WORKPLACE MENTAL HEALTH CONTINUUM
Rating an Organization's Capacity to Support Workplace Mental Health
How would you rate your organization?

THE LiGHTHOUSE
CENTER FOR WELLBEING

Dimension	HIGH RISK	VULNERABLE	CAPABLE	RESILIENT
1. Policy & Strategy *Crisis includes traumatic incidents such as death, workplace injury, large scale change, or any emotionally overwhelming experience*	• No mental health policy or strategy in place	• No mental health policy or strategy in place	• Limited mental health policy with no/simple strategy in place	• Mental health policy and strategy are: - In line with best practice - Reflected in organizational capabilities, processes systems, and resources - Measured, evaluated and revised annually
	• No/harmful crisis* response	• No crisis response	• Limited crisis response	• Crisis-response strategy
	• Policies have a discriminatory effect	• Reactive rather than responsive to mental health issues or crisis		• Mental health is an explicit and integral part of overall HR strategy
2. Knowledge & Skills	• Below-basic mental health literacy; misconceptions and stigma are widespread	• Basic mental health literacy in some pockets of the organization; some misconceptions and stigma	• Basic to proficient mental health literacy in some pockets of the organization	• Majority of employees have basic or proficient mental health literacy
	• No initiatives to raise mental health literacy	• Some initiatives to raise mental health literacy	• Major initiative to raise mental health literacy	• Mental health literacy
	• No skills or training across the organization	• No individuals or very few have skills in identifying or responding to someone who is struggling	• Pockets in the organization have training in how to respond to someone who's struggling	• All line managers and HR personnel have basic mental health support skills
	• Training is not evidence-based	• Training is not evidence-based	• Training is evidence-based	• Training is evidence-based
	• No Mental Health First Aiders	• No Mental Health First Aiders	• Some Mental Health First Aiders	• Mental Health First Aiders across tiers of organization
3. Resources	• No financing or coverage for mental health care	• Very little or no financing or coverage for mental health care	• Some financing for mental health care (psychiatry covered but not psychology)	• Adequate to great financing for mental health care (psychiatry and psychology coverage)
	• No/inappropriate support resources available	• Little to no resources available	• Resources available but lack variety	• Variety of resources available (professional and non-professional)
			• Awareness and understanding of resources are inconsistent	• Awareness and understanding of resources are widespread (clearly sign-posted, included in orientation)
			• Resources are available but are not discrete or easy to access	• Resources are both protective and responsive • Resources are easy to access discretely
	• Confidentiality is not protected			• Confidentiality is guaranteed
	• Lack of cultural sensitivity	• Resources are outsourced to an international EAP that lacks awareness of local resources and laws	• Resources are somewhat culturally sensitive	• Resources are local and culturally sensitive
4. Culture	• Leadership is not engaged and fuels misinformation	• Leadership is not engaged	• Some leaders are engaged	• All leaders are engaged and advocate the importance of supporting mental health in the workplace
	• Culture of stigma and/or silence	• Very little conversation about mental health	• Some conversation around mental health but culture has not shifted	• Culture of support is widespread across tiers of organization
	• Vulnerability is seen as weakness	• Vulnerability is not shared at work	• Vulnerability at work is not common	• Vulnerability /asking for hep is normalized
5. Mental health indicators/ Outcomes	• Individuals are actively disengaged and spreading toxicity	• Individuals are disengaged	• Individuals are engaged	• Individuals are engaged and thriving
	• High absenteeism	• Moderate to high absenteeism	• Low to moderate absenteeism	• Low absenteeism
	• High rates of staff turnover, conflict, burnout	• Moderate to high staff turnover, conflict, burnout	• Low to moderate staff turnover, conflict, burnout	• Low staff turnover, conflict, burnout
		• Resources are underutilized	• Resources are somewhat used and very little inquiry about them	• Resources are being utilized and people are comfortable inquiring about them