

TEMPLATES

TALES

Tricks

Terri Szymanski, OPSEU Health and Safety Officer

Patricia Zonta, Registered Social Worker,
A Community Service Agency in Southwestern
Ontario

OHCOW MayDay May 29, 2020

Overview—A Story that includes....

TEMPLATES

- Timeline template
- **Results one-pager**
- Tabling document of ideas
- **Numbered mastersheet of recommendations**

TALES

- How it began
- **The brainstorming of ideas**
- Use of the templates
- **The outcome of the process**

Tricks

- Based on the SOBANE process
- **A natural iterative process and flow**
- Plugging in dates is key

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.

www.stressassess.ca



Inspired by....

English version of
SOBANE
psychosocial
screening &
observation tools
J.B. Malchaire

The SOBANE strategy
applied to the management of
psychosocial aspects



Février 2008



SERIE STRATEGIE SOBANE
GESTION DES RISQUES PROFESSIONNELS

www.deparisnet.be/PSY/Eng/Sobane_guide_psychosocial_aspects.pdf

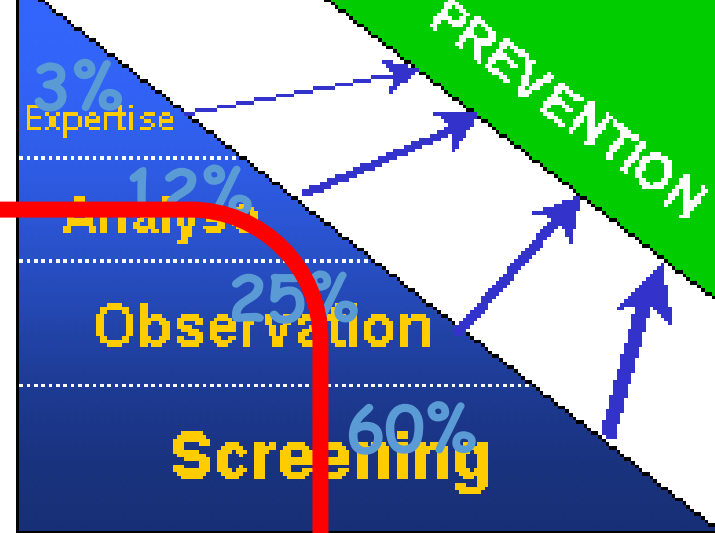
SOBANE

Screening: is when workers identify hazards based on their first hand experience

OBbservation: is qualitatively organized investigations using checklists (JHSC)

ANalysis: is the quantitative evaluation traditionally associated with trained practitioner (hygienist, ergonomist, safety professional)

Expertise: is the help the practitioner needs to solve a particularly difficult problem—usually involves hiring “experts”



“The SOBANE risk management strategy and the Déparis method for the participatory screening of the risks”, Int Arch Occup Environ Health 77: 443–450(2004)



The “Red Sky” document at CBC summer 2012 created by workers meeting off-site

“Was clearly a workplace complaint”

Q + WORK CULTURE *Working Document*

I am very proud of what Q has achieved to this point, and want to work with show leaders to ensure the show can continue to be what it can be.

We want a work culture that is productive, creative, respectful, and lends itself to feeling good about one's work and to creating a healthy work-life balance. This should support a healthy work-life balance, because we see that feeds positively back into the show and makes it more enjoyable. We want a work culture where there is good communication, and where people feel valued and like they can address any work issues.

We want the work culture we have. Our current work culture is unsustainable. While we are proud to go the extra mile when needed, going the extra mile has become the expectation, and we feel pushed to our limits under regular circumstances. The goal below is to make our current work culture a healthy, sustainable one, so that we can repair the core of the show and more attempting to further raise our goals, profile and scope.

Areas for improvement have been divided into four broad sections. Each includes the main problems we currently have, and possible solutions to repair those problems.

SHOW VISION / GROWTH

While the vision and ambitions for the show continue to grow, the resources required to fulfill do not. This directly results in all staff members taking on significantly more work, beyond a reasonable capacity. This is an unsustainable model for growth.

Possible Solutions:

- Hire more staff members to correct this imbalance.

Decisions about show growth are made with secrecy, little/poor communication, and without consulting the people who must execute the decisions. Examples include remotes, the Redesigning America series and the live studio audience. This results in confusion about projects, ignorance of overall plans and operational problems that must be solved immediately.

Possible Solutions:

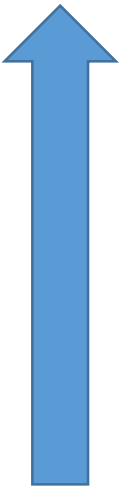
- Involve all team members from the beginning of any new projects to obtain a realistic understanding of their requirements, with an openness to ceasing development if the project cannot be completed using the resources we have.
- Involve all team members on special project debriefs to honestly assess what worked, what didn't, and how to change going forward.



