



Manager to Manager Network (M2M) for Mental Health at ESDC



Mental Health

A healthy and respectful workplace.
It's everyone's responsibility.

Manager to Manager Network (M2M)

What is it?

- The Manager to Manager Network (M2M) is a additional resource at ESDC through which managers ***at all levels*** (from team leaders to ADMs) can empower and connect with each other in an informal, safe and confidential manner to help sustain a psychologically healthy and safe workplace for their employees.
- M2M is **informal, non-clinical support, confidential** and **available to managers across ESDC**.



M2M: Empowering Managers

How can this help?

Based on their lived experience as managers, **M2M Ambassadors** are able to offer support to their fellow colleagues to:

- **Promote** and/or **respond** to the mental health and wellness needs of their employees;
- **Address** day to day challenges associated with the mental health and wellness needs of their employees;
- **Refer** them to different resources available to respond to the specific challenges they are experiencing with their employees; and
- Help **develop** skills sets and resiliency to promote a psychologically healthy and safe workplace for all **managers and their employees.**



M2M Ambassadors

The **M2M Ambassadors** are:

- Managers screened in through an assessment process and have participated in a two-day orientation session before qualifying to serve as an Ambassador.
- Seasoned managers with lived experience who can dip into their own lessons learned and share them with fellow managers facing similar situations.
- Managers familiar with the complexities associated with providing support, as opposed to clinical advice, in the mental health and wellness related areas.



M2M: Connecting Managers

- Managers, i.e. any employee, irrespective of group and level, who is managing or supervising other employees, can connect with seasoned managers, known as M2M Ambassadors, across ESDC through a **self-matching process**, based on profiles posted on the [ESDC intranet site](#).
- Similar to accessing other confidential services offered to all employees (e.g. the Employee Assistance Program or the Office of Informal Conflict Management) managers may connect with M2M Ambassadors without needing any approvals.
- Through this connection, managers can expect to:
 - Benefit from the experiences of fellow colleagues who have supported employees potentially coping with *mental health related challenges*; and/or
 - Help integrate their employees in the workplace after an extended leave.



Difference between M2M and the Peer Support Program (PSP)

- Both M2M and the PSP are **confidential** and **non-clinical** mental health related support.

<p>M2M provides support to:</p> <p><i>Managers to help sustain a psychologically healthy and safe workplace for managers and their employees.</i></p>	<p>PSP provides support to:</p> <p><i>All employees, irrespective of groups and levels, for their own personal mental health related challenges.</i></p>
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- The PSP supports **employees who are personally** coping with mental health issues to find their own path to recovery.



M2M Network: Easy to Access an Ambassador

- List /Profile of Ambassadors posted on iService: http://iservice.prv/eng/hr/mhw/m2m_biography.shtml
- **Self-Matching process:** selection may be based on geographical location, area(s) of experience, language preference, work environment, role in the organization, member of Employment and diversity groups, etc.
- No forms to fill.
- Contact Ambassadors directly at work:
 - In person
 - By phone
 - By Lync
 - By email.
- Ambassadors may be selected regardless of their geographical location, including one that is at a distance.



Manager to Manager Network: More Information

- Visit the M2M page on iService at: http://iservice.prv/eng/hr/mhw/manager_to_manager.shtml for more information on the:
 - M2M Network;
 - M2M Governance Document;
 - List of Ambassadors across the country;
 - List of other tools and resources available to managers; and
 - How to contact the National Program Management Office at the Human Resources Services Branch.
- For more information on the Peer Support Program (PSP), please consult iService page at: http://iservice.prv/eng/hr/mhw/peer_support_program.shtml.

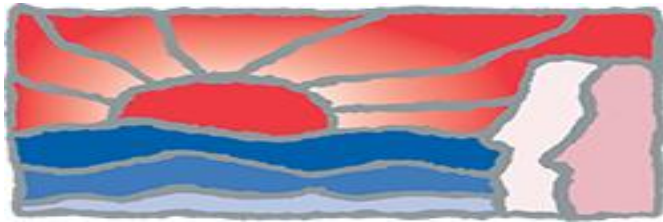


Other Resources available

- Employee Assistance Program
- LifeSpeak
- Mental Health Passport
- Mental Health Continuum
- Office of Informal Conflict Management (OICM)



Visit the *Mental Health in the Workplace* section on iService for list of additional resources



Employee Assistance Program

Toll-free: 1-800-268-7708

Telecommunication Device for the Deaf (TDD):

1-800-567-5803



Thank you!

