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Health Association
Mental health for all

Association canadienne pour la santé mentale
La santé mentale pour tous

Psychological Health and Safety in Workplaces

Presented by:

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Consultant and Trainer

CMHA, BC Division

About CMHA

- One of Canada's most established charities, now 100

- Our policies and programs anchored in evidence and informed by people's personal experience.

- We work towards mental health for all, including people with addictions.

- Over 120 locations throughout Canada; 14 in BC

Canadian Mental Health Association
British Columbia
Mental health for all

100 *years of community*

Agenda

- Why Psychological Health and Safety is important

- Occupational health and safety includes psychological health and safety

- Tools and resources

About Terminology

- Mental Health vs Mental Illness: Terms are used interchangeably but they mean very different things!

- Mental Health is a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, **can work productively and fruitfully**, and is able to make a contribution to her or his community

  – *World Health Organization*

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Why is Psychological Health & Safety Important in workplaces?

Legal Requirements
- – Harassment & Bullying/Workplace Violence Prevention
- – Employment Contract Law
- – Labour Law
- – Tort Law
- – Human Rights Codes (federal and provincial)
- – Employment Standards Legislation
- – Compensation legislation
- – Occupational health and safety requirements

Economic context – cost perspective

- 30% of disability claims are due to mental health issues – but in 75% of claims, depression and/or anxiety disorders are secondary diagnoses

- 44% of employees reported mental health issues

- 500,000 Canadians missed work today due to a mental illness

Economic context – benefits perspective

- Improved treatment of depression and anxiety could increase economy by $50 Billion

- Workers who receive timely, adequate treatment of mental illnesses return to high levels of productivity

- Today's economy and workplaces rely on brain-based strengths and skills

- Mental well-being and resiliency can be promoted

- Workplaces that promote psychological H&S have better productivity, recruitment and retention, corporate reputation

- Employers and unions have major roles to play

Social context

- Mental health and illnesses affect more than just the workplace – they affect families, communities, the health system

- Social responsibility is a priority for many organizations – workplaces are accountable to the communities in which they operate

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What are the costs of not acting?

- Reputation - recruitment

- Morale - retention

- Stress related illnesses - absenteeism

- Remedies – loss of management control

Intended Outcome

A workplace where

people can work smart,

contribute their best effort,

be recognized for their work,

and go home at the end of the day

with energy left over

Guarding Minds At Work

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Mental health is everyone's responsibility

Institutional

Organizational

Relational

Individual

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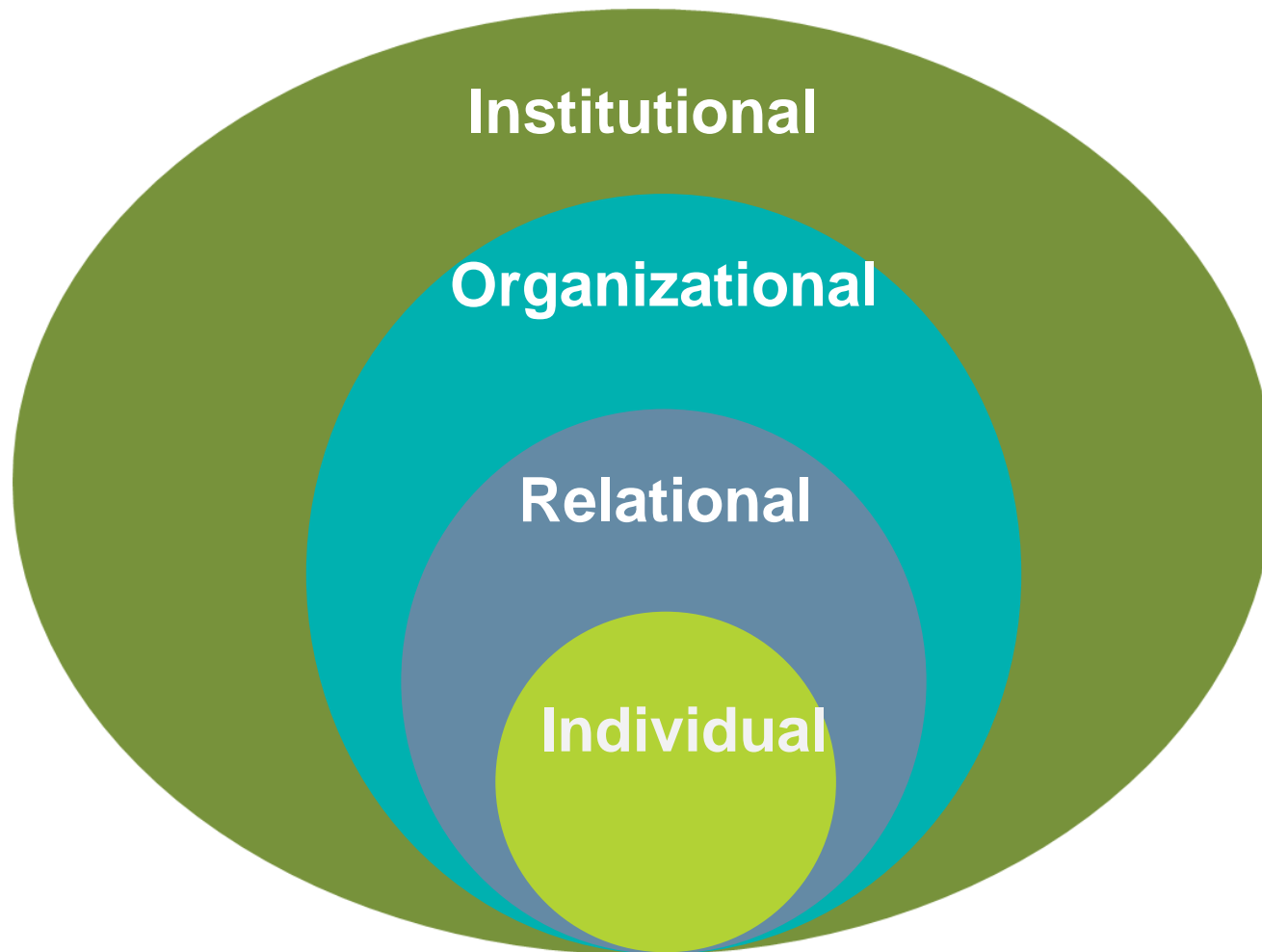
At the Organizational Level

What systems or organizational groups, policies or procedures exist within the organization to protect or promote mental health?

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Workplace Mental Health

Who?

Responsibility for psychological health & safety resides with:

- Employers
- Senior Leaders responsible for corporate strategy, people, safety, operations, communications: all leaders
- HR
- Unions
- Workers
- OH&S – expanding beyond physical safety

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Video: Physical and Mental Safety

Series of 13 short videos, and facilitator guides available (for free) at:

http://www.ottawapublichealth.ca/en/public-health-services/htt-workplaces.aspx

Tools and Resources

Guarding Minds @ Work –

www.guardingmindsatwork.ca

WorkSafeBC and mental health

Compensation for mental disorders caused by workplace-related stressors

- *ref. Sec 5.1 of Workers' Compensation Act*

Health and Safety Requirements for prevention of bullying and harassment

- *ref. Sec 115 of Part 3 of Workers' Compensation Act*

CSA Standard on PH&S in the workplace

Canadian Standards Association

- Occupational health and safety standards

Pillars of this Standard

- Prevent psychological harm from conditions in the workplace

- Promote psychological health in the workplace through support

- Resolution of incidents and concerns

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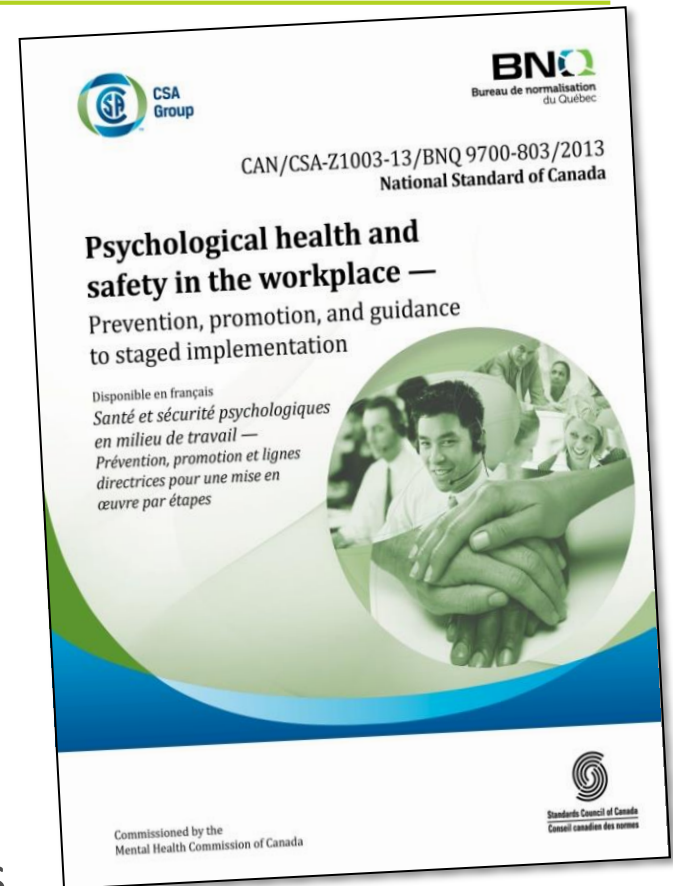
Adopting the Standard can help organizations with:

- Productivity

- Financial Performance

- Risk Management

- Organizational Recruitment

- Employee Retention

Free download from CSA – Z1003

Free resources from Mental Health Commission of Canada

VIDEO: https://www.youtube.com/watch?v=w-Geb1fkM58

What are factors that can affect PH&S?

1. Psychological Support
2. Organizational Culture
3. Clear Leadership and Expectations
4. Civility and Respect
5. Psychological Job Demands
6. Growth and Development
7. Recognition and Reward
8. Involvement and Influence
9. Workload Management
10. Engagement
11. Work/Life Balance
12. Psychological Protection
13. Protection of physical safety

- National Standard of Canada – Psychological Health and Safety in the Workplace (2013)

13 Psychosocial Risk (PSR) Factors

The 13 organizational factors that impact organizational health, the health of individual employees and the financial bottom line, including the way work is carried out and the context in which work occurs, are:

1. Psychological Support	Why it is important?	What happens when it is lacking?
A workplace where co-workers and supervisors are supportive of employees' psychological and mental health concerns, and respond appropriately as needed. For some organizations, the most important aspect of psychological support may be to protect against traumatic stressors at work.	Employees that feel they have psychological support have greater job attachment, job commitment, job satisfaction, job involvement, positive work moods, desire to remain with the organization, organizational citizenship behaviours (behaviours of personal choice that benefit the organization), and job performance.	Employee perceptions of a lack of psychological support from their organization can lead to: • increased absenteeism • withdrawal behaviours • conflict • strain - which can lead to fatigue, headaches, burnout and anxiety • turnover • loss of productivity • increased costs • greater risk of accidents, incidents and injuries

All 13 PSR Factors are referenced from:
https://www.ccohs.ca/oshanswers/psychosocial/mentalhealth_risk.html

4. Civility and Respect	Why it is important?	What happens when it is lacking?
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. | A civil and respectful workplace is related to greater job satisfaction, greater perceptions of fairness, a more positive attitude, improved morale, better teamwork, greater interest in personal development, engagement in problem resolution, enhanced supervisor-staff relationships, and reduction in sick leave and turnover.

Organizations characterized by civility and respect create a positive atmosphere marked by high spirits and work satisfaction. This allows people to enjoy the environment, whether they are staff, clients or customers. | A workplace that lacks civility and respect can lead to emotional exhaustion amongst staff, greater conflicts, and job withdrawal.

A work environment that is uncivil and disrespectful also exposes organizations to the threat of more grievances and legal risks.

One example of disrespectful behaviour is bullying. Refer to handout. |

How?

Implementing The Standard

MHCC, GWL and the CSA Group collaborated to develop "Assembling the Pieces: An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace"

- Intended to be used in conjunction with the Standard

- Assist organizations through the initial planning stages through to full implementation

- Officially launched in November 2014
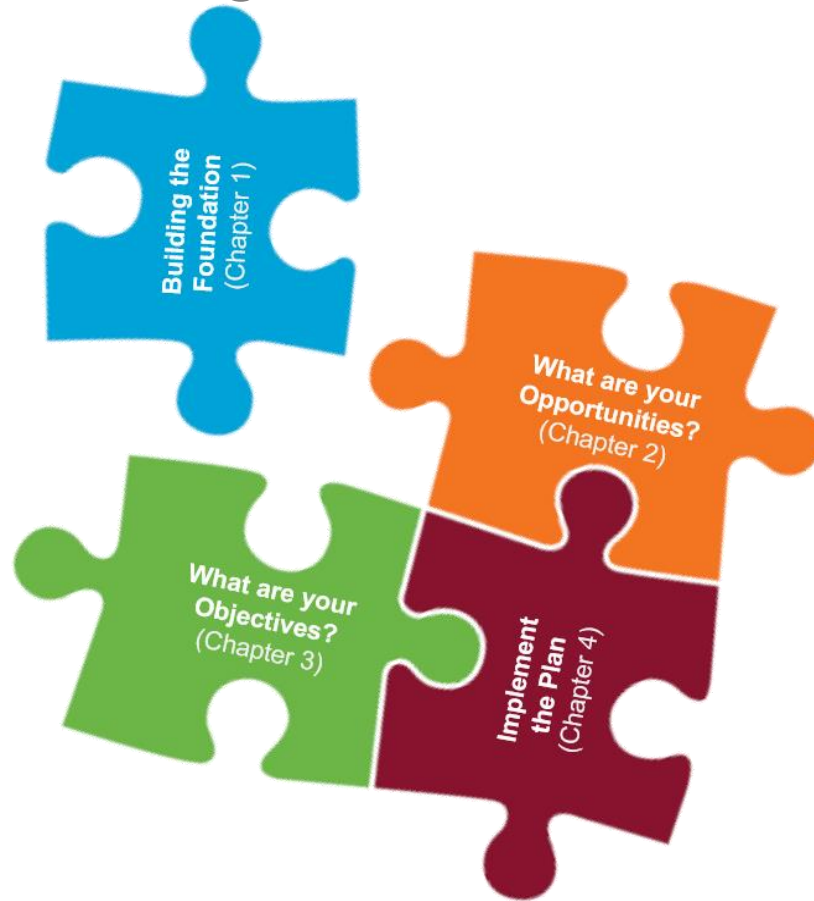
www.mentalhealthcommission.ca/standardguide

THE NATIONAL STANDARD

Implementing The Standard

THE NATIONAL STANDARD

Phase 1: Building The Foundation

Building The Foundation

- Securing champion
- Leadership support
- Roles and responsibilities defined
- Policy development
- Worker consultation and participation

THE NATIONAL STANDARD

Phase 2: Identifying Opportunities

THE NATIONAL STANDARD

Phase 2: Identifying Opportunities

- Establish baseline

- Data collection

- Organizational audit

- Hazard identification
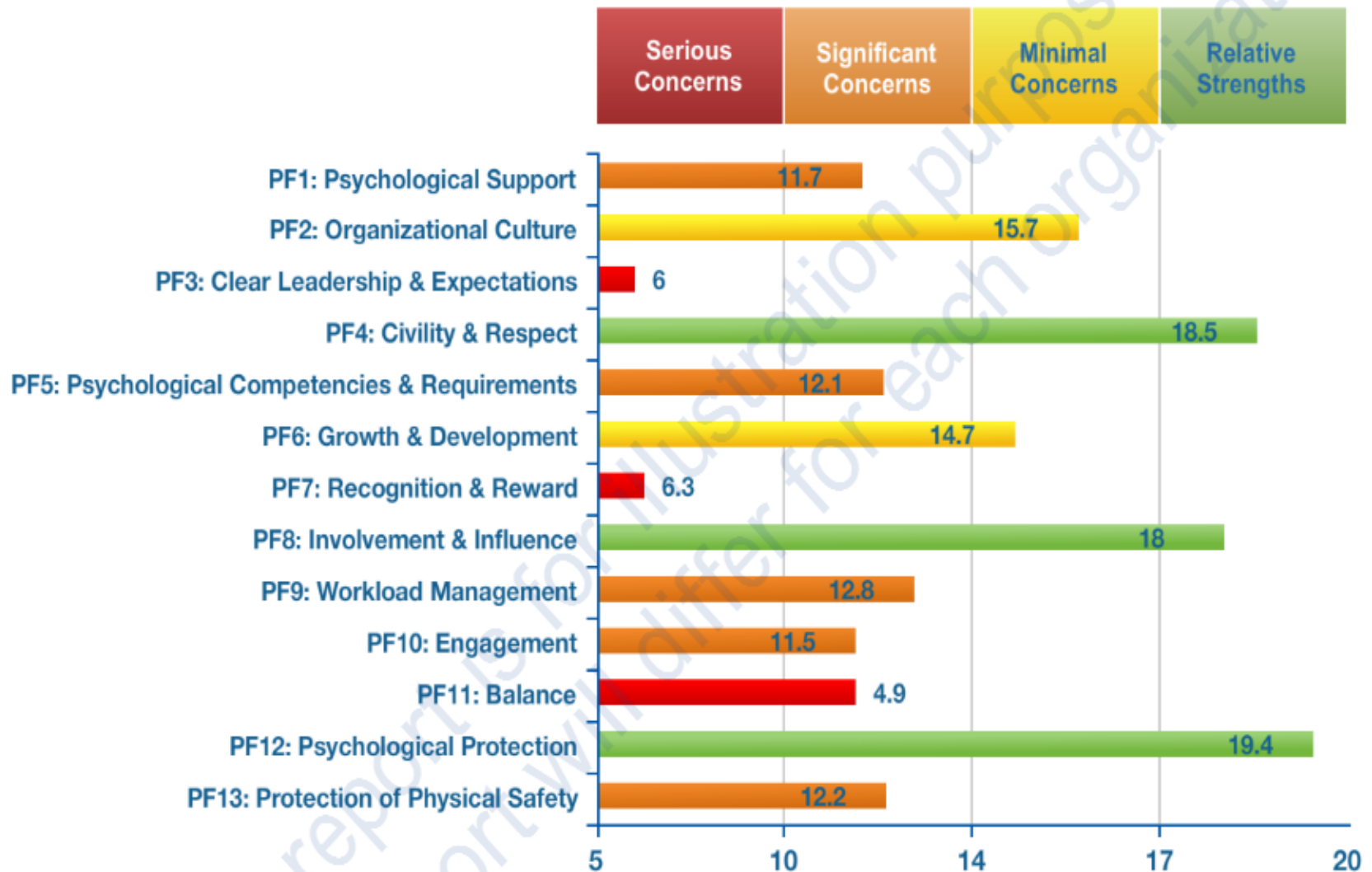
- Data and trend analysis

- Organizational risk

Or

- Guarding Minds At Work

https://www.guardingmindsatwork.ca//dashboard/login

Sample Report

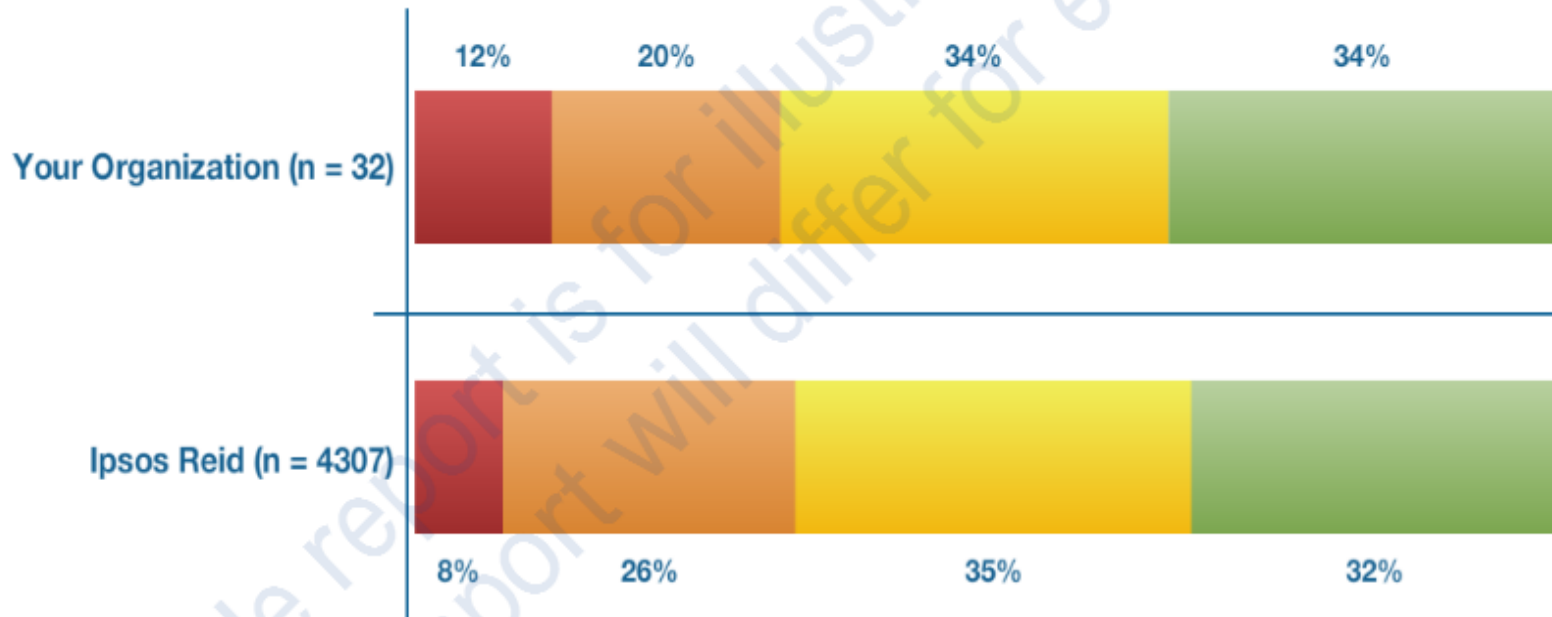|	Serious Concerns	Significant Concerns	Minimal Concerns	Relative Strengths
PF1: Psychological Support		11.7		
PF2: Organizational Culture			15.7	
PF3: Clear Leadership & Expectations	6			
PF4: Civility & Respect				18.5
PF5: Psychological Competencies & Requirements		12.1		
PF6: Growth & Development			14.7	
PF7: Recognition & Reward	6.3			
PF8: Involvement & Influence				18
PF9: Workload Management		12.8		
PF10: Engagement		11.5		
PF11: Balance	4.9			
PF12: Psychological Protection				19.4
PF13: Protection of Physical Safety		12.2		

Serious Concerns = 5 to 9   Significant Concerns = 10 to 13   Minimal Concerns* = 14 to 16   Relative Strengths** = 17 to 20

Sample Report

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF7: Recognition & Reward. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.

Your Organization (n = 32)

| 12% | 20% | 34% | 34% |

Ipsos Reid (n = 4307)

| 8% | 26% | 35% | 32% |

Serious Concerns = 5 to 9   Significant Concerns = 10 to 13   Minimal Concerns* = 14 to 16   Relative Strengths** = 17 to 20

THE NATIONAL STANDARD

Phase 3: Setting Objectives

THE NATIONAL STANDARD

Phase 3: Setting Objectives

- Develop vision
- Set objectives and targets
- Establish implementation team
- Develop implementation strategy

THE NATIONAL STANDARD

Phase 4: Implementing the Plan

THE NATIONAL STANDARD

Phase 4: Implementing the Plan

- Implement the strategy
- Establish corrective and preventive action process
- Establish reporting and incident investigation process
- Establish performance monitoring process
- Internal audits
- Management review
- Continuous improvement

Resources

CMHA and BCMSA working together

CMHA and BCMSA are offering three courses:

- Awareness of Mental Health at Work

- Responding with Respect On the Front Line

- Safe and Sound: Creating a Psychologically Healthy and Safe Workplace

CMHA in your Community

- Vancouver-Fraser
- Victoria
- Cariboo Chilcotin
- Cowichan Valley
- Kamloops Kelowna
- Kootenays
- Mid-Island

- North & West Vancouver
- Port Alberni
- Prince George
- Shuswap/Revelstoke
- South Cariboo
- South Okanagan Similkameen
- Vernon & District

Training opportunities

Workshops are available – and can be customized - through CMHA:

- Psychological H&S for union staff and stewards
- Leadership training on mental health and accommodations – including for union leaders
- Mental Health First Aid
- Community Gatekeeper – suicide awareness and intervention
- Certified Psychological Health and Safety Advisor training
- Webinars

Workplace Health Resources

- Bottom Line Conference - Navigating the New Workplace
March 13 – 14, 2018, Vancouver
www.bottomlineconference.ca

- Canadian Mental Health Association
  www.cmha.bc.ca
  www.cmha.ca

- Canadian Centre for Occupational Health and Safety – mental health
  www.ccohs.ca

- Workplace Strategies for Mental Health
www.workplacestrategiesformentalhealth.com

- Guarding Minds @ Work
www.guardingmindsatwork.ca

- HeretoHelp
www.heretohelp.bc.ca

- Mental Health Commission of Canada
  www.mhcc.ca

Keep in touch!

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