



Psychological Health and Safety at Work

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Agenda

1. What is psychological health and safety?
2. 13 Workplace Factors Known to Impact Mental Health
3. Why Should Employers Care?
4. What You Can Do

This presentation provides general coverage of its subject area and is presented for informational purposes only. The information may not be suitable in a particular situation and should not be construed as legal advice.



What is
Psychological
Health and Safety?

- a Making sure no one is sad at work
- b Preventing harm to mental health
- c Promoting psychological wellbeing
- d None of the above
- e Both b & c

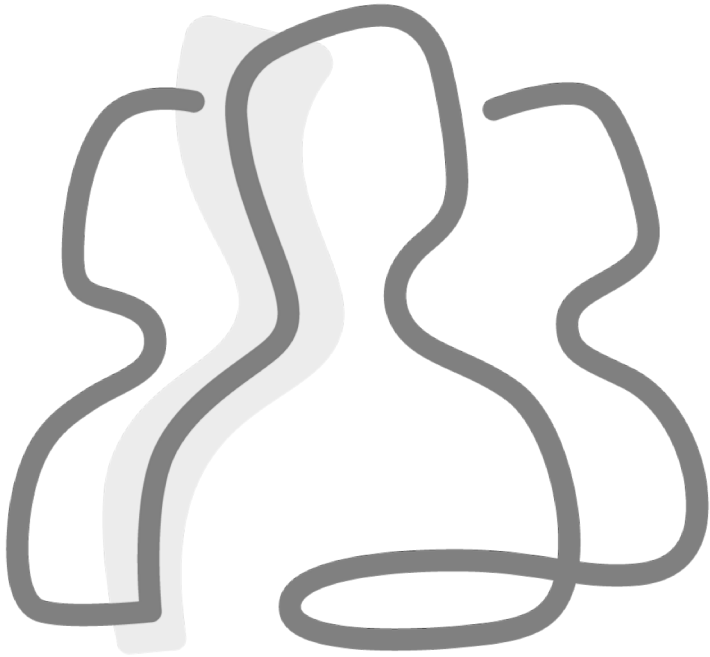
Psychologically Healthy and Safe Workplace



A workplace that promotes employees' psychological well-being and actively works to prevent harm to worker psychological health, including in negligent, reckless, or intentional ways.

-Canadian Standards Association-

Think of Your Workplace ...



1. If someone makes a mistake on your team, is it often held against them?
2. Are members of your team able to bring up problems and tough issues?
3. Are people being short-tempered and/or using passive-aggressive behaviour?
4. Is productivity lower than usual?

Absenteeism

- The average absenteeism rate in Canada is 9.3 days per full-time employee.
- The estimated direct cost of absenteeism to the annual Canadian economy is \$16.6 billion.



Presenteeism

- Occurs when employees who are physically present, but due to a physical or emotional issue, are distracted to the point of reduced productivity
- Data shows presenteeism is 7-9 times the rate of absenteeism





Employers are required to:

1. Identify specific hazards present in their work places – including all five (5) types of hazards (chemical, physical, biological, ergonomic, or *psychosocial*)
2. Develop a plan to mitigate those hazards

Legislated Requirement:
Canada Occupational Health and Safety Regulations (COHSR)
Part XIX, "Hazard Prevention Program" (HPP)

National **Voluntary** Standard for Psychological Health and Safety in the Workplace



CAN/CSA-Z1003-13/BNQ 9700-803/2013
National Standard of Canada

Psychological health and safety in the workplace —

Prevention, promotion, and guidance to staged implementation

Disponible en français
*Santé et sécurité psychologiques en milieu de travail —
Prévention, promotion et lignes directrices pour une mise en œuvre par étapes*



3 Main Pillars of this Standard

- Prevent psychological harm from conditions in the workplace
- Promote psychological health in the workplace through support
- Support resolution of incidents and concerns

13

Psychosocial Factors

Organizational
Culture

Psychological
Support

Clear Leadership &
Expectations

Civility &
Respect

Psychological
Competencies
& Demands

Growth &
Development

Recognition &
Reward

Involvement &
Influence

Workload
Management

Engagement

Balance

Psychological
Protection

Protection of
Physical Safety

Factor: Organizational Culture

A mix of norms, values, beliefs, meanings and expectations that a group hold in common and use as behavioural and problem solving cues.

Workplace characterized by trust, honesty, respect, civility, and fairness.

An environment that values psychological and social support, recognition, and reward.

Factor: Psychological Support

A work environment where coworkers and supervisors are supportive of employees' psychological and mental health concerns, and respond appropriately as needed.

The more employees feel they have psychological support, the greater their job attachment, job commitment, job satisfaction, job involvement, work mood, desire to remain with the organization and job performance.

Factor: Clear Leadership and Expectations

A workplace where there is effective leadership and support that helps employees know what they need to do, how their work contributes to the organization and whether there are impending changes.

Factor: Civility and Respect

A workplace where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.

Civility and respect are based on showing esteem, care and consideration for others, and acknowledging their dignity.

