



**Action on Workplace Stress:**  
**Mental Injury Prevention Tools**  
**for Ontario Workers**  
**PART 6 – Resources**



## **Action on Workplace Stress**

### **A Worker's Guide to Addressing Workplace Causes of Mental Distress**

This guide and resource kit will provide workers a basic understanding and a place to start to learn about workplace stress and what to do about it. The guide gives definitions, common causes of mental distress, legal frameworks (focusing on Ontario), possible actions to take, and resources available. It is an introduction and action guide created by workers for workers.

These tools are not clinical diagnostic tools. They are not meant to diagnose medical or psychological conditions or to be used by a physician to these ends. These tools are designed to identify problems that may exist within the workplace and provide possible avenues to address them.

This resource kit and tools are provided with a focus on the Ontario jurisdiction – workers in other provinces or in federally regulated workplaces should refer to their own legal framework.

# PART 6 – Resources

## Online resources for the assessment and control of workplace psychosocial hazards

### Copenhagen Psychosocial Questionnaire (COPSOQ):

The Copenhagen Psychosocial Questionnaire (COPSOQ) (Kristensen et al., 2005) is a questionnaire constructed in an attempt to cover as many of the workplace general and psychosocial risk factors as possible. Many other surveys are constrained to a specific theory of workplace stress (e.g. the demand-control model, or, the effort-reward model, or, the workplace justice model, etc.), whereas the COPSOQ survey attempts to include all these dimensions in a single tool (23 dimensions in the short version). It has 3 versions (short, medium, and long) depending on the level of use (screening/education tool, workplace evaluation tool, and research tool, respectively). The MIT group is using a hybrid of the 3 versions as its tool for measuring psychosocial hazards in the workplace and assessing which hazards are associated with symptom experience. The COPSOQ website has a wealth of materials however, they are aimed at researchers and work organization practitioners. We have included a worker friendly version of the COPSOQ materials in this tool kit. The COPSOQ website provides Danish general population survey results which allow for workplace comparisons.

<http://www.arbejdsmiljoforskning.dk/en/publikationer/spoergeskemaer/psykisk-arbejdsmiljoe>

### SOBANE tools (Belgian):

Another very useful place to start is with the SOBANE guide to psychosocial hazards (Malchaire, Piette, D’Horre, & Stordeur, 2008).

[http://www.deparisnet.be/PSY/Eng/Sobane\\_guide\\_psychosocial\\_aspects.pdf](http://www.deparisnet.be/PSY/Eng/Sobane_guide_psychosocial_aspects.pdf)

This 35 page document begins with a detailed description of the SOBANE strategy of hazard assessment (3 pages) and then describes the technique for assessing psychosocial hazards at the screening level (called Déparis – a French acronym for the participatory screening of workplace risks). This is followed by the 10 page workbook for the screening of all workplace hazards (not just psychosocial – Déparis is intended to be an all inclusive hazard assessment process covering 18 hazard categories from the basic layout of the work stations to the psychosocial environment). The last third of the document is devoted to checklist for the Observation stage specifically dealing with 5 general categories of psychosocial hazards, which are broken down into a total of 28 specific aspects.

The French version (original) also has an additional 70 pages of background information sheets dedicated to specific topics to support activities at the Observation and Analysis levels.

<http://www.sobane.be/sobane/publicationDefault.aspx?id=19238>

One needs to take into account the problems associated with the quality of the English translation – there are numerous awkward translations some of which are difficult to understand without referring back to the original French version.

We have also kept in mind the stages of assessment and intervention in the workplace. Using the stages described by the acronym SOBANE (Screening, OBServation, ANalysis, and Expertise), where:

By **S**creening we mean, the shop floor level where workers identify hazards based on their extensive day-to-day knowledge of the work process and conditions. Based on their first-hand knowledge, they also will have valuable contribution to make in coming up with ideas on how to eliminate or control exposure to hazards.

By **O**bservation we mean, the Health and Safety (H&S) Representatives and others within the work organization who have had some training in recognizing workplace hazards by observation (including using checklists, simple measurements, noticing exposure effects or other qualitative ways of measuring hazard exposures).

By **A**nalysis we mean, the quantitative measurement of hazards by persons trained in the skills and the equipment used to measure exposures and specify controls (e.g. occupational hygienists, ergonomists, safety professionals and work organizational specialists).

By **E**xpertise we usually mean, consultants (or in-house experts) who have special skills to deal with technical problems which those in the analysis stage were unable to resolve.

