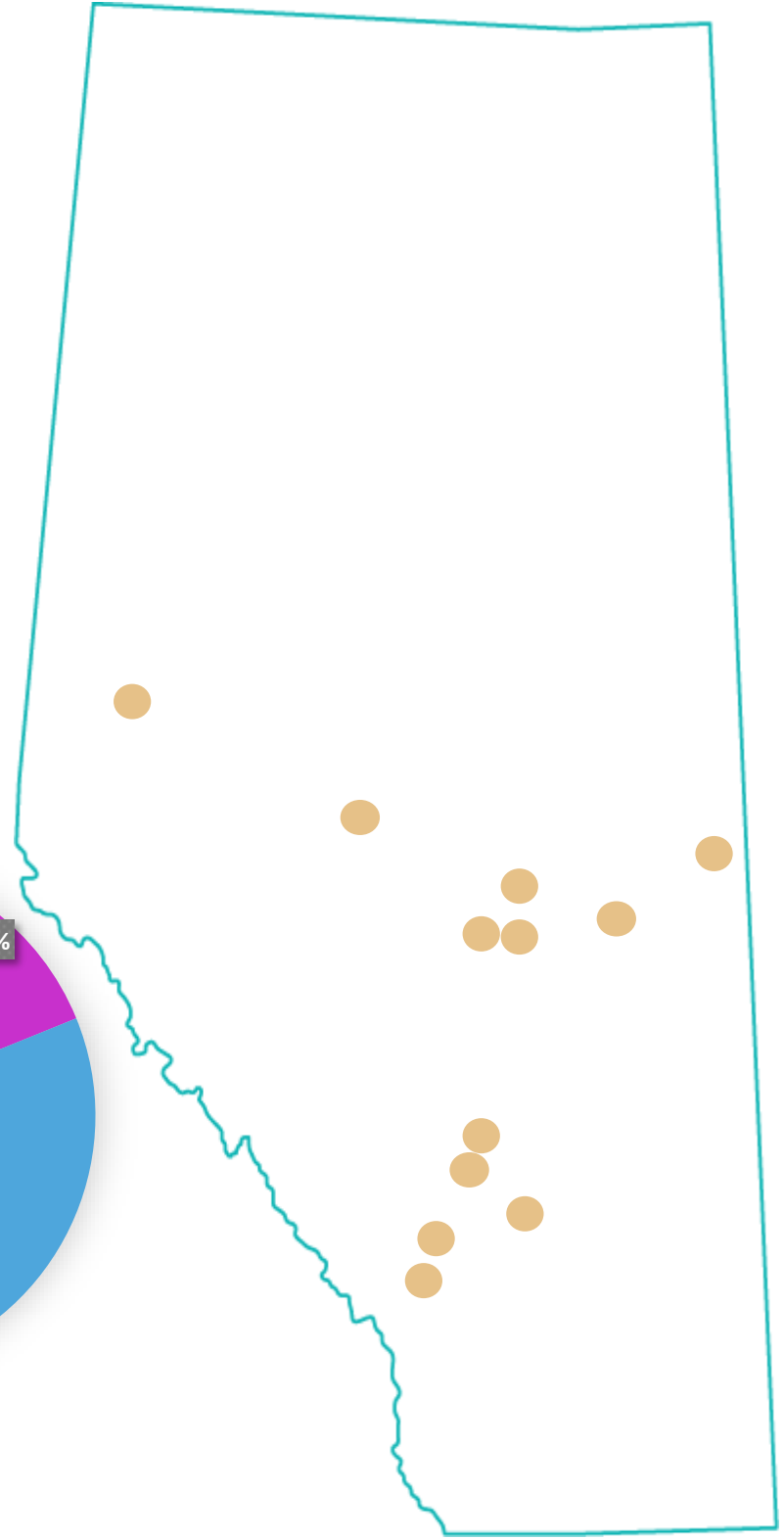


## Registration Costs

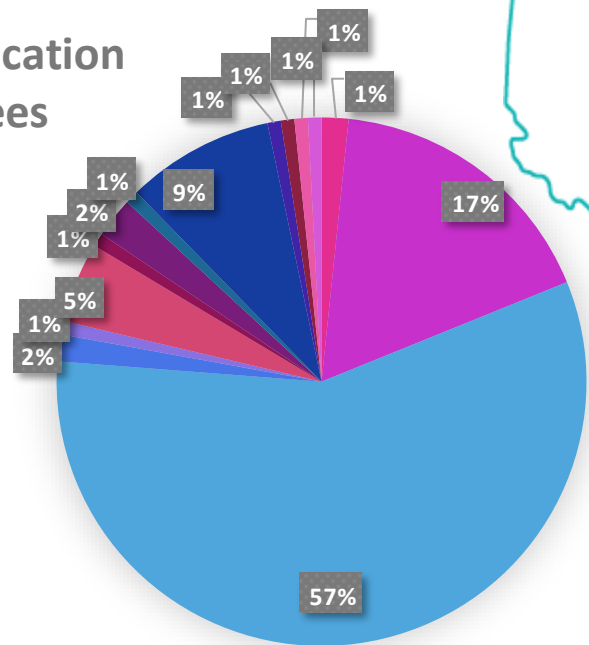
Early Bird CMHA Member \$550  
Early Bird General Public \$600  
Regular Fee \$700

# Geographic Regions Represented

- Airdrie (2)
- Calgary (21)
- Edmonton (70)
- Fishing Lake (2)
- Fort Saskatchewan (1)
- Grande Prairie (6)
- Morrin (3)
- Penhold (1)
- Red Deer (11)
- Sherwood Park (1)
- Swan Hills (1)
- Vancouver (1)
- Vegreville (1)



Geographic Location of Attendees



14 unique communities represented the Working Stronger Conference in 2017.

# SPONSORSHIP REVIEW

The following organizations to the Working Stronger Conference:



CMHA Alberta Division took a passive approach to soliciting sponsorship in 2017 and secured \$40,000 in sponsorship.

## 2018 Sponsorship Prospects:

Building Trades of Alberta  
SERVUS Credit Union  
RBC  
Allard Foundation  
Agrium  
Associated Engineering  
ATB  
Clark Builders  
Edmonton Civic Employees Charitable Fund

## Your Community Impact

As a 2017 sponsor, your financial contribution:

- Helps build a community of leaders dedicated
- Empowers participants to become change agents and allies in their communities
- Supports the Canadian Mental Health Association's evidence
- Ensure the Working Minds Conference keeps us current on workplace mental health innovations, issues and initiatives

# WORKSHOPS

## Changing the Conversation: Creating Caring Workplace Culture

### Description

The value of being a mission driven organization and having support and strategic alignment will be discussed. Particular emphasis will be placed on developing an internally supportive workforce that seeks to re-frame how workplace mental illness is perceived and managed.

**Speakers:** Scott Aylwin

### Evaluation 1-5 (Poor-Excellent)

#### Rate your current understanding of this topic

Average: 4.1

#### Will what you learned here help you in your workplace?

Average: 3.9

#### Satisfaction of Workshop:

Average: 3.9

#### Speaker Rating

Average: 4.0

#### Conference Attendee Comments:

“Thank you. Wish it was longer.”

“Good topic, just similar to other material I've had.”



# WORKSHOPS

## Suicide Prevention in the Workplace

### Description

This session will focus on myths and facts of suicide, the costs and impact of suicide in the workplace, and details about training and education services available to all organizations across Alberta.

**Speakers:** Robert Olson, Hilary Sirman

### Evaluation 1-5 (Poor-Excellent)

#### Rate your current understanding of this topic

Average: 3.6

#### Will what you learned here help you in your workplace?

Average: 3.8

#### Satisfaction of Workshop:

Average: 4.0

#### Speaker Rating

Average: 3.9

#### Conference Attendee Comments:

“Was not what I expected - delivery of stats - delivery of statements. Not much on how to approach workplace leaders.”

“Short and interesting but nothing I didn't know.”

“Discussing suicide in isolation is a rather antiquated perspective. Introduce MH continuum and coping skills, along with DE stigmatization.”

“Hand out for presentation. Digital or paper.”

# WORKSHOPS

## Return to Work

### Description

An employee returns from leave brought on by mental health issues. What are the lessons learned from the employer's perspective? And from the employee's perspective? Join our panel as they speak of their experiences returning to work, or administering return to work.

**Speakers:** Sean Swaby, Jay Davies, Ron Campbell, David Grauwiler

### Evaluation 1-5 (Poor-Excellent)

#### Rate your current understanding of this topic

Average: 3.8

#### Will what you learned here help you in your workplace?

Average: 3.9

#### Satisfaction of Workshop:

Average: 4.0

#### Speaker Rating

Average: 4.3

#### Conference Attendee Comments:

"Great to hear first hand information and experience."

"Fantastic story teller, very impactful."

"Excellent practical information. Will be able to apply back at workplace."

"Why only public sector employees?"

"It was mostly focused on the employer side."

"Excellent Talk! Looking forward to more on this."

# WORKSHOPS

## Getting Started: Considerations for a Workplace Wellness Program

### Description

From leadership commitment to surveys, communications, education and events, a work culture that provides support will help employees contribute to the success of the organization. Victoria will share practical tips on getting started and what to consider in developing or enhancing your workplace initiative.

**Speakers:** Victoria Grainger

### Evaluation 1-5 (Poor-Excellent)

#### Rate your current understanding of this topic

Average: 3.5

#### Will what you learned here help you in your workplace?

Average: 3.5

#### Satisfaction of Workshop:

Average: 3.7

#### Speaker Rating

Average: 4.0

#### Conference Attendee Comments:

“Would of liked to see greater focus on CSA S+H?”

“Great job Victoria.”

“Thank you!”

# WORKSHOPS

## **Domestic Violence: Its Impact on the Workplace**

### **Description**

How does domestic violence manifest itself at the workplace? Join our panel to learn more about the toll domestic violence takes on employees.

**Speakers:** John JK Dowds, Michelle Holubisky, Heather Morrison, Morag McLean Astrid Mitchell

### **Evaluation 1-5 (Poor-Excellent)**

#### **Rate your current understanding of this topic**

Average: 3.8

#### **Will what you learned here help you in your workplace?**

Average: 3.9

#### **Satisfaction of Workshop:**

Average: 4.3

#### **Speaker Rating**

Average: 4.3

#### **Conference Attendee Comments:**

“Please set agenda further in advance that 1 week. It is hard to market/promote a conference with so little information.”

“Thank you for the work you do, excellent presentation.”

“Definitely made me think about how violence reaches/impacts so many people.”

“Fantastic session, wish it was longer.”

# WORKSHOPS

## Helpful Resources to Support Workplace Mental Health

### Description

This panel will share practical tips and tools that have been proven to build a culture that supports mental health/wellness. Find out what is available for supports, what has worked, what barriers have been experienced and how success is measured.

**Speakers:** Jennifer Carson, Bob Kerr, Victoria Grainger, Hilary Sirman, Carol Petersen

### Evaluation 1-5 (Poor-Excellent)

#### Rate your current understanding of this topic

Average: 3.5

#### Will what you learned here help you in your workplace?

Average: 3.7

#### Satisfaction of Workshop:

Average: 3.8

#### Speaker Rating

Average: 4.2

#### Conference Attendee Comments:

# WORKSHOPS

## Peer Support

### Description

An interview with Sergio regarding his experience with peer support in the workplace. Sergio is a peer support coordinator supervising 60 volunteers who provide support to 2,900 employees and their families. He responds not only to traumatic events that occur at work, but also to individuals in crisis due to the stressors that each of us face throughout our lives.

**Speakers:** Sergio Falzi

**Evaluation 1-5 (Poor-Excellent)**

**Rate your current understanding of this topic**

Average: 3.7

**Will what you learned here help you in your workplace?**

Average: 3.9

**Satisfaction of Workshop:**

Average: 4.4

**Speaker Rating**

Average: 4.8

**Conference Attendee Comments:**

“My organization is too small to benefit from this topic.”

“Sergio was an excellent presenter.”

“Sergio is awesome!”

“Informative.”

# WORKSHOPS

## Building Resilient Employees

### Description

The ultimate goal of the session will be to strengthen not only individuals but also organizations in an effort to improve staff retention, boost productivity, reduce burnout and increase the opportunity for greater employee engagement.

**Speakers:** Mary Dawn Eggleton

### Evaluation 1-5 (Poor-Excellent)

#### Rate your current understanding of this topic

Average: 3.9

#### Will what you learned here help you in your workplace?

Average: 3.8

#### Satisfaction of Workshop:

Average: 3.7

#### Speaker Rating

Average: 4.0

#### Conference Attendee Comments:

“Lots of content, would like to get the powerpoint presentation by e-mail (included email).”

“good topic/ good info, thanks.”

“great overviews, good reminders and ideas!”

“Practical tips to use at work and in personal life.”

“More focused application. Much more depth on self-directed building resilience>“

“Was hoping for more examples (tangible) for employee resilience programs.”

“Some great tools taken from this presentation.”

“Great speaker.”

# WORKSHOPS

## Workplace Mental Health Training: The 5 Ws

### Description

Join us for a discussion on the “who, what, when, where and why” of workplace mental health training programs in Alberta. Share your experiences and learn more about Mental Health Works, Psychological Health and Safety advisor training available through CMHA and other providers.

**Speakers:** Bob Kerr and David Grauwiler

### Evaluation 1-5 (Poor-Excellent)

#### Rate your current understanding of this topic

Average: 3.6

#### Will what you learned here help you in your workplace?

Average: 3.6

#### Satisfaction of Workshop:

Average: 3.8

#### Speaker Rating

Average: 4.0

#### Conference Attendee Comments:

“Many of the topics covered the same material (which I understand because of the conference title) but could the topics be more varied. (leadership, the types of mental illness that affects workers, bullying in the workplace etc) I think there was lots of talk "about mental health" but are we addressing root causes for this issue.”

“Already have a program, expected more than a sales pitch.”



# WORKSHOPS

## **Tough Enough to Talk About It**

### **Description**

An introduction to a program designed to normalize discussion of mental health inside industrial worksites. Learn how “Tough Enough to Talk About It” effectively creates discussion, reduces stigma, and changes culture in workplaces where depression, anxiety and suicidal behavior have traditionally been treated as taboo subjects.

**Speakers:** Samantha Newhook and Lorna Thomas

### **Evaluation 1-5 (Poor-Excellent)**

#### **Rate your current understanding of this topic**

Average: 4.1

#### **Will what you learned here help you in your workplace?**

Average: 3.9

#### **Satisfaction of Workshop:**

Average: 4.4

#### **Speaker Rating**

Average: 4.5

#### **Conference Attendee Comments:**

“Thank you!”

“same one. Very important. Add volunteer to present”

“Excellent presentation”

“Already well versed!”

# WORKSHOPS SUMMARY

## Highest Scored Workshops:

	Will what you learned here help you in your	Satisfaction of Workshop:	Speaker Rating
<b>First Place</b>	Tough Enough to Talk About It AND Changing the Conversation: Creating Caring Workplace Culture AND Domestic Violence: Its Impact on the Workplace AND Return to Work AND Peer Support	Peer Support AND Tough Enough to Talk About It  Tied Average 4.4	Peer Support  Average 4.8
<b>Second Place</b>		Domestic Violence: Its Impact on the Workplace  Average: 4.3	Tough Enough to Talk About It  Average: 4.5
<b>Third Place</b>		Return to Work AND Suicide Prevention in the Workplace  Tied Average 4.0	Domestic Violence: Its Impact on the Workplace AND Return to Work  Tied Average 4.3
	Five-Way Tie	3.9	

# WORKSHOPS SUMMARY

## Lowest Scored Workshops:

	Will What you learned here help you in your workplace?	Satisfaction of Workshop:	Speaker Rating
<b>First Place</b>	<p>Getting Started: Considerations for a Workplace Wellness Program</p> <p>Average 3.5</p>	<p>Building Resilient Employees</p> <p>AND</p> <p>Getting Started: Considerations for a Workplace Wellness Program</p> <p>Average 3.7</p>	<p>Suicide Prevention in the Workplace</p> <p>Average 3.9</p>
<b>Second Place</b>	<p>Workplace Mental Health Training: The 5 Ws</p> <p>Average 3.6</p>	<p>Workplace Mental Health Training: The 5 Ws</p> <p>AND</p> <p>Helpful Resources to Support Workplace Mental Health</p> <p>Tied Average 3.8</p>	<p>Changing the Conversation: Creating Caring Workplace Culture</p> <p>AND</p> <p>Building Resilient Employees</p> <p>AND</p> <p>Getting Started: Considerations for a Workplace Wellness Program</p> <p>AND</p> <p>Workplace Mental Health Training: The 5 Ws</p> <p>Average: 4.0</p>
<b>Third Place</b>	<p>Helpful Resources to Support Workplace Mental Health</p> <p>Tied Average 3.7</p>	<p>Changing the Conversation: Creating Caring Workplace Culture</p> <p>Average 3.9</p>	<p>Helpful Resources to Support Workplace Mental Health</p> <p>Average 4.2</p>

A portrait of Romeo Dallaire, a man with a mustache wearing a brown suit jacket, white shirt, and red tie. The portrait is set within a diamond-shaped frame composed of several smaller squares in shades of blue and grey.

## DAY 1 KEYNOTE SPEAKER

# Romeo Dallaire

Romeo Dallaire is a retired Canadian Senator, a retired Canadian Army Lieutenant-General, a devoted humanitarian, and an outspoken advocate and champion of human rights.

A portrait of John F K Dowds, a man with glasses and a goatee wearing a blue and white patterned shirt. The portrait is set within a diamond-shaped frame composed of several smaller squares in shades of blue and grey.

## DAY 1 KEYNOTE SPEAKER

# John F K Dowds

John has served as Chaplain for the City of Edmonton's 12,000 employees and their families, for the last 11 years. Working closely with City Administration and Unions, John promotes education and understanding regarding mental health and mental health problems.

## DAY 2 KEYNOTE SPEAKER



### Dr. Pratap Chokka

Depression is one of the most prevalent mental health issues affecting Canadian employees. In this presentation, Dr. Chokka discusses the impact of depression in the workplace.

## DAY 2 KEYNOTE SPEAKER



### Margot Ross Graham

Margot has extensive background and expertise leading change and process improvement initiatives as companies move through their organizational life-cycle.

## DAY 2 KEYNOTE SPEAKER



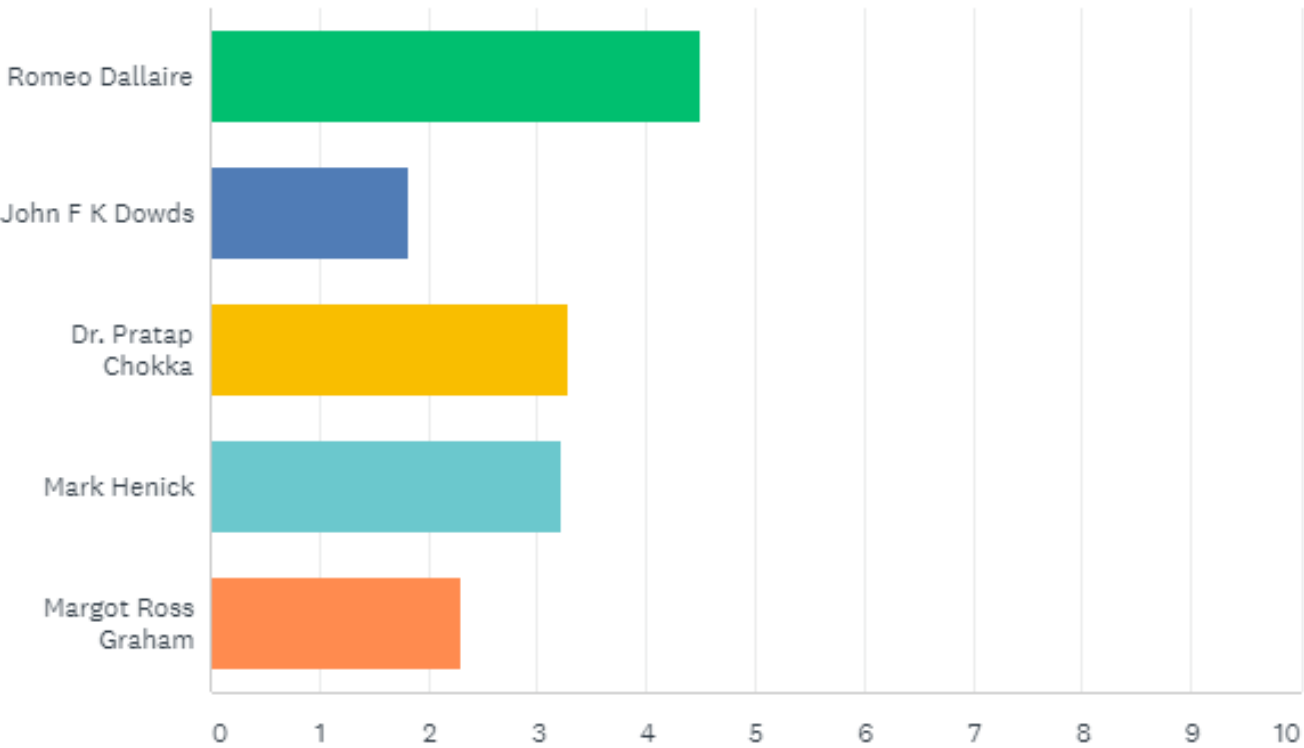
### Mark Henick

Informed by his direct experience with stigma and the mental health care system as an adolescent, Mark has dedicated his life to opening minds and creating change.



# KEYNOTE SPEAKER LEARNINGS

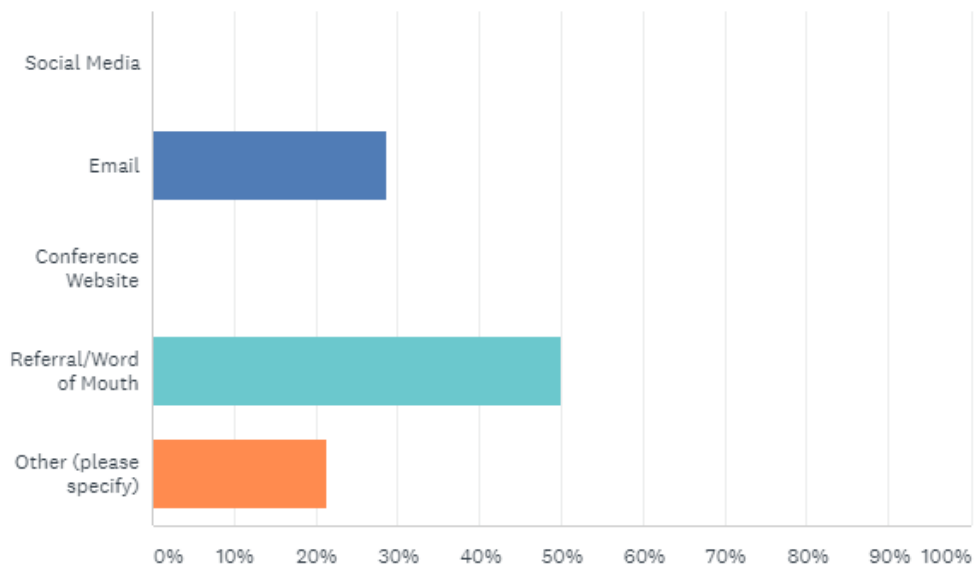
Which speaker(s) were you mostly interested in listening to?  
(Rank from best to least.)



- #1 Romeo Dallaire
- #2 Dr. Pratap Chokka
- #3 Mark Henick
- #4 Margot Ross Graham
- #5 John F K Dowds

# PROMOTIONAL REVIEW

How did you hear or learn about this conference?



Social Media 0%

Email 29%

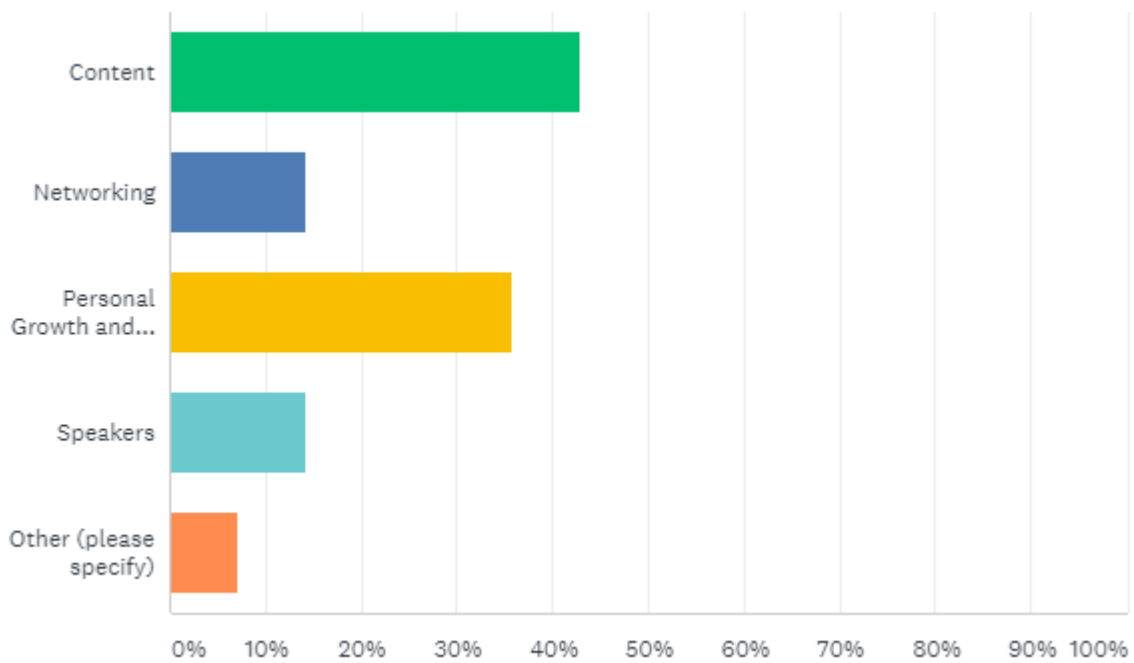
Conference Website 0%

Referral/Word of Mouth 50%

Other (AFL Conference, Workplace and HSAA) 21%

# POST CONFERENCE REVIEW

Please specify the main reason for attending this conference:



Content 37%

Networking 13%

Personal Growth and Development 31%

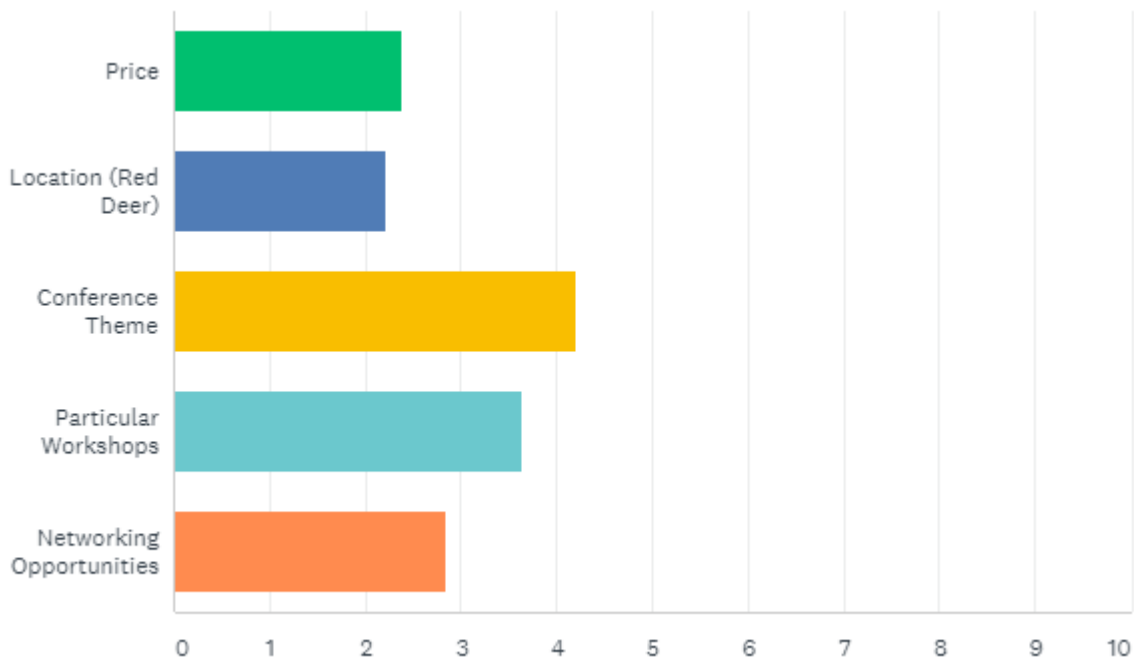
Referral/Word of Mouth Speakers 13%

Other (Work Related): 6%



# POST CONFERENCE REVIEW

Please rate how the following influenced your decision to attend

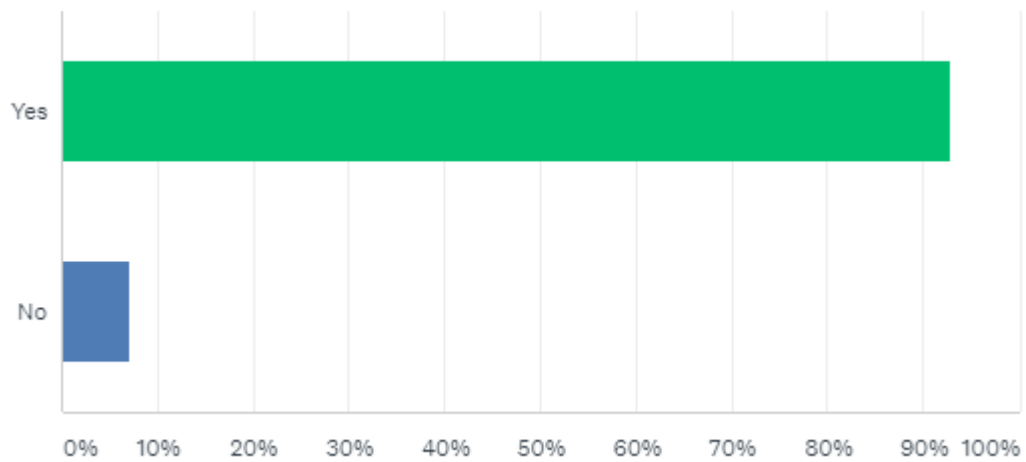


	NOT AT ALL	A LITTLE	SOMEWHAT	INFLUENCED	STRONGLY INFLUENCED	TOTAL	WEIGHTED AVERAGE
Price	46.15% 6	7.69% 1	23.08% 3	7.69% 1	15.38% 2	13	2.38
Location (Red Deer)	57.14% 8	7.14% 1	14.29% 2	0.00% 0	21.43% 3	14	2.21
Conference Theme	7.14% 1	0.00% 0	14.29% 2	21.43% 3	57.14% 8	14	4.21
Particular Workshops	7.14% 1	14.29% 2	14.29% 2	35.71% 5	28.57% 4	14	3.64
Networking Opportunities	30.77% 4	15.38% 2	7.69% 1	30.77% 4	15.38% 2	13	2.85



# POST CONFERENCE REVIEW

Did the conference fulfill your reason for attending?



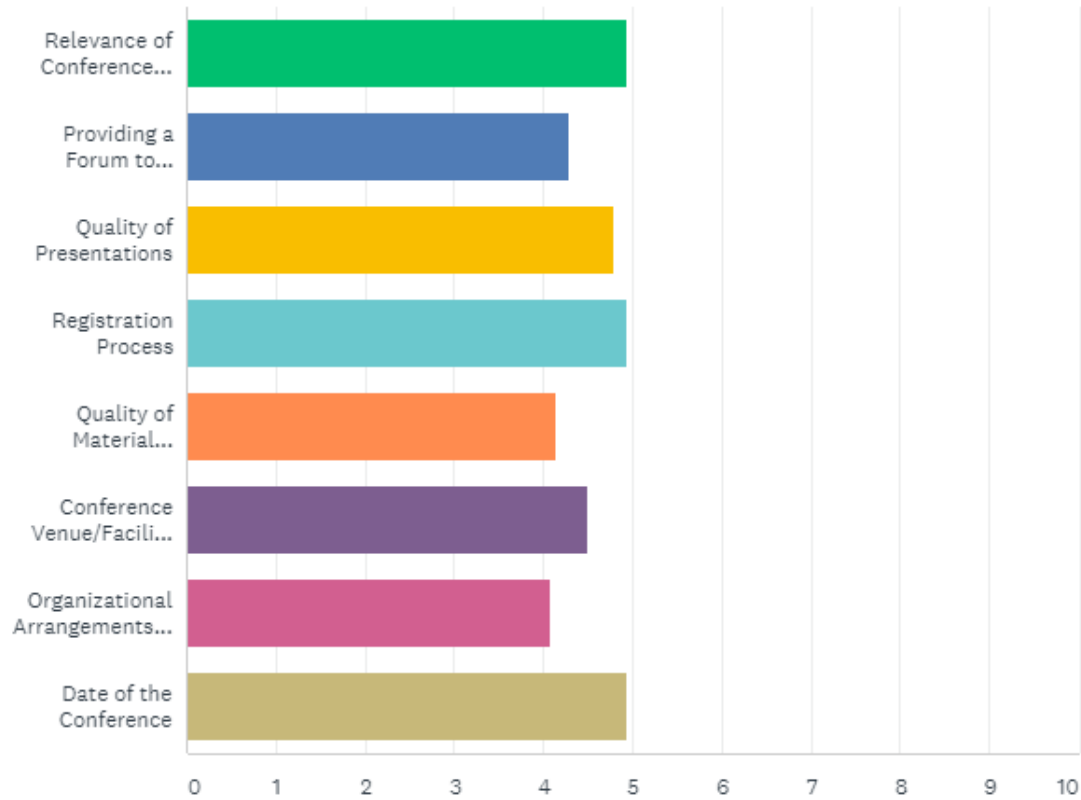
Yes 93%    No 7%

Notes:

"I was hoping to get more out of the various sessions."

# POST CONFERENCE REVIEW

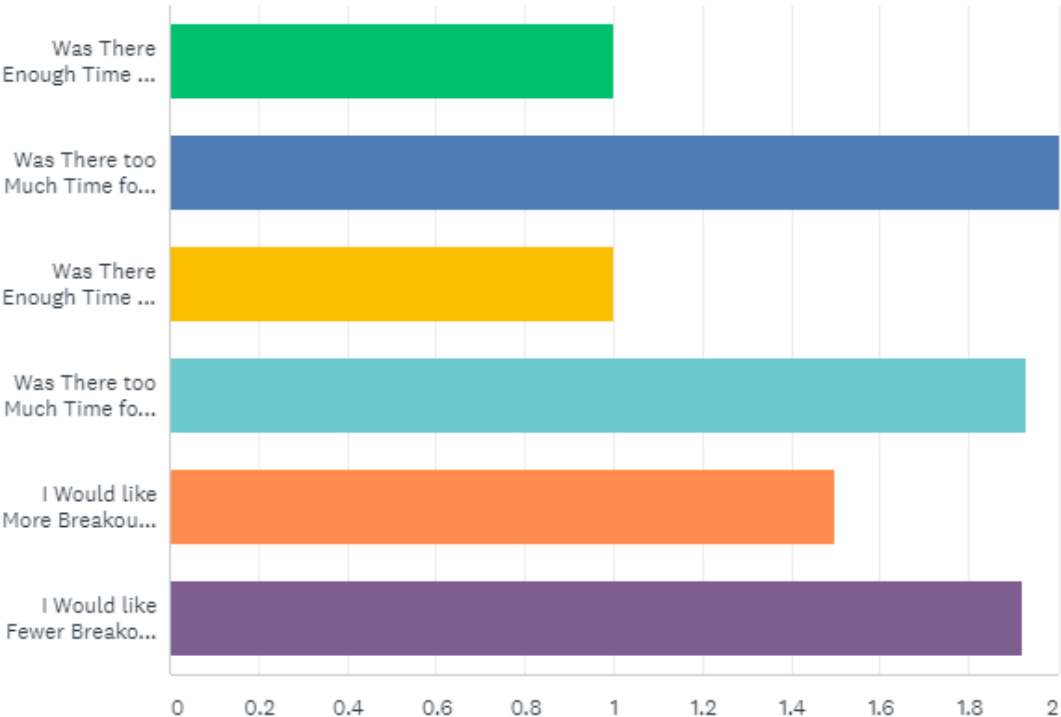
How would you rate the following?



	N/A	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Relevance of Conference Content	0.00% 0	0.00% 0	21.43% 3	0.00% 0	42.86% 6	35.71% 5	14	4.93
Providing a Forum to Exchange Information with Other Participants	0.00% 0	7.14% 1	21.43% 3	28.57% 4	21.43% 3	21.43% 3	14	4.29
Quality of Presentations	0.00% 0	0.00% 0	7.14% 1	28.57% 4	42.86% 6	21.43% 3	14	4.79
Registration Process	0.00% 0	7.14% 1	0.00% 0	28.57% 4	21.43% 3	42.86% 6	14	4.93
Quality of Material Circulated by the Organizers	0.00% 0	7.14% 1	21.43% 3	35.71% 5	21.43% 3	14.29% 2	14	4.14
Conference Venue/Facilities	0.00% 0	0.00% 0	35.71% 5	14.29% 2	14.29% 2	35.71% 5	14	4.50
Organizational Arrangements for and During the Conference	7.14% 1	7.14% 1	28.57% 4	14.29% 2	14.29% 2	28.57% 4	14	4.07
Date of the Conference	0.00% 0	0.00% 0	0.00% 0	35.71% 5	35.71% 5	28.57% 4	14	4.93

# POST CONFERENCE REVIEW

In regards to the conference agenda, please answer the following



	YES	NO	TOTAL	WEIGHTED AVERAGE
Was There Enough Time for Breaks?	100.00% 14	0.00% 0	14	1.00
Was There too Much Time for Breaks?	0.00% 0	100.00% 13	13	2.00
Was There Enough Time for Meals?	100.00% 14	0.00% 0	14	1.00
Was There too Much Time for Meals?	7.14% 1	92.86% 13	14	1.93
I Would like More Breakout Sessions.	50.00% 7	50.00% 7	14	1.50
I Would like Fewer Breakout Sessions.	8.33% 1	91.67% 11	12	1.92

# POST CONFERENCE REVIEW

What was the most beneficial aspect of this conference?

## Comments:

“Can't think of just one thing.”

“The Key Speakers.”

“Nothing stands out.”

“Powerful Keynote Speaker: Romeo Dallaire!!!”

“Networking with like minds.”

“Listening to Mark Henrick.”

“Opening up the dialogue that mental health matters in the workplace.”

“Getting the conversations started!”

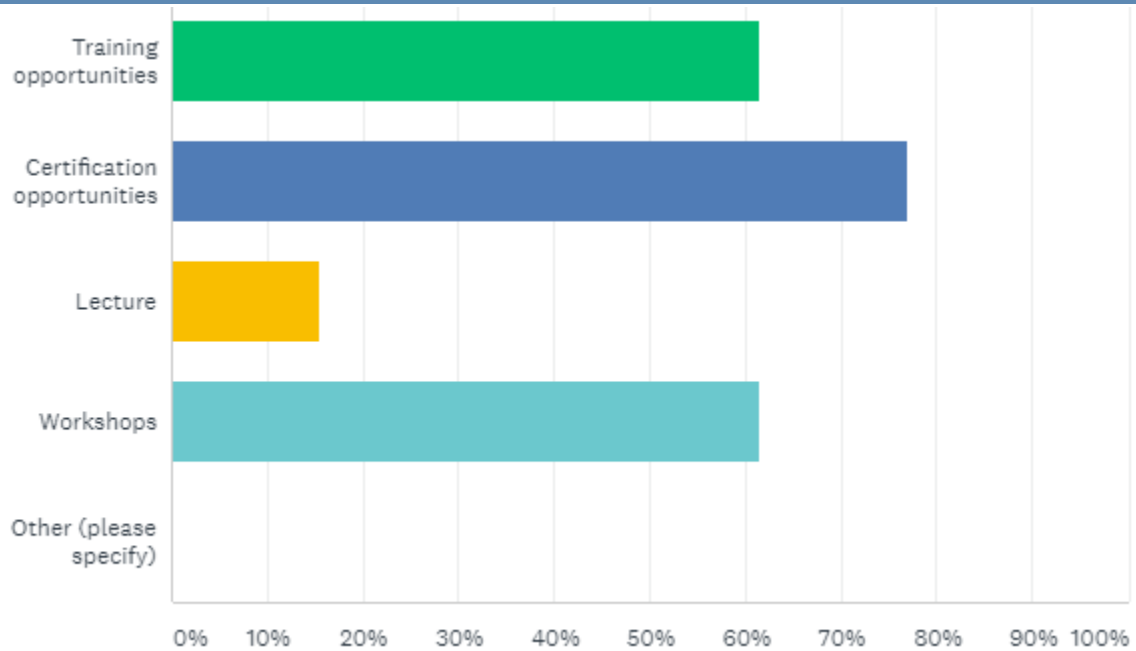
## Other Comments:

“The break-out sessions were not as expected, however the keynote speakers were excellent!”

“The cost was too high for the value received.”

# POST CONFERENCE REVIEW

What would you like to see more of?



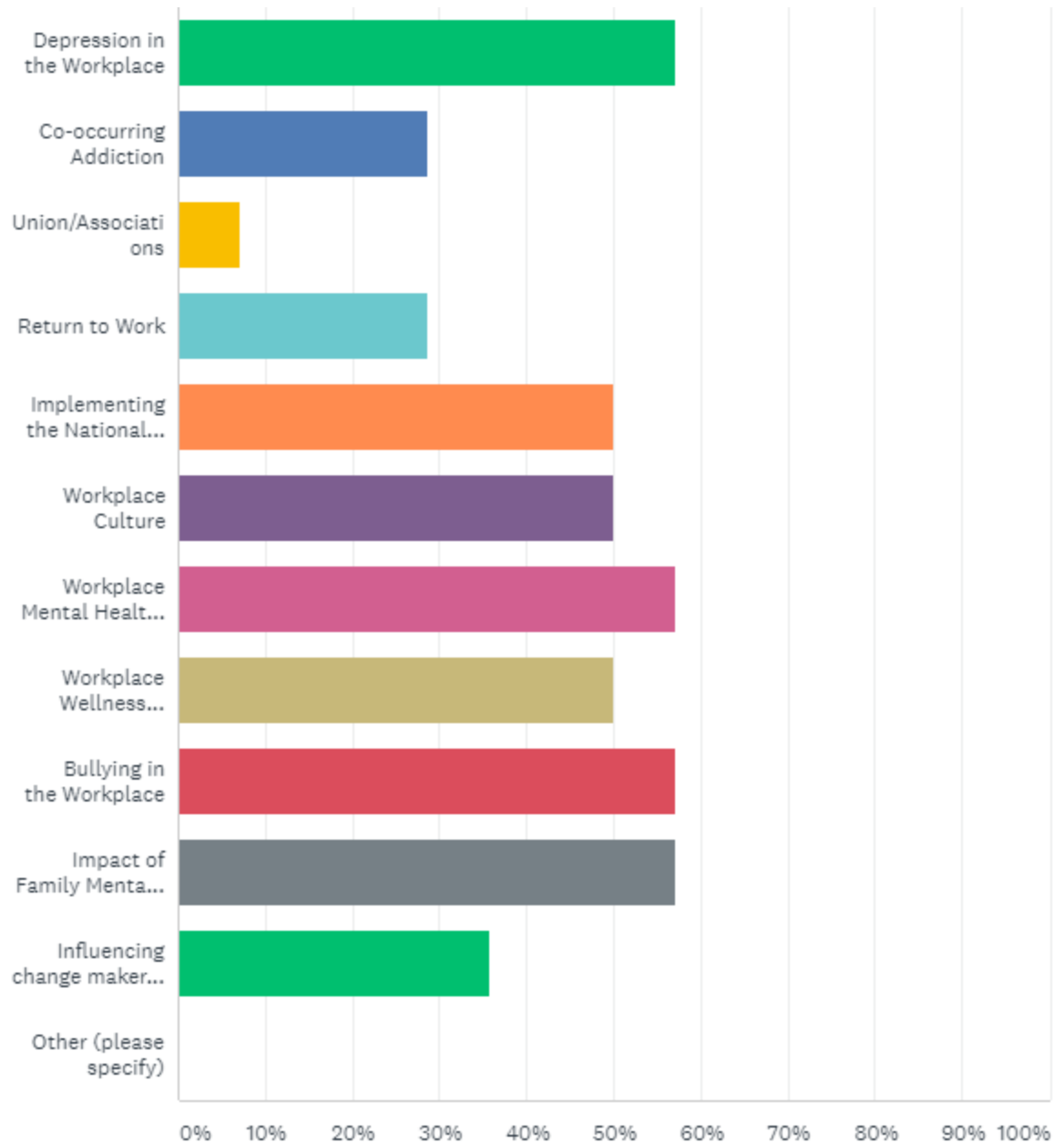
**#1 Certification Opportunities**

**#2 Training Opportunities and Workshops**

**#3 Lecture**

# POST CONFERENCE REVIEW

What topics/themes would you like covered at the next conference?



# POST CONFERENCE REVIEW

What topics/themes would you like covered at the next conference?

#1 Depression in the Workplace | Workplace Mental Health Policy and Law | Bullying in the Workplace | Impact of Family Mental Health on Employees: Caregivers in the Workplace

#2 Implimenting the National Standard of Canada for Psychological Health and Safety in the Workplace | Workplace Culture | Workplace Wellness Program

#3 Influencing Change Makers: Management/Executive Mental Health Training/ Buy-in

#4 Co-occurring Addiction | Return to Work

#5 Union/ Association Focus

## **Suggested Topics/Comments:**

Accessing Resources

Coaching in organization

Implementing staff wellness

Peer support within organizations - unpaid and embedded within

Influencing leadership in the importance and mental health and wellness and prevention

How you develop your policies in your company for mental health and all aspects of it? How you deal with employees dealing with mental health issues.

How to engage leaders

Coping skills, resources for people who know of someone who is suicidal

## **Suggested Topics/Comments:**

Leadership talking about taking action

Building awareness in employees

Addictions vs mental health

How to deal with co-workers returning as a co-worker not employer

How do we make managers more accountable for supporting employees with mental health problems?

Buy in by management and staff



# POST CONFERENCE REVIEW

What topics/themes would you like covered at the next conference?

## Suggested Topics/Comments:

Buy in by management and staff

2nd Stage - beyond Getting Started

Innovative program, costs, how program was bough in applying the National Standard

Psychological Health and Safety Standard

What should be included in a comprehensive program

Addiction and mental health

How to motivate colleagues to change view of MH

Employee and employer relationships, relating to workplace violence

How violence in workplaces manifest itself

Domestic Violence Support - employee feels/take aways

More about what employees can do to deal with the issue

More about how to work to introduce these concepts in workplaces that are not friendly or where management isn't open but workers are/need help

how to create a mental health program for a small organization

how to deal with toxic workplace environments

Getting workers on board with wellness programs

Examples of current wellness programs, Covenant Health did a great job of this, this year

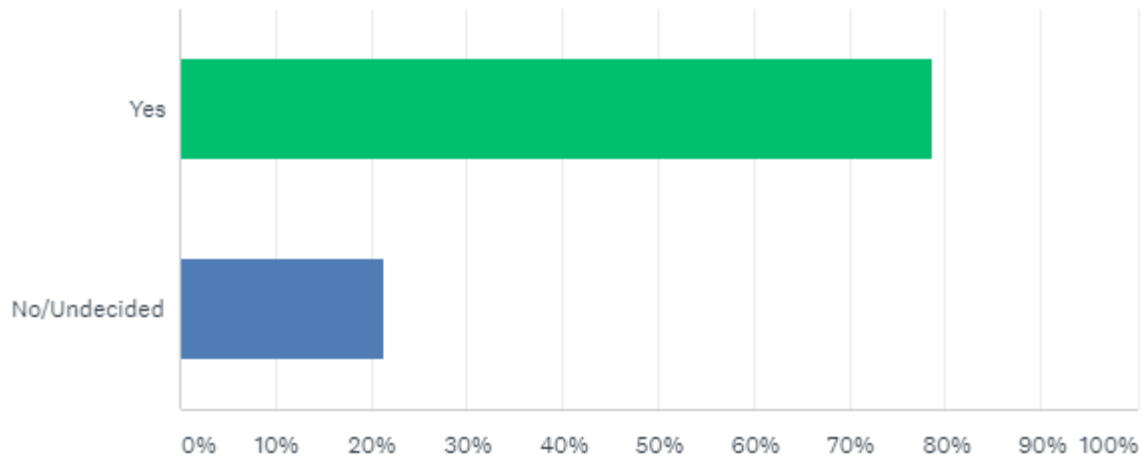
How to approach people to see if they are ok and talk about issues with people who don't express themselves

Example of peer to peer program in private industry

Resources (locally) on mental health

# POST CONFERENCE REVIEW

Would you attend this conference again?



## If no/undecided, what would make you want to attend again? (Responses)

- Lower cost and better venue
- Would depend on speakers and break-out sessions
- More interesting workshops

# Systems approach to research the mental health landscape in Alberta

We are grateful for the contribution made to this conference by the Strategic Foresight and Innovation (SFI) Master's program at the Ontario College of Art and Design (OCAD). Students aim to promote design thinking and research that sparks innovation. Teaming up with the Canadian Mental Health Association Alberta Division, SFI students conducted research to help better understand the workplace mental health landscape in Alberta.

A better understanding of the workplace mental health landscape in Alberta will help us identify where the levers of social change are. Systemic and future facing questions were included in the conference nametag package. Attendees were encouraged to fill out and display the cards on their table's "research trees."

A special thank-you to Jaime Calayo for his leadership on this project.

Objectives:

- 1) To engage the audience in participatory and co-creative design thinking exercises
- 2) To retrieve insights from different players/stakeholders on shared issues
- 3) To promote self-expression and expertise on the topic of mental health

Foresight: Engage with conference attendees to encourage foresight thinking around the topic of mental health. (environmental scanning, scenario building, back casting collaborative workshops, etc.)

**The State of Mental Health:** How might we visualize, give form and communicate the current state of mental health in Alberta? (installations, interventions, design objects/materials, etc.)

**Innovation:** How might we address mental health practice and perception in a new more engaging and transcendental ways? (design prototypes)

**Strategy:** How might mental health in Alberta get to these desired futures and innovations? (strategic plans, horizon projections, backcasting, etc.)

# Systems approach to research the mental health landscape in Alberta

## Research Approach

OCAD saw this conference as an opportunity to adopt a systems approach into researching what the mental health landscape looks like in Alberta. With so many different communities coming together for the first time, the framing question was as follows:

“In what ways are Alberta’s mental health communities similar and in what ways are they different?”

To answer this question, the team from OCAD designed simple research cards that asked this question from multiple present and future-facing perspectives.

## Research Card Design

### Drivers of Change

OCAD and CMHA collaborated in the collection of emerging trends and drivers that may have an impact on the future of mental health practice in Alberta. In this card, conference attendees are asked to choose their top three factors.

**Drivers of Change**

Select three elements below that you think will have the greatest impact on your community's mental health in the future.

<input type="checkbox"/> Personal travel	<input type="checkbox"/> Aging Population	<input type="checkbox"/> Employment
<input type="checkbox"/> Affluence	<input type="checkbox"/> Living Wage	<input type="checkbox"/> Poverty
<input type="checkbox"/> Marginal Communities	<input type="checkbox"/> Techno-reliance	<input type="checkbox"/> Economic Inequality
<input type="checkbox"/> Mental Health Education	<input type="checkbox"/> Hyper-connectivity	<input type="checkbox"/> Sharing Economy
<input type="checkbox"/> Growth of Urban Centres	<input type="checkbox"/> Digital therapy	<input type="checkbox"/> Mobile Working
<input type="checkbox"/> Affordable Housing	<input type="checkbox"/> Stigma	<input type="checkbox"/> Climate change
<input type="checkbox"/> Healthcare	<input type="checkbox"/> Virtual Reality	<input type="checkbox"/> Urban planning
<input type="checkbox"/> Urban Migration	<input type="checkbox"/> Social Supports	<input type="checkbox"/> Displaced communities
<input type="checkbox"/> Social Media	<input type="checkbox"/> Consumerism	<input type="checkbox"/> Community Culture

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## Empathy Map

Empathy Map questions were designed to capture the experience conference attendees have in mental health maintenance. Attendees were given one of six different empathy questions which included:

- What they hear
- What they say
- How it impacts them
- What considerations they have to make
- What types of supports they need
- Barriers and Enablers to maintaining mental health

## Empathy Map

The more we understand the experience of others, the more we understand ourselves.

**What is one thing you have heard others say about mental health in your community?**

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## Inquiry Map

In this card, conference attendees are asked what mental health questions they themselves are asking and what part of the mental health ecosystem they are a part of. The goal of these cards is to match different communities who are asking the same questions.

### **The Questions We Ask**

**What question around mental health are you and your community trying to explore?**

**What part of the mental health ecosystem are you a part of?**

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## Collaborative Dictionary

Each community has a different approach to speaking about mental health. Because of this, we wanted to map out how some of the most used mental health words are interpreted. The words we mapped out included:

- Support
- Acceptance
- Accessibility
- Dignity
- Wellness
- Self-Improvement

### Defining Together

Use three words to define the following term in a way that reflects your experience with mental health in your community.

**“Support”**



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## Collaborative Visual Dictionary

To build off the previous card, we also asked attendees to draw a face and to also write an emotion. Insights could then be drawn from the similarities and differences in the pictures along with the emotions tied to them.



## Defining Together

Draw a face or write an emotion to depict your experience with the term below in your community.

**“Self Improvement”**



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## Research as Art

Photo display stands were repurposed to display completed research cards. They were placed at the middle of each table and were moved from table to table in between sessions. These were great in facilitating conversations around the research cards.

## Conference Package Design

To better integrate systems research into the conference, the research cards were designed to fit into the lanyards given to attendees. The program guide was also designed to encourage attendees to engage in the research and share their findings on social media.

## Conference Activation

To encourage engagement with the research cards, conference speakers were asked to remind attendees at the beginning of each talk to fill out the cards and engage in discussion around the research question. Breakfast and lunch were also opportunities to do this.

There was an overwhelming positive response to the research cards with requests from other organizations to include them at their conferences in the future.

## Samples of Collected Cards

These are a few of the research cards collected. The next phase in this research will be to record the data collected and have it undergo synthesis by the team.

## Next Steps

Next steps will be to take our synthesis thoughts to CMHA and then collaborate on a way to disseminate the insights with the larger Alberta mental health community.

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## Key Learnings

Some of the key learnings included:

- Collaborate with festival organizers and speakers to remind attendees the value in sharing their insights
- To share findings in real time. We took photos of cards and presented them on the big screen for people to read on the second day
- Design the questions to be short, concise and easy to respond to. Multiple choice and one word responses were positively received