Factor: Psychological Competencies and Requirements

A workplace where there is a good fit between employees' interpersonal and emotional competencies, their job skills and the position they hold.

Training, support, and adjustments are provided to increase or preserve psychological resilience.

Factor: Growth and Development

A work environment where employees receive encouragement and support in the development of their interpersonal, emotional and job skills.

Helping employees with their current jobs as well as preparing them for possible future positions.

Factor: Recognition and Reward

A work environment where there is appropriate acknowledgement and appreciation of employees' efforts in a fair and timely manner:

- Appropriate and regular feedback
- Team celebrations, private acknowledgements, etc.

Factor: Involvement and Influence

A work environment where employees are included in discussions about how their work is done and how important decisions are made.

Opportunities for involvement may include:

- A worker's specific job function
- Team or department activities
- Organizational issues or restructuring

Factor: Workload Management

A work environment where tasks and responsibilities can be accomplished successfully within the time available.

Workload management is important because there is a unique relationship between job demands, intellectual demands and job satisfaction. Even where there are high demands, if employees also have high decision-making ability, they will be able to thrive.

The biggest workplace stressor.



Factor: Engagement

Employee engagement can be:

- physical (energy exerted);
- emotional (positive job outlook / passionate about their work);
- cognitive (devote more attention to work / be absorbed in their job).

It's about enjoying and feeling connected to work and feeling motivated to do a job well.



Factor: Balance

A work environment where there is recognition of the need for balance between the demands of work, family and personal life.

Balance reduced stress and the possibility that home issues will spill over into work, or vice versa.



Factor: Psychological Protection

This is demonstrated when workers feel able to:

- Put themselves on the line;
- Ask questions;
- Seek feedback;
- Report mistakes and problems; or
- Propose a new idea without fearing negative consequences.

Factor: Protection of Physical Safety

This factor includes the work environment itself.

Steps taken by management to protect the physical safety of employees can include:

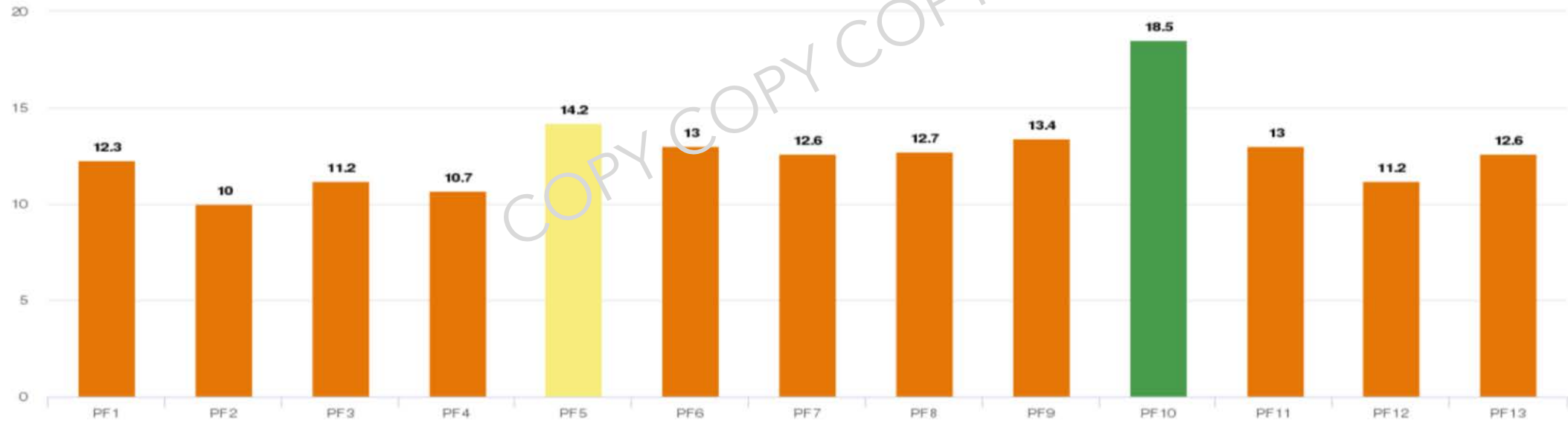
- Policies;
- Training;
- Appropriate response to incidents or situations identified as risks; and
- A demonstrated concern for employees' physical safety.

Guarding Minds @ Work (Steps You Can Take)

- Evidence-based survey
- It's easy to use (and free!).
Guides you through set-up,
distribution, and collection
- It's action-oriented: includes
recommended actions that
correspond to each risk
factor



GuardingMinds @ WORK



Serious Concerns
= 5 to 9

Significant Concerns
= 10 to 13

Minimal Concerns *
= 14 to 16

Relative Strengths **
= 17 to 20

Psychological Health and Safety at Work

1. Assess
2. Create action plan
3. Implement
4. Train
5. Track progress



Free resources are everywhere. Use them!

Additional Resources



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Mental Health
First Aid Canada



Healthy Minds **at** Work



Canadian Mental
Health Association

GuardingMinds
@ WORK



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