



# Tools for Workers to Measure Stress Exposure



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November 23, 2017



## Welcome to StressAssess



# Bill 127 (Apr 27/17): Bill 177 (Nov 14/17)

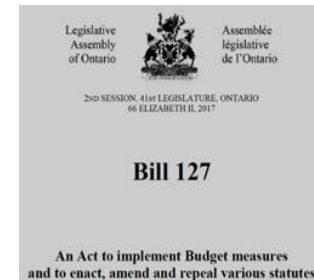
**Subsections 13 (4) and (5) of the *Workplace Safety and Insurance Act, 1997* are repealed and the following substituted:**

## **Mental stress**

(4) Subject to subsection (5), a worker is entitled to benefits under the insurance plan for chronic or traumatic mental stress arising out of and in the course of the worker's employment.

## **Same, exception**

(5) A worker is not entitled to benefits for mental stress caused by decisions or actions of the worker's employer relating to the worker's employment, including a decision to change the work to be performed or the working conditions, to discipline the worker or to terminate the employment.



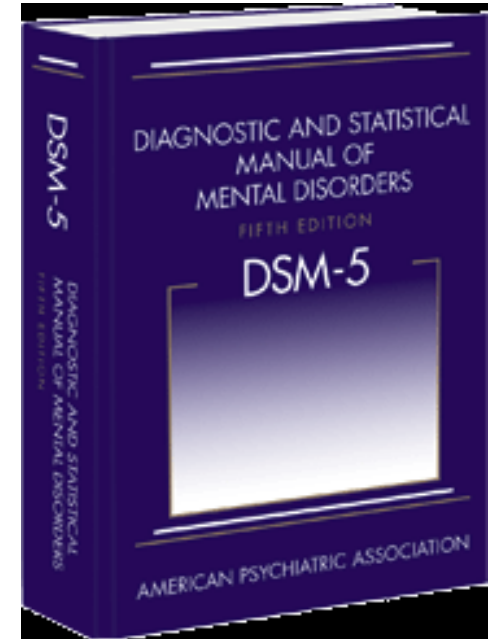
**Bill 177 Changes:** Any worker whose mental stress occurred **on or after April 29, 2014** and has not filed a claim prior to January 1, 2018 may file a claim and have it adjudicated under the new mental stress provision.

Source: Legislative Assembly of Ontario Bill 127 - [http://ontla.on.ca/web/bills/bills\\_detail.do?locale=en&BillID=4778&detailPage=bills\\_detail\\_the\\_bill](http://ontla.on.ca/web/bills/bills_detail.do?locale=en&BillID=4778&detailPage=bills_detail_the_bill)  
Bill 177:- [http://www.ontla.on.ca/bills/bills-files/41\\_Parliament/Session2/b177\\_e.pdf](http://www.ontla.on.ca/bills/bills-files/41_Parliament/Session2/b177_e.pdf)



