



Workplace Wellness Service Centre

Your access to Disability Management, Duty to Accommodate and Occupational Health and Safety Services

Ask Me Anything:
Accessibility: Thriving vs. Surviving
December 8, 2021



Purpose

- To present Health Canada's (HC) and the Public Health Agency of Canada's (PHAC) Workplace Wellness Service Centre (WWSC) for all services related to Disability Management (DM), Duty to Accommodate for persons with disabilities/illness (DTA-PWD), and Occupational Health and Safety (OHS) accidents/incidents reporting.

Psychological Support



Organizational Culture



Psychological Protection



Physical Safety



Need for Change

There are several factors that were driving the need for significant change in the approach to providing services related to DTA-PWD, DM and OHS, including:

- PSEAS and PSES Results;
- 2016 Canadian Human Rights Commission Audit – *recommendation for a case management approach with respect to Duty to Accommodate cases*;
- HC's and PHAC's Multi-Year Mental Health and Wellness in the Workplace Strategy – *includes the implementation of the National Standard for Psychological Health and Safety in the Workplace (psychosocial risk factors: Psychological Support, Organizational Culture, Psychological Protection, and Physical Safety)*; and
- HC's and PHAC's Multi-Year Diversity and Employment Equity Plan – *addresses the following, but not limited to:*
 - ✓ Health Canada's Letter Writing Project – *anonymous letter writing exercise with persons with disabilities to collect individual accounts of difficulties/ barriers encountered in the workplace (Appendix A)*;
 - ✓ Improving Health Canada's Organizational Culture for Employees with Disabilities Report - *recommendations in four categories: Streamline the Accommodation Process, Empower Persons with Disabilities (PWD) to Continue Working, Yes by Default: Normalizing workplace accommodations, and Integrate the Accommodation Process Into Daily Work Activities*; and
 - ✓ PHAC's Let's Do Better Report and Persons with Disabilities Action Plan – *recommendations, priorities and deliverables to arrive at an effective and efficient process that provides accommodations in a more timely manner to persons with disabilities.*

Prior to the Launch

The focus of the various partners prior to the launch of the new model for DM, DTA-PWD, and OHS accidents/incidents lacked cohesion and coordination resulting in a sequence of events that were neither continuous nor timely.

- Separate points of entry into wellness services;
- Service standards and processes between Internal Services providers were not aligned;
- Employee/manager had to work directly with each Internal Services providers;
- Processes and information were not easily accessible; and
- Process was delayed because of documentation and/or multiple approval levels.

A Model that ...

- Builds and sustains a healthy, respectful, inclusive, safe, and productive workplace for all HC and PHAC employees.
- Promotes and supports a workplace culture where all employees are treated with respect and dignity.

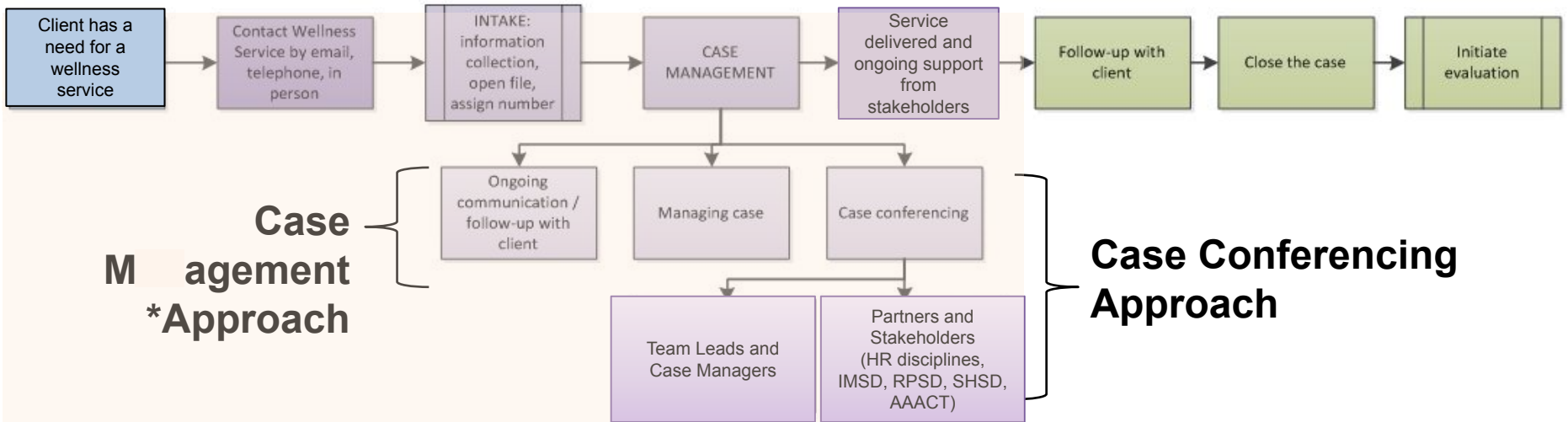
Consultations

- Preliminary consultation between April and September 2017 for the design of the WWSC with Human Resources (HR) disciplines, Real Property and Security Directorate (RPSD), and Information Management Services Directorate (IMSD).
 - Streamlined processes and service integration opportunities between Human Resources Services Directorate (HRSD), RPSD and IMSD were identified resulting in shorter timelines to implement DM, DTA and OHS solutions.
- Four in-person/WebEx consultation sessions were organized between February and April 2018 with members of the PHAC and HC PWD and Managers' Networks, Unions, employees who have self-identified as PWD, and current DM clients to discuss the proposed new WWSC.
 - Overall, the participants were optimistic and very pleased about the tangible actions that were being undertaken to change the mindset regarding accommodations for PWD.
 - Participants felt that the role of the Case Manager in supporting clients throughout the entire case and streamlining the approval processes would significantly alleviate the stress on the clients and their managers.
 - Participants raised the importance of communicating and providing clarity regarding how to access the new service delivery model, and the roles and responsibilities of managers, employees and Case Managers.

The WWSC Model



Client Experience



Internal Services/Stakeholder Collaboration

Providing high quality, timely and bias free services to managers and employee on matters related to DM, DTA-PWD and OHS incident and accident reporting that uphold the values of respect, trust and integrity.



The WWSC Model (con't)

- **A national one-stop shop** for accessing services in the areas of DM, DTA-PWD, and OHS accidents/incidents reporting via the toll-free number and generic email account.
- **Impartial Case Manager assigned as a single point of contact** to *proactively* advise, support and guide managers and employees from the onset of a situation/case to the implementation of a solution.
- **Case management approach** in collaboration with internal and external stakeholders via scheduled case conferences (e.g. HRSD, RPSD, IMSD, Accessibility, Accommodations and Adaptive Computer Technology Program [AAACT], and Specialized Health Services Directorate).
- All concerned are treated with respect and **a relationship of trust between the manager and employee is re-established/maintained.**
- **Individualized approach to DTA-PWD** solutions that enable employees to have the tools and resources in place to do their work, thus having their needs fully met in a timely manner.
- DTA-PWD equipment purchased directly through the Centralized Accommodation Fund (CAF).

The WWSC Model (con't)

The WWSC assign Case Managers to assist employees and their managers in many ways, such as:

- Providing front line advice to managers and employees on all accommodation requests;
- Advocating for employees and act as a liaison between managers and stakeholders to support throughout the accommodation process;
- Co-operating with stakeholders (Information Management Services Division, Real Property and Security Division, etc.) in order to implement an accommodation measure in a timely manner;
- Managing the Service Level Agreements (SLAs) with Shared Services Canada's Accessibility Accommodation and Adaptive Computer Technology (AAACT), for employees requiring specialized adaptive technology accommodations; and
- Supporting employees in completing a Government of Canada Workplace Accessibility Passport which documents possible solutions, devices, supports and adaptive tools that the employee may require should they change jobs or organizations.

What Has Changed?



- Medical certificates are no longer be required for ergonomic assessments, equipment and accessories.
- An e-catalogue of pre-approved, standardized ergonomic equipment and IT specialized equipment is available via the SAP system.
- Requests for accommodation measures related to DTA-PWD (e.g. adaptive technology) are processed by the Case Manager and the cost is covered by the CAF.
- There is one (1-844) telephone number for all Case Managers to ensure continuity of service.
- Once assigned, the Case Manager is the single point of contact for the employee and the manager until the case is resolved.
- Flexibility is applied regarding the documentation for Return-to-Work (RTW) situations and complex DTA situations.

What Has Not Changed



- Workplace Wellness Services will support all PHAC and HC employees, managers and executives in the areas of OHS and DM, as well DTA-PWD (e.g. advice, guidance, completing forms, etc.).
- Managers are responsible for their employees' health and safety in the workplace.
- Managers are responsible for reporting accidents/incidents in the workplace, as per the legislative requirements, and corrective/mitigation measures are identified and implemented in collaboration with their OHS Representative.
- Employees are responsible for communicating their needs pertaining to ergonomic and/or DTA-PWD to their managers.
- Managers ensure that PWD, including new employees joining the organization, are accommodated without delay.
- Managers and employees actively participate in return-to/stay-at-work strategies.

THE JOURNEY OF ACCOMMODATION

PERSONS WITH DISABILITIES PROJECT, HEALTH CANADA + INNOVATION HUB, PRIVY COUNCIL OFFICE

MANAGE [user]	DIVULGE [user, management]	LITIGATE [user, management, doctor, corporate services]	ACCOMMODATE [user, management, team, corporate services]	CHAPTER ENDS [user, management, team, corporate services]
Person is trying to manage on their own, unsure or where or who to consult.	Managing on their own becomes too much and need to talk about their disability.	Go through the application, back and forth between multiple parties.	Accommodation is put into place. This could take months.	A resolve occurs. This could be positive or negative and can initiate another pass through.