Is it a management system?

Kind of.....

Management
system





TEMPLATES

Creating a timetable with dates is key

- Date_____ Orient ourselves with StressAssess at www.stressassess.ca
- Date_____ Develop survey and send out notice it is coming
- Date_____ Survey launch with fanfare
- Date_____ 1st reminder
- Date_____ 2nd reminder and percent respond so far
- Date_____ 3rd reminder, percent response and notice of close
- Date_____ Survey close
- Date_____ Report preparation
- Date_____ Steering committee review and develop 1-pager,
- Date_____ Present to JHSC/Management
- Date_____ Staff meeting and brainstorming in person
- Date_____ Collect ideas confidentially period
- Date_____ Create Plan

The Wizard

The “HOW”

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

> PREPARE

--Create a steering committee

> ANNOUNCE

--Get support for survey by stakeholders in the workplace

> CREATE

> BUILD

--Follow the Wizard steps to do the survey, using template reminders, letters found within the wizard tool

> LAUNCH

These steps appear once a survey launches

> DEPLOY

> REMIND

> MONITOR

> EVALUATE

TALES



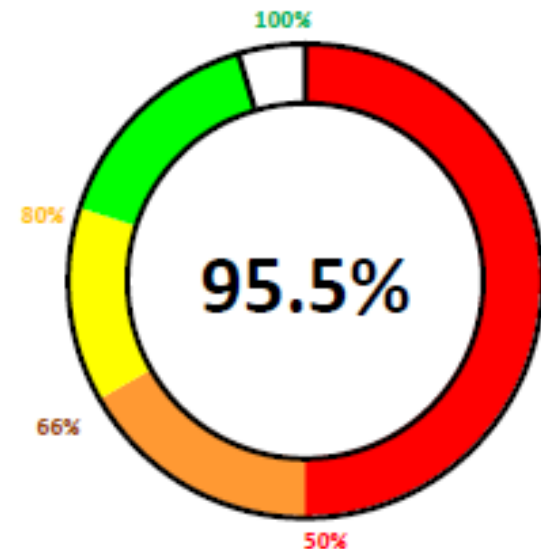
Patricia Zonta

How it began

- Worker-led project
- Community Organization
- Approximately 25 staff
- Felt that the workplace was toxic

Getting Started

The Five Step Approach



Survey: July 9th to August 3rd, 2018

Create a one-pager of long report results for general distribution

2017 XXXX Workplace Stress Survey

Background

XXXXXXX

The Survey

XXXXXXXXXXXX contacted Occupational Health Clinics for multidisciplinary health clinic funded by Ontario's Ministry of Labour. OHCOV uses an edited version of the Copenhagen Psychosocial Questionnaire (COPSOQ) to identify which (if any) organizational factors are associated with respondents' self-reported health outcomes. The survey can help a workplace prioritize actions to resolve psychological causes of concern. Results are not to be seen as a report card – they provide a dialogue with which to move forward and work with the employer to address the issues raised.

XXXXXXXXXX conducted the survey March 28 to April 3, 2017.

2018 CKWC Workplace Stress Survey

The Survey

The union contacted Occupational Health Clinics for Ontario Workers (OHCOW), a multidisciplinary health clinic funded by Ontario's Ministry of Labour to assist in running a workplace stress survey. OHCOW uses an edited version of the Copenhagen Psychosocial Questionnaire (COPSOQ) to identify which (if any) organizational factors are associated with respondents' self-reported health outcomes. The Survey (found at www.stressassessment.ca) can help a workplace prioritize actions to resolve psychological causes of concern. Results are not to be seen as a report card – they provide a dialogue with which to move forward and work with the employer to address the issues raised.

Results

The survey was conducted July 9th to August 3rd, 2018. The survey had a 95.5% response rate, with 21 of 22 people responding. This is a very strong response rate, meaning that it is a representative sample of the workers' views. On the positive side, 90 per cent of employees find that their work is meaningful and important – much better than the Canadian average. No doubt a very positive finding of small group of dedicated people.

Top Issues

- The top issues of concern are emotional demands, lack of job security, and lack of justice and respect (top safety issue – thermal comfort)
- 86 per cent of employees say that the workplace is not so good, poor, or toxic
- 48 per cent of employees say the workplace is toxic – that's almost 10 times the rate of the average in Canada who say their workplace is toxic
- 76 per cent agree or strongly agree that the organization tolerates behaviour that is harmful to mental health. This is an astounding finding, especially given the following two findings regarding bullying
- 80 per cent of employees have experienced bullying in the past 12 months – from clients, colleagues, and management. This is almost 3 times the Canadian average of 31%
- 100 per cent of employees have witnessed bullying in the past year
- 40 per cent of employees have been exposed to threats of violence in the past year – mostly all from clients
- Employees at CKWC work almost 2 hours extra each week (1.8 extra hours) and every day work through an average of 31 minutes of their breaks
- 43 per cent of time worked is spent on paperwork
- 77 per cent disagree or strongly disagree that organization has adequate staffing levels
- 43 per cent disagree or strongly disagree that job security is good. This reflects that approximately half of our staff do not hold secure employment

What are the next steps?

- Share at Labour Management meeting September 8th, 2018. After the meeting, distribute results of the survey to all members via email.
- Share at next JHSC meeting (date unknown)
- Share at staff meeting September 19th, 2018
- Work with employees and management to develop solutions to address the issues



Hold meetings, brainstorm actions to address issues

- Large group discussion
- Open a 2-week period to send confidential ideas to a trusted person



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Ideas to help address issues:



Source: Stress Prevention at Work Checkpoints – International Labour Organisation

http://www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/@publ/documents/publication/wcms_168053.pdf

TEMPLATES

“Theme Content” and Create a “Tabling Document”

Table of recommendations to create a psychologically safe and healthy workplace following the survey results.

List of suggestions developed by XXXXX and provided by the staff:

Justice and Respect

In processes

1. **Re-establish trust.** Create a working group with union staff, the union, and the joint health and safety committee to work through issues identified (this could be the JHSC together with the Unit Steward and OPSEU H&S)
2. **Develop clear rules and expectations** and be consistent in rules and enforcement of rules.
3. **Ensure no favourites or special treatment.** When assigning work tasks, It is necessary to communicate the importance of fair distribution to all managers, supervisors and workers, and



TEMPLATES

Make a Trackable Work Plan



Table of recommendations to create a psychologically safe and healthy workplace following the survey results.

List of suggestions developed by XXXXX staff:

#	RECOMMENDATION	DATE	ACTION	COMMENTS
5	REFER TO JHSC: Develop and implement clear and confidential reporting mechanisms for health and safety and harassment	Aug 19 2019	Refer to JHSC	
6	REFER to LMM: Ensure transparency in posting and filling of vacancies	Aug 19 2019	Refer to JHSC	
7	Conduct two-way performance appraisals for employees. Allow for discussions that address issues as well as successes. Outline expectations and ensure they are realistic. Provide an explanation for direction given or decisions that are made. It is easier for people to understand when there is a clear purpose.	Aug 19 2019	1. Two-way performance appraisals will begin in October 2019.	"Two-way" means that the employee also gets an opportunity to identify plans, goals, or ideas for organizational improvement
8	Utilize HR as a positive role in the organization. Retain and ensure an HR specialist follows the HR accepted code of conduct, is consistent, treats all staff fairly, who has experience in a unionized workplace, and follow through with agreements made	Aug 19 2019	No action at this time.	
LEADERSHIP				
9	Offer staff regular input into developing the strategic plan. Staff are experts, use their expertise and commitment to the organization.	Aug 19 2019		

TALES



Patricia Zonta

Getting Started

The Five Step Approach



Themes:

- Justice and Respect
- Leadership
- Staff support and training
- Combatting bullying, harassment
- Improve job security
- Address quantitative demands and fast-paced work

TALES

RECOMMENDATION # 17

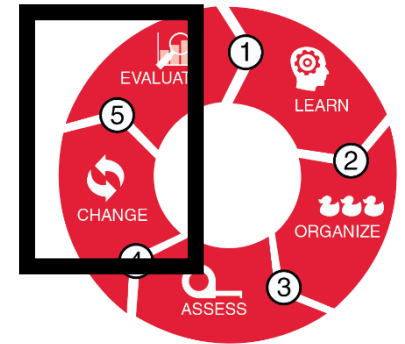
(of 20) Meeting August 19, 2019



THEME: Staff support and Training

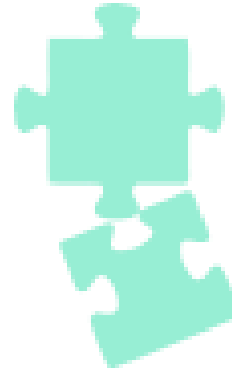
“REFER TO JHSC: JHSC to work with Wellness Committee to address mental health and well-being.”

Getting Started
The Five Step Approach

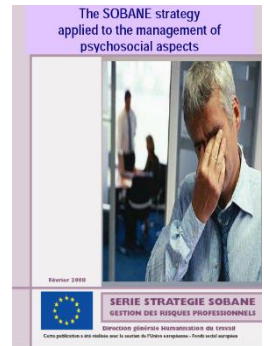
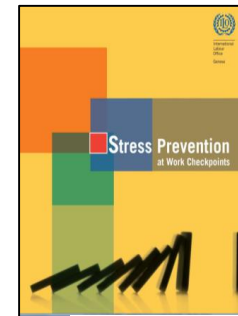


No recipe

Its.....



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Welcome to
StressAssess



Thanks

Terri Szymanski

tszymanski@opseu.org

Patricia Zonta