The main concept behind SOBANE stages is that in the ideal situation, health and safety concerns are raised and resolved at the first stages (Screening) and that the subsequent stages are focused on supporting the efforts of the shop floor in dealing with the identified hazards. Thus limited resources are not wasted on expensive efforts to quantify exposures with extreme precision, rather, hazards are pragmatically recognized and the limited resources are devoted to control interventions. For those with a deeper interest in SOBANE, the following link provides a more in depth discussion of the strategy and philosophy:

[http://www.deparisnet.be/sobane/en/SOBANE/Malchaire\\_SOBANE\\_Deparis\\_Eng\\_17-10-10.pdf](http://www.deparisnet.be/sobane/en/SOBANE/Malchaire_SOBANE_Deparis_Eng_17-10-10.pdf)

Applying the SOBANE concepts to psychosocial hazards, workers' perceptions of psychosocial hazards are the "gold standard" of determining whether a particular risk factor is present in the workplace. By eliciting their perceptions one can identify the factors associated with mental and physical distress. If there is some confusion in the interpretation of these perceptions, structured checklists or simple surveys can be used to aid in collecting and understanding worker experience. Work organization specialists can also assist with standardized techniques of psychosocial hazard assessment and recommend interventions to reduce the impact of the psychosocial hazards identified as being present in the workplace. Extreme events or workplace conditions may warrant the intervention of experts to deal with complicated or extreme psychosocial problems (e.g. grief counseling after a traumatic event).

Lastly, given that the European Union (EU) requires employers to assess psychosocial hazards in the workplace, the number of resources available in Europe are far more numerous and diverse than in North America. Thus, many of the resources listed will be of European origin and thus may refer to a different legal context than Ontario. Readers need to take these differences into consideration when reviewing these materials, particularly when reading references to (EU) legislation.

### **HSE (UK) Management Standards for Work Related Stress:**

The Health and Safety Executive (HSE) is United Kingdom's governmental body which looks after health and safety in Great Britain. In order to comply with the EU's requirement to address psychosocial hazards in the workplace, the HSE conducted research to establish a workplace stress criteria standard called the Management Standards for work-related stress (Health and Safety Executive, 2012). (<http://www.hse.gov.uk/stress/standards/>).

It consists of 6 factors (job demands, job control, support, work relationships, role clarity and workplace change). The HSE developed a 35 item questionnaire called the Indicator Tool: (<http://www.hse.gov.uk/stress/standards/downloads.htm>) to assess workers' experience with these risk factors. They also provide an Excel spreadsheet which allows the workplace itself to enter the results. Furthermore, the spreadsheet analyzes the results and compares them to data collected from a large number of British workplaces. There is also a manual provided with appropriate instruction and help in interpretation.

### **Guarding Minds @ Work:**

The Guarding Minds @ Work (<http://www.guardingmindsatwork.ca/>) is a resource developed by a Simon Fraser University research group, the Centre for Applied Research in Mental Health and Addiction (CARMHA). It was commissioned by the Great-West Life Centre for Mental Health in the Workplace and funded by the Great-West Life Assurance company. The resource was developed to enhance the psychological health of workers across Canada and provide tools for employers to facilitate action to improve the psychological health of their workforce and to evaluate the effectiveness of their efforts.

The resource has a brief (6 question) screening questionnaire (called an initial scan), a more in depth 68 question employee survey (called the GM@W survey) and a self-assessment (called the organizational review) covering 13 psychosocial risk factors (Guarding Minds at Work, 2012). In order to use the GM@W survey, users register to receive a link to send to workers within an organization or work unit. When the survey is closed the results are automatically scored in comparison with a sample of nearly 5000 working Canadians, then a feedback report is automatically sent to the person who initiated the survey. If the user of GM@W agrees, the aggregate data from the survey is made available to the researchers. No mental health or individual identifying information is collected. Based on this report, users have access to a set of possible actions and an implementation and evaluation strategy. All GM@W resources are available at no cost. The orientation of the material in GM@W leans more towards a psychological rather than a sociological perspective.

## **The International Labour Organization (ILO):**

The International Labour Organization (ILO) has put a document online titled *Stress Prevention at Work Checkpoints: Practical improvements for stress prevention in the workplace* (International Labour Office, 2012).

([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))

The introduction to the document includes a description of its purpose, “this manual therefore aims at reviewing workplace stress issues. It includes easy-to-apply checkpoints for identifying stressors in working life and mitigating their harmful effects. It is hoped that workers and employers will be able to use the checkpoints to detect causes of stress at work and take effective measures to address them” (International Labour Office, p. v). The resource is broken down into short topics (checkpoints), which describe why an issue should be addressed, and provide ideas on how it can be addressed, illustrated with examples. It is a very easy to read resource book – if you only want to address a particular issue you can look it up in the index and deal with it directly without having to read everything else up to that point in the book.

## **Mental Health Works (CMHA):**

*“Mental Health Works is a nationally available program of the Canadian Mental Health Association (CMHA) that builds capacity within Canadian workplaces to effectively address the many issues related to mental health in the workplace” (Mental Health Works, 2012, para. 1).*

(<http://www.mentalhealthworks.ca/>).

One of the online tools available from the CMHA is called Workplace Mental Health Promotion: A How-To Guide (<http://wmhp.cmhaontario.ca/>). This site is connected with the Guarding Minds @ Work site and, as would be expected, is also fundamentally based on a tertiary and secondary prevention perspective. The How-To Guide is quite in depth but is nicely divided by topics. It also has a comprehensive page of references to other tools (<http://wmhp.cmhaontario.ca/tools>).

## **Other Resources**

### **Workers Health and Safety Centre (WHSC)**

The Workers Health and Safety Centre ([www.whsc.on.ca](http://www.whsc.on.ca)) is the number 1 health and safety training centre for workers in Ontario. Whether it is a fact sheet or a training program on workplace stress, the WHSC can help. Link to their stress factsheet here: [http://www.whsc.on.ca/pubs/res\\_lines2.cfm?resID=41](http://www.whsc.on.ca/pubs/res_lines2.cfm?resID=41). The WHSC provides any type of health and safety training that a worker would need in Ontario.

### **Occupational Health Clinics for Ontario Workers (OHCOW)**

Occupational Health Clinics for Ontario Workers (OHCOW) ([www.ohcow.on.ca](http://www.ohcow.on.ca)) is a unique organization funded by Ontario that helps workers, joint health and safety committees, unions, employers, medical professionals, community groups, legal clinics, students, and members of

the public. Staffed by an inter-disciplinary team of nurses, hygienists, ergonomists, researchers, client service coordinators, and contracted physicians, each OHCOW clinic provides comprehensive occupational health services and information in five areas:

- An inquiry service to answer work-related health and safety questions
- Medical diagnostic services for workers who may have work-related health problems
- Group service for workplace health and safety committees and groups of workers
- Outreach and education to increase awareness of health and safety issues, and promote prevention strategies
- Research services to investigate and report on illnesses and injuries

### **Canadian Centre for Occupational Health and Safety (CCOHS)**

The Canadian Centre for Occupational Health and Safety (CCOHS) ([www.ccohs.ca](http://www.ccohs.ca)) provides useful health and safety resources for Canadian workplaces. Along with downloadable resources, they provide an inquiry service where people can ask questions about occupational health and safety and get an answer by email.

CCOHS has a “Workplace Stress” factsheet available at:

<http://www.ccohs.ca/oshanswers/psychosocial/stress.html>

CCOHS also has a Workplace Health and Wellness Guide available at:

<http://www.ccohs.ca/products/publications/wellness.html>

# References

- Brun, J., & Martell, J. (2005). *Scope of the problem: How workplace stress is shown* (IR SST Report R-427-1). Retrieved from the Institut de recherche Robert-Sauvé en santé et en sécurité du travail website: <https://www.irsst.qc.ca/en/-irsst-publication-mental-health-at-work-from-defining-to-solving-the-problem-scope-of-the-problem-how-workplace-stress-is-shown-r-427-1.html>
- Bourbonnais, R., Brisson, C., Vézina, M., Masse, B., & Blanchette, C. (2005). Psychosocial work environment and certified sick leave among nurses during organizational changes and downsizing. *Relations Industrielles/Industrial Relations*, 60(3), 483-509.
- Canadian Charter of Rights and Freedoms, Part 1 of the Constitution Act, 1982, being Schedule B to the Canada Act 1982 (UK), 1982, c 11. (1982). Retrieved from <http://laws-lois.justice.gc.ca/eng/Const/page-15.html>
- Canadian Human Rights Commission. (2008) *Policy and Procedures on the Accommodation of Mental Illness*. Retrieved from [http://www.chrc-ccdp.ca/pdf/policy\\_mental\\_illness\\_en.pdf](http://www.chrc-ccdp.ca/pdf/policy_mental_illness_en.pdf)
- Council Directive, 89/391/EEC. (1989). Retrieved from <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31989L0391:EN:NOT>
- Duxbury, L., & Higgins, C. (2001). *Work-life balance in the new millennium: Where are we? Where do we need to go?* (CPRN Discussion Paper No. W/12). Retrieved from the Canadian Policy Research Networks website: <http://www.cprn.org/doc.cfm?doc=52&l=en>
- Edwards, C., & Todd, S. (2012). *Creating a standard for psychological health* (March 29). Retrieved from the Canadian Occupational Safety website: <http://www.cos-mag.com/Legal/Legal-Columns/creating-a-standard-for-psychological-health.html>
- Freeman, E. (2000). *Stress threatening Canadians health, Heart and Stroke Foundation warns* (February 2). Retrieved from the Heart and Stroke Foundation website: <http://www.heartandstroke.com/site/apps/nlnet/content2.aspx?c=iklQLcMWJtE&b=4955951&ct=4512825>
- Guarding Minds at Work. (2012). *GM@W documents and resources*. Retrieved from <http://www.guardingmindsatwork.ca/info/resources>
- Health and Safety Executive. (2012). *What are the management standards for work related stress?* Retrieved from <http://www.hse.gov.uk/stress/standards/>
- Human Rights Code, R.S.O. (1990). Retrieved from [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90h19\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm)
- International Labour Office. (2012). *Stress prevention at work checkpoints: Practical improvements for stress prevention in the workplace*. Retrieved from International



- Labour Organization website: [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)
- Kalimo, R., Taris, R.W., & Schaufeli, W.B. (2003). The effects of past and anticipated future downsizing on survivor well-being: An equity perspective. *Journal of Occupational Health Psychology, 8*(2), 91-109.
- Kompier, M.A.J., & van der Beek, A.J. (2008). Psychosocial factors at work and musculoskeletal disorders. *Scandinavian Journal of Work, Environment & Health, 34*(5), 323-325.
- Kristensen, T.S. (2004). The “Soft Guidelines” of NIOH, Copenhagen. How to go from survey to action. The Eighth International Congress of Behavioral Medicine. Mainz, Germany. August. Retrieved online at <http://www.arbejdsmiljoforskning.dk/en/projekter/amis-spoergeskema-om-psykisk-arbejdsmiljoe/~media/Spoergeskemaer/copsoq/soft-guidelines-of-copsoq.pdf>
- Kristensen, T.S., Hannerz, H., Hogh, A., & Borg, V. (2005). The Copenhagen Psychosocial Questionnaire – a tool for the assessment and improvement of the psychosocial work environment. *Scandinavian Journal of Work and Environment Health 31*(6), 438–49.
- Leka, S., Griffiths, A., & Cox, T. (2004). *Protecting workers’ health series No 3: Work organization & stress*. Retrieved from the World Health Organization website: [http://www.who.int/occupational\\_health/publications/pwh3rev.pdf](http://www.who.int/occupational_health/publications/pwh3rev.pdf)
- Lewchuk, W., Clarke, M., & De Wolff, A. (2011). *Working without commitments*. Montreal, QC: McGill-Queen’s University Press.
- Lundberg, U., Forsman, M., Zachau, G., Eklöf, M., Palmerud, G., Melin, B., & Kadefors R. (2002). Effects of experimentally induced mental and physical stress on motor unit recruitment in the trapezius muscle. *Work & Stress 16*(2), 166-178.
- Malchaire, J., Piette, A., D’Horre, W., & Stordeur, S. (2008). *The SOBANE strategy applied to the management of psychosocial aspects*. Retrieved from [http://www.deparisnet.be/PSY/Eng/Sobane\\_guide\\_psychosocial\\_aspects.pdf](http://www.deparisnet.be/PSY/Eng/Sobane_guide_psychosocial_aspects.pdf)
- Marras, W.S., Davis, K.G., Heaney, C.A., Maronitis, A.B., & Allread W. G. (2000). The influence of psychosocial stress, gender, and personality on mechanical loading of the lumbar spine. *Spine, 25*(23), 3045-3054.
- McEachen, E., Ferrier, S., Agnieszka, K., & Chambers, L. (2007). A deliberation on ‘hurt versus harm’ logic in early return-to-work policy. *Policy and Practice in Health and Safety, 5*(2), 41-62.
- Menzies, D., & Bourbeau, J. (1997). Building-related illnesses. *The New England Journal of Medicine, 337*(21), 1524-1531.
- Mental Health Commission of Canada. (2011). *Psychological health and safety standard for Canadian workplace: Standard supports Canadian employers and employees in improving work environments*. Retrieved from [http://www.mentalhealthcommission.ca/SiteCollectionDocuments/Workforce\\_2011/MHCC\\_ENG\\_PR\\_FINAL.pdf](http://www.mentalhealthcommission.ca/SiteCollectionDocuments/Workforce_2011/MHCC_ENG_PR_FINAL.pdf)

- Mental Health Commission of Canada. (2012). *Why Investing in mental health will contribute to Canada's economic prosperity and to the sustainability of our health care system*. Retrieved from <http://strategy.mentalhealthcommission.ca/pdf/case-for-investment-en.pdf>
- Mental Health Works. (2012). *Welcome to Mental Health Works!* Retrieved from <http://www.mentalhealthworks.ca/>
- Namie, G. (2003). Workplace bullying: Escalating incivility. *Ivey Business Journal*, November/December. Advance online publication. <http://www.iveybusinessjournal.com/>
- National Institute for Occupational Safety and Health. (1997). *Musculoskeletal disorders and workplace factors: A critical review of epidemiological evidence for work-related musculoskeletal disorders of the neck, upper extremity, and low back* (NIOSH Publication Number 97-141). Retrieved from Centers for Disease Control and Prevention website: <http://www.cdc.gov/niosh/docs/97-141/>
- National Institute for Occupational Safety and Health. (1999). *Stress at Work* (NIOSH Publication No. 99-101). Retrieved from Centers for Disease Control and Prevention website <http://www.cdc.gov/niosh/docs/99-101/pdfs/99-101.pdf>
- Occupational Health and Safety Act, R.S.O. (1990). Retrieved from [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90o01\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90o01_e.htm)
- Rospenda, K., Richman, J., Ehmke, J., & Zlatoper, K. (2005). Is workplace harassment hazardous to your health? *Journal of Business and Psychology*, 20(1), 95-110.
- Schaufeli, W.B., & Greenglass, E.R. (2001). Introduction to special issue on burnout and health. *Psychology and Health*, 16, 501-510.
- Service Canada. (2012a). *CPP Disability – I want to apply*. Retrieved from <http://www.servicecanada.gc.ca/eng/isp/cpp/applicant.shtml#b>
- Service Canada. (2012b). *Employment Insurance Sickness Benefits*. Retrieved from <http://www.servicecanada.gc.ca/eng/ei/publications/sickness.pdf>
- Shain, M. (2010). *Tracking the Perfect Legal Storm: Converging systems create mounting pressure to create the psychologically safe workplace*. Retrieved from Mental Health Commission of Canada website: <http://www.mentalhealthcommission.ca/SiteCollectionDocuments/workplace/Perfect%20Legal%20Storm%20FINAL%20EN%20wc.pdf>
- Sutherland, V.J., & Cooper, C.L. (2000). *Strategic stress management: An organizational approach*. London, UK: MACMILLAN Business.
- Swedish Work Environment Authority. A. (2012). *Campaign on psychosocial risks at work in 2012*. Retrieved from <http://www.av.se/SLIC2012/>
- Swedish Work Environment Authority. B. (2012). *Guidance Tool for Hospitals*. Retrieved online at: [http://www.av.se/dokument/inenglish/European\\_Work/Slic%202012/English\\_7.pdf](http://www.av.se/dokument/inenglish/European_Work/Slic%202012/English_7.pdf)

- Towers Watson. (2011). *Pathway to Health and Productivity: 2011/2012 Staying@Work™ Survey Report*. Retrieved from <http://www.towerswatson.com/assets/pdf/6031/Towers-Watson-Staying-at-Work-Report.pdf>
- Vahtera, J., Kivimäki, M., Pentti, J., Linna, A., Virtanen, M., Ferrie, J.E. (2004). Organisational downsizing, sickness absence, and mortality: 10-town prospective cohort study. *British Medical Journal*, 328(7439), 555-558.
- Westgaard, R.H., & Winkel J. (2011). Occupational musculoskeletal and mental health: Significance of rationalization and opportunities to create sustainable production systems – A systematic review. *Applied Ergonomics* 42(2), 261-296.
- Workplace Safety and Insurance Act, R.S.O. (1997). Retrieved from [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_97w16\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_97w16_e.htm)
- Workplace Safety and Insurance Board. (2012). *Stigma*. Retrieved from <http://www.wsib.on.ca/en/community/WSIB/ArticleDetail?vnextoid=92b75779bdc6e210VgnVCM100000469c710aRCRD>
- Workplace Strategies for Mental Health. (2012). *Step 1: Establish the business case*. Retrieved from <http://www.workplacestrategiesformentalhealth.com/display.asp?l1=3&l2=37&l3=39&d=39>
- Workplace Safety and Insurance Board. (2004). *Traumatic Mental Stress (Policy 15-03-02)*. Retrieved from <http://www.wsib.on.ca/portal/server.pt/community/WSIB/230/OPMDetail/24347?vnextoid=7d12ae75e15d7210VgnVCM100000449c710aRCRD>
- World Health Organization. (2012). *Occupational health: Stress at the workplace*. Retrieved from [http://www.who.int/occupational\\_health/topics/stressatwp/en/](http://www.who.int/occupational_health/topics/stressatwp/en/)