# Diagnosing “mental disorders”:

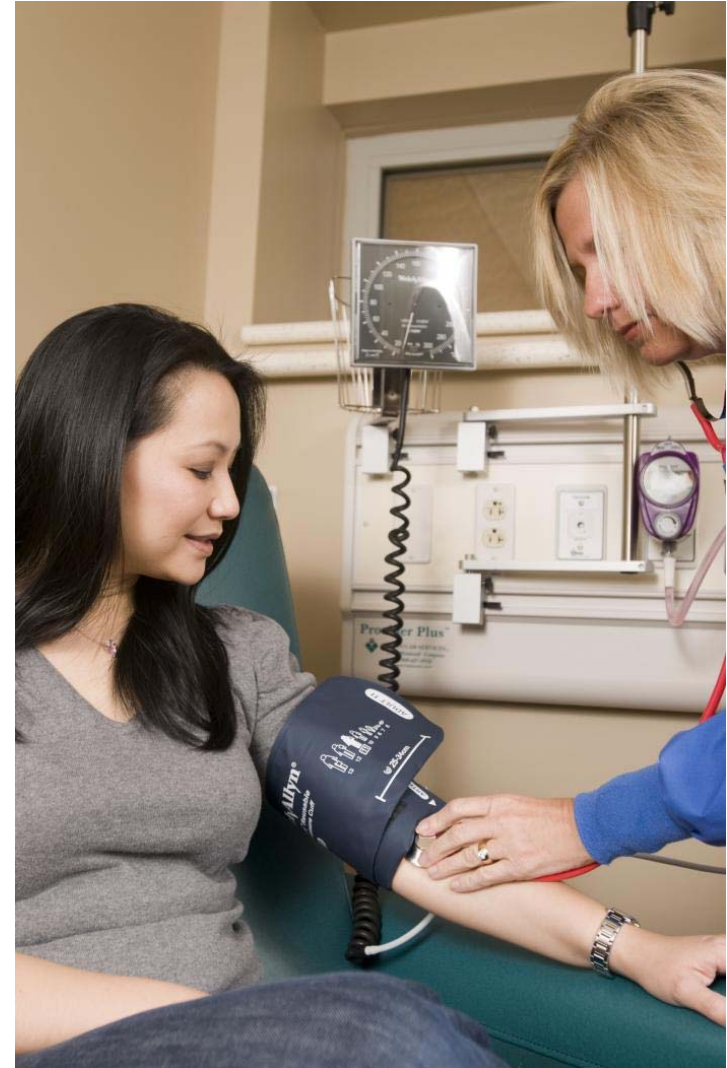
- The new WSIB policy refers to the DSM-V
- Diagnoses made on the basis of answers to a series of questions (some of which are observable by others; some not)



<http://www.dsm5.org/Pages/Default.aspx>



... soooooo....  
... how would you go about  
measuring exposure to  
chronic mental stress?



# They've been doing in the EU ...



- European Framework Directive on Health and Safety at Work (89/391/EEC), which came into force on January 1<sup>st</sup> **1993** was interpreted as including psychosocial risks as a part of the workplace risk assessment
- European Parliament's Resolution A4-0050/99 (February 25, **1999**) specified the goals of workplace well-being to include psychosocial aspects
- These were generic requirements (i.e. "assess risks including psychosocial") without specific performance evaluations (similar to our current state of affairs with violence & harassment policies) and were largely ignored or only paid lip-service to
- Within the **last 5-10 years** EU members have been passing very specific regulations requirement the measurement of psychosocial hazards and some even so far as requiring the quantitative demonstration of the effect of interventions
- EU **2012** enforcement "blitz" on psychosocial risk assessment



# MIT Tools:

- Website <http://www.ohcow.on.ca/mental-injury-toolkit.html>
- Guide
- Survey (often use Survey Monkey)
- You-Tube videos
- Posters, cards
- [training materials]\*
- [mini-MIT: shortened guide for workplaces]\*
- App <http://www.ohcow.on.ca/measure-workplace-stress.html>
- Webinar [http://www.ccohs.ca/products/webinars/workplace\\_stress/](http://www.ccohs.ca/products/webinars/workplace_stress/)
- Online survey administration



# Welcome to StressAssess

A survey of the psychosocial factors  
in your workplace



Demographic



Physical



Psychosocial



Personal



Workplace



Health and  
Well-being



Violence and  
Bullying

Based on the Copenhagen Psychosocial Questionnaire (COPSOQ) and  
customized to address concerns within the Canadian workplace.

**Free and Self-Serve**

[www.stressassess.ca](http://www.stressassess.ca)



Welcome to  
**StressAssess**

- Thanks - Institute of Work and Health (IWH) and survey company – EKOS, StressAssess was administered to 4000+ working Canadians (Feb-Mar 2016)
- Provides reference population data to compare your results to
- Meta-validation completed soon (Feb 2018)
- Scientific journal article pending





economic sector	bullying
Agriculture, Forestry, Fishing, Hunting	21%
Mining	46%
Utilities	25%
Construction	27%
Manufacturing	29%
Wholesale Trade	32%
Transportation and Warehousing	31%
Information, Information Technology	27%
Finance and Insurance, Real Estate Rental and Leasing	21%
Administrative Support & Waste Mgmt/Remed Services	30%
Educational Services	33%
Health Care and Social Assistance	36%
Arts, Entertainment and Recreation	29%
Accommodation and Food Services	35%
Public Administration	35%
Retail Trade	31%
Professional, Scientific and Technical Services	26%
Other Services (Not including Public Administration)	32%

in the Danish  
population:  
8.3%



# Workplace Stressors

also know as

## Psychosocial Hazards:

excessive work demands

offensive behaviours

role conflict

lack of justice & respect

can affect your **mental** and **physical** health & workplace **safety**



# Getting Started

## The Five Step Approach



[www.stressassess.ca](http://www.stressassess.ca)



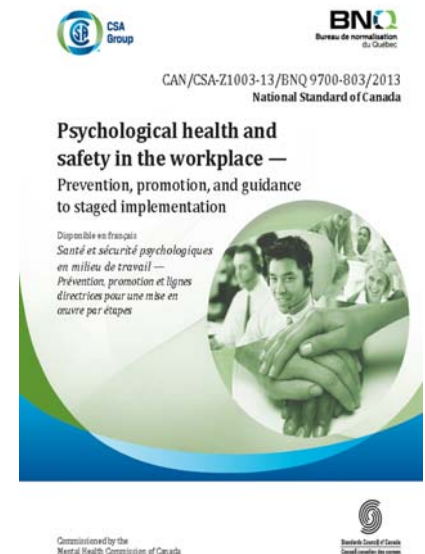
[www.stressassessment.ca](http://www.stressassessment.ca)



# StressAssess and the CSA Standard

**StressAssess** includes:

- the 14 Psychosocial Factors (as per the CSA Standard)
- 9 additional chronic- stress factors (MIT)
- 10 H&S factors
  - working alone, driving, ergonomic, air quality, chemical, etc.
- 6 offensive behaviours
  - undesired sexual attention, threats, physical violence, bullying, discrimination, vicarious offensive behaviours
- 5 stress-related symptoms
  - burnout, stress symptoms, troubles sleeping, cognitive & somatic symptoms, self-rated general health



# The Questions

Build your survey from a set of mandatory and optional questions:

- To what extent do you agree that your job security is good?
- Does your workplace have a violence and harassment policy?
- How well are biological hazards managed?
- To what extent would you say your immediate superior gives high priority to job satisfaction?
- How often have you woken up several times and found it difficult to get back to sleep?
- Have you been exposed to bullying at your workplace during the last 12 months?



# The Wizard

A **web-based wizard** steps you through the process to administer your survey:

- > PREPARE
    - > ANNOUNCE
    - > CREATE
    - > BUILD
    - > TEST
  - > LAUNCH
- 

These steps appear once  
a survey launches

- > REMIND
- > MONITOR
- > EVALUATE

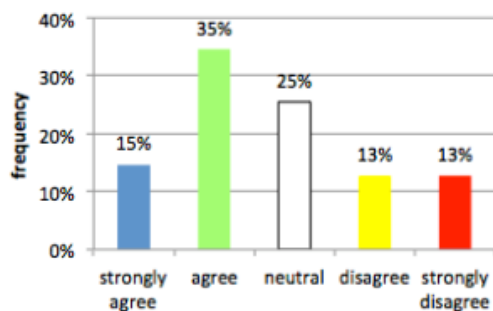


## WORKING CONDITIONS



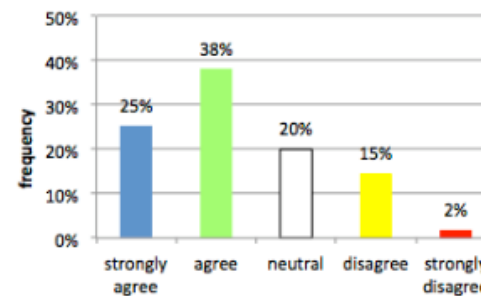
### Job Security

Q. To what extent do you agree that your job security is good?



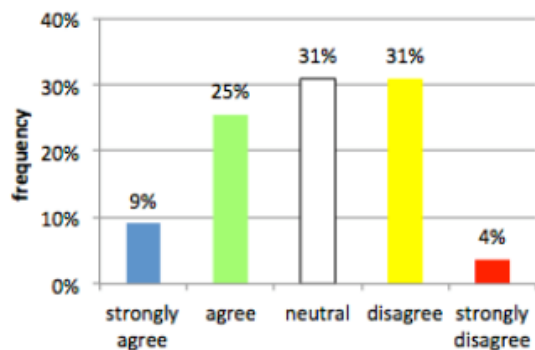
### Adequate Resources

Q. To what extent do you agree that your workplace has enough resources to do the job the way it should be done?

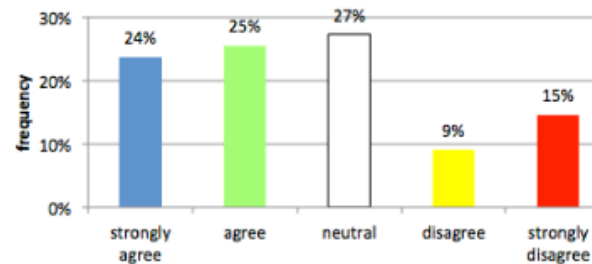


### Adequate Staffing Levels

Q. To what extent do you agree that staffing levels are adequate?

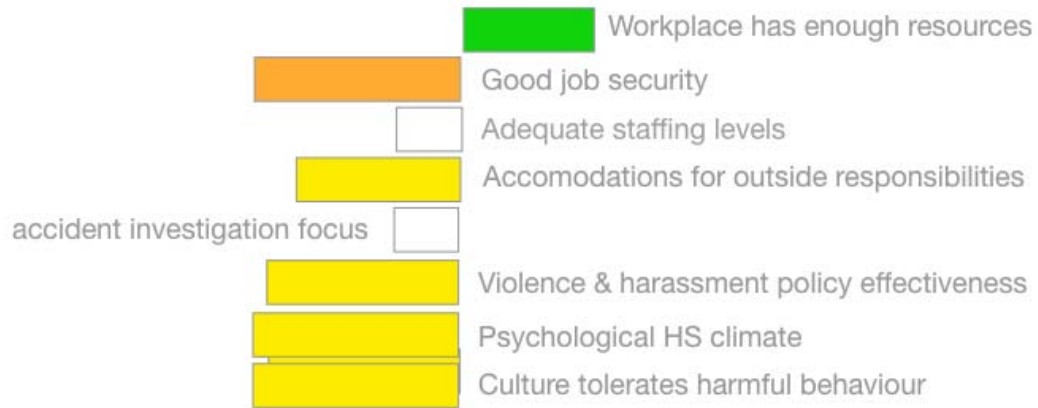


### Accommodation for Outside Responsibilities





# Comparison with Canadian Reference Population

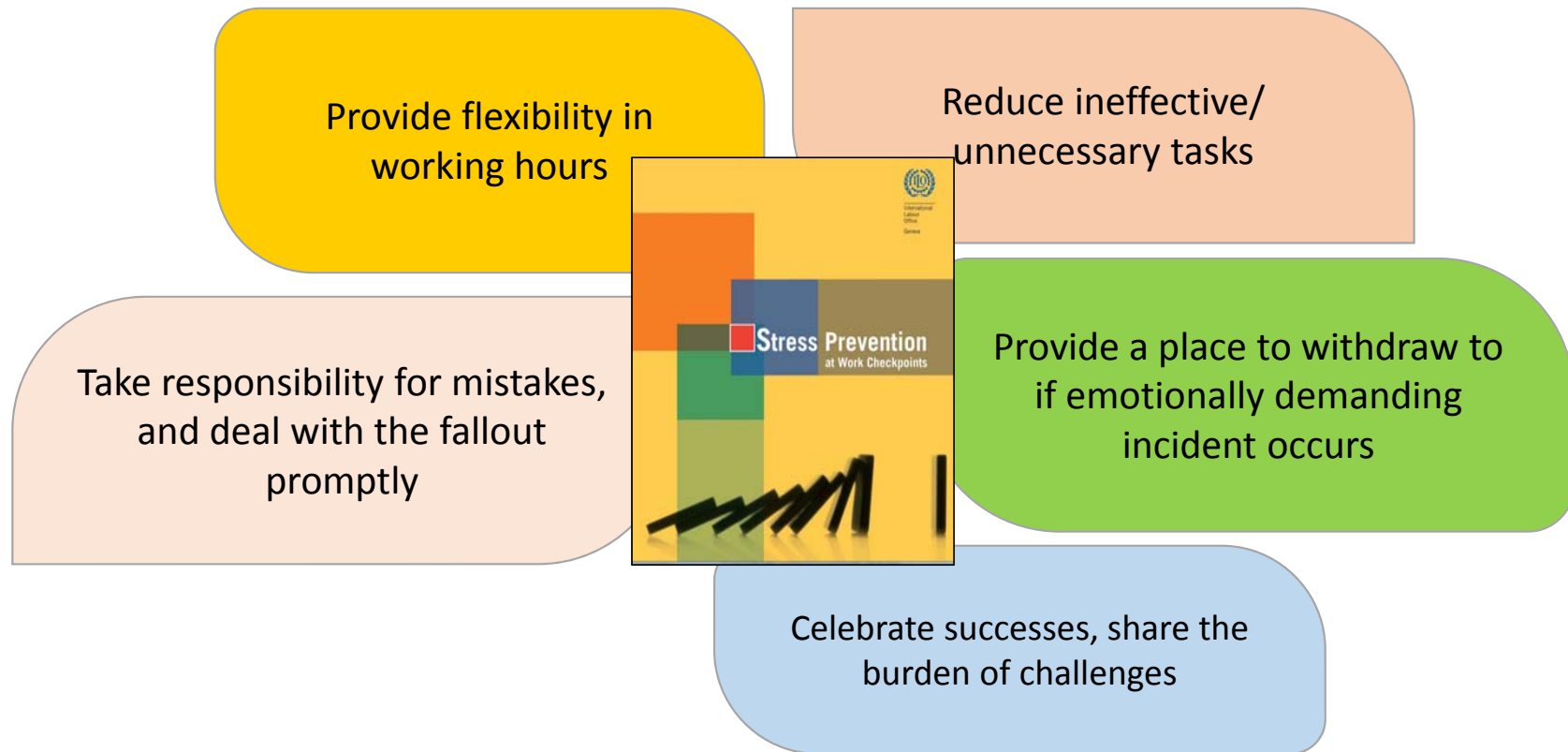


◀ worse than average | better than average ▶

SHOW SCALE



# ILO Checkpoints Advice



Source: Stress Prevention at Work Checkpoints – International Labour Organisation

[http://www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/@publ/documents/publication/wcms\\_168053.pdf](http://www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/@publ/documents/publication/wcms_168053.pdf)

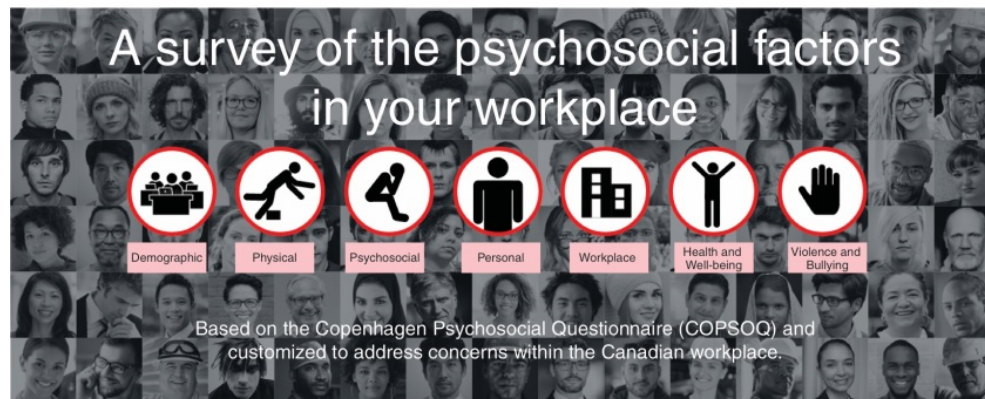


# Do It Yourself!

and... support is available:  
[stressassess@ohcow.on.ca](mailto:stressassess@ohcow.on.ca)

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