

# **WORK FROM HOME: EMPLOYEES MENTAL HEALTH**

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**Background about the organization:**

Specialty Insurance Company of Canada is an insurance company that helps Canadian industries with their insurance. In Canada, the corporation has been operating for more than 20 years, while in the US, it has been operating for more than 30 years. They have companies all around Canada in many provinces.

The Company offers a variety of flexible payment solutions to the market's industries. It is a premium financing company that deals with insurance brokers. With varying terms, such as 12 monthly instalments or quarterly, they provide loans, and the industries repay them with monthly payments. Flexible payments are offered to those long-term customers.

**Description of the Incident:**

Harsi Sey has been employed at Specialty Insurance Company for roughly five years in a variety of positions. She has since been promoted to the position of senior loan processing specialist. She works in occupational health and safety for her company and the health and safety team in Toronto is made up of twelve people. In Harsi's opinion, based on her experience at First Insurance, there were no issues with worker safety or concerns, although the transition between work and home did cause some difficulty.

Employees found it a little stressful to work from home alone without coworkers nearby for support or interaction. It had an adverse effect on the mental health of the workers since it made them ill at home and made it difficult for them to interact with their coworkers because it was an unfamiliar situation. Their communication with their clients sometimes became difficult because they dealt with insurance brokers from home, as one of Harsi's coworkers Mahi experienced.

Mahi became quite stressed out and found it difficult to concentrate on his work. His interaction with his client on the job also had an impact on his personal life. He began to feel the effects of this as his performance at work started to drop significantly. Harsi, Mahi's close friend, and Mahi were speaking on a Zoom call about a loan issue when Harsi noticed a change in Mahi and believed that he wasn't responding like himself. She questioned Mahi's mental well-being. Mahi revealed to Harsi that he was unsure of how he was feeling but that he had been coping with work-related stress and not being able to be himself.

Harsi was able to bring this up with management as a member of the health and safety team and express concern because it was affecting her coworker. The company was aware of this, and the management extended a three-month leave of absence with short-term disability coverage up to 70% to Harsi's coworker. The ability to take time off for however long they need is also provided by Specialty Insurance Company when employees are ill.

After such incident Every week, specialty insurance connected via emails with something regarding health and safety, providing information and workshops to the staff. They have supported them with their employment and mental health since they underwent COVID. They interact with their staff through news letters where they provide advice on how to avoid stress and activities to keep oneself calm. As a part of the health and safety team

Harsi conducted surveys every three months to determine whether employees value and find value in the newsletters. She discovered that employees take pleasure in it since it enables them to stay in touch with their coworkers and learn about what's new in their lives, which inspires others.

### **Discussion Questions**

1. What could have caused Mahi to feel stressed?
2. Do you think Mahi should have raised a concern instead of putting it on himself and waiting for his coworker to talk to the management?
3. Did Harsi make the right decision of raising the issue to the management? Why? Why not?
4. As an organization they provided Mahi with short term disability with 70% payment. Should they have done something differently? If yes what are your suggestions?
5. The organization started doing mental health training and news letters once an employee was affected. As an organization is their training program done effectively? Is training evaluation being used?