## **For workers needing compensation/income replacement**

OPM 15-03-02, Traumatic Mental Stress

<http://www.wsib.on.ca/portal/server.pt/community/WSIB/230/OPMDetail/24347?vnextoid=7d12ae75e15d7210VgnVCM100000449c710aRCRD>

OPM 15-04-02, Psychotraumatic Disability

<http://www.wsib.on.ca/portal/server.pt/community/WSIB/230/OPMDetail/24347?vnextoid=8606ae75e15d7210VgnVCM100000449c710aRCRD>

## **Best Approaches Guides:**

WSIB Traumatic Mental Stress Guide

<http://www.wsib.on.ca/en/community/WSIB/230/ArticleDetail/24338?vnextoid=5bd7d3d819f0d210VgnVCM100000469c710aRCRD&vnextchannel=0b0ec9ccd09be110VgnVCM1000000e18120aRCRD>

WSIB Return to Work Considerations — Workers with Psychological Entitlement and Chronic Pain Disability

[http://www.wsib.on.ca/files/Content/AdjudicativeAdviceRTW-CPDandPsychEntitlement/BA\\_CPD\\_Psych.pdf](http://www.wsib.on.ca/files/Content/AdjudicativeAdviceRTW-CPDandPsychEntitlement/BA_CPD_Psych.pdf)

IAVGO Manual

Chapter 9: Psychological Disability (<http://www.cleo.on.ca/english/wcManual/ch09.pdf>)

Chapter 11: Stress Claims (<http://www.cleo.on.ca/english/wcManual/ch11.pdf>)

Employment Insurance provides a short term sickness benefit. See here for more information:

<http://www.servicecanada.gc.ca/eng/ei/publications/sickness.pdf>

Canadian Pension Plan provides a disability benefit for people who have contributed to the plan and have a long term disability that prevents them from working. See here for more information:

<http://www.servicecanada.gc.ca/eng/isp/cpp/applicant.shtml#b>

ODSP helps people with disabilities who are in financial need pay for living expenses, like food and housing and can help with employment supports to help you find employment or start a business. See here for more information:

<http://www.mcsc.gov.on.ca/en/mcss/programs/social/odsp/>

# Additional Reading List

## Articles

- Faragher, E.B., Cass, M., & Cooper, C.L. (2005). The relationship between job satisfaction and health: a meta-analysis. *Occupational and Environmental Medicine*, 62, 105-112.
- Murphy, L. R. (1995). Occupational Stress Management: Current Status and Future Direction. *Trends in Organizational Behavior*, 2, 1-14.
- Pejtersen, J.H., & Kristensen, T.S. (2009). The development of the psychosocial work environment in Denmark from 1997 to 2005. *Scandinavian Journal of Work and Environment Health*, 35(4), 284–293.
- Rai, D., Kosidou, K., Lundberg, M., Araya, R., Lewis, G., & Magnusson, C. (2011). Psychological distress and risk of long-term disability: population-based longitudinal study. *Journal of Epidemiology & Community Health*. Advance online publication. doi:10.1136/jech.2010.119644
- Shannon, H., Haines, T., Cortina, L., Griffith, L., Langlois, L., Gupta, V., & Moitri, K.O. (2007). Workplace incivility and other work factors: Effects on psychological distress and health. Retrieved from Canadian Union of Postal Workers website: [http://www.cupw.ca/multimedia/website/publication/English/PDF/2007/mcmaster\\_final\\_en.pdf](http://www.cupw.ca/multimedia/website/publication/English/PDF/2007/mcmaster_final_en.pdf)

## