[BUDROW TOZER MOST IMPROVED AWARD](https://www.cs2a.ca/add-a-nomination-for-award-5-budrow-tozer-most-improved-award/)

In honor of Budrow Tozer, the long-serving Chairman of the GPMC/NMC whose leadership style exemplified continual improvement and instilled a culture of camaraderie, this award will be granted to those organizations who achieve noteworthy improvements to their health and safety performance through effective teamwork.

Response

Fluor Driver has always been exceptionally proud of our Health, Safety, Security and Environment (HSSE) program. Safety has always been at the forefront of Fluor Driver business. It is a Core Value in our organization, and we take time to instill the importance of it in every employee we hire. However, even with the robust program that we were so proud of, we noticed that something was lacking.

With the implications of COVID-19 when declared a pandemic it was clear this was affecting peoples Mental Health and Substance Use. The COVID-19 pandemic and the resulting economic recession have negatively affected many people’s Mental Health and created new barriers for people already suffering from mental illness and substance use disorders. During the pandemic, an increased number of adults have reported symptoms of anxiety or depressive disorder, also many adults were reporting specific negative impacts on their Mental Health. The study confirmed equal and comparing examples right here with our Fluor Driver Employees working on the Suncor Refinery. A few examples discussed with our employees about their overall well-being included things such as difficulty sleeping or eating, increases in alcohol consumption or substance use and worsening chronic conditions, (12%), due to worry and stress over the coronavirus. As the pandemic continued, ongoing and necessary public health measures expose many people to experiencing situations linked to poor Mental Health outcomes, such as isolation and job loss. Young adults have experienced a number of pandemic-related consequences, such as closures of universities and loss of income that may contribute to poor Mental Health. During the pandemic, a larger than average share of young adults were reporting symptoms of anxiety and/or depressive disorder. Compared to all adults, young adults are more likely to report substance use and suicidal thoughts. Prior to the pandemic, young adults were already at high risk of poor Mental Health and substance use disorder, though many did not receive treatment.

Physical health was being given the attention it needed but Mental Health was not getting the attention it deserved. No one talked about Mental Health and no one felt comfortable discussing any struggles or issues they were having for fear of what others may think or do. We knew improvements could be made to our program to reduce the stigma related to Mental Health and further help our employees stay safe at work and at home.

As a result of this, we did our research. According to the Canadian Mental Health Association (CMHA) Mental Health issues can affect anyone at any time:

* + **Who is affected?**
    - Mental illness indirectly affects all Canadians at some time through a family member, friend, or colleague.
    - In any given year, 1 in 5 people in Canada will personally experience a Mental Health problem or illness.
    - Mental illness affects people of all ages, education, income levels, and cultures.
    - 8% of adults will experience major depression at some time in their lives.
    - About 1% of Canadians will experience bipolar disorder (formerly referred to as “manic depression”).

## **How common is it?**

* + - By age 40, about 50% of the population will have or have had a mental illness.
    - Schizophrenia affects 1% of the Canadian population.
    - Anxiety disorders affect 5% of the household population, causing mild to severe impairment.
    - Suicide accounts for 24% of all deaths among 15–24-year old's and 16% among 25–44 year-olds.
    - Suicide is one of the leading causes of death in both men and women from adolescence to middle age.
    - The mortality rate due to suicide among men is four times the rate among women.

Ref: [Fast Facts about Mental Illness - CMHA National](https://cmha.ca/fast-facts-about-mental-illness#:~:text=In%20any%20given%20year,%201%20in%205%20people,major%20depression%20at%20some%20time%20in%20their%20lives.)

With this knowledge, Fluor Driver went into action. Our initial planning led us to the discovery that one of our sister companies had been building a program to start raising awareness surrounding Mental Health.

Fluor Driver adopted many aspects of this shared program and continued to revise and customize until we felt that it was useful and valuable to all of our teams. We then deployed the Fluor Driver Mental Health Program nationally.

All Fluor Driver sites adopted this program but the Fluor Driver site in Sarnia, Ontario was very quick to establish their own Mental Health Safety Committee to address the Mental Health stressors identified specifically here at our own workplace. It was noted something had to be done immediately, due diligence comes into play during our conversations, it was identified it’s our responsibility to take action and help our people. The Team began discussions, planning and distribution of a communication and support campaign to raise awareness of Mental Health, and rapidly began providing opportunities for individuals on site to get the help they needed. The Fluor Driver Mental Health Program is fully supported by the client and the crews on site.

A training program was established for representatives from all Fluor Driver sites utilizing the [CMHA Mental Health First Aid Program](https://edmonton.cmha.ca/programs-services/mental-health-first-aid/). Results were immediately observed. The CMHA First Aid Training was put in play as an opportunity arose the very next day after the training was completed. Through persistence and utilizing set programs already in place the Mental Health Committe started to see individuals contacting programs and contacts that were provided and getting the help they needed to work through any issues they were facing.

As teams continued to build on these committees, they realized the benefit of having craft personnel being a part of the solution and invited individuals to join. With their addition to the committees, trades and craft personnel were more willing to reach out and ask for help and support. We heard that, “as difficult as it is to talk about Mental Health it's so much easier to discuss issues and concerns with a co-worker in confidence, rather with committee member who are management”.

The training provided helped supervisors to recognize signals and ‘red flags,’ leading to them taking time to follow up with a check-in with those individuals and in several situations resulted in workers getting the help they needed.

**What do Mental Health First Aid (MHFA) training participants learn?**

The MHFA course does not teach people how to be therapists.

It does teach people how to:

* Recognize the signs and symptoms of Mental Health problems.
* Provide initial help; and
* Guide a person toward appropriate professional help.

Just as CPR training helps a layperson with no clinical training assist an individual following a physical crisis, Mental Health First Aid Training helps a layperson assist someone experiencing a Mental Health crisis, such as suicidal behavior.

In both situations, the goal is to help support an individual until appropriate professional help is identified. Individuals with Mental Health First Aid certification learn a single action plan that includes assessing risk, respectfully listening to and supporting the individual in crisis, and identifying appropriate professional help and other supports that can be applied in many situations.

Participants are also introduced to risk factors and warning signs for Mental Health problems. These build their understanding of the impact of illness on individuals and families and allows them to learn about evidence-supported treatment and self-help strategies.

Fluor Driver and its leadership team are committed to the steady focus on raising awareness, communication, and support of our people. This focus is both from a physical health and safety perspective as well as a Mental Health safety perspective by creating a culture that makes a difference for our people on and off site. We continue to build great things, be innovative, have fun and take care of each other!

We found great results from sharing our Mental Health Monthly News Letter with crews by posting in strategic areas throughout the site. These newsletters contained pertinent information regarding how to deal with Mental Health stressors and contact information.

See example of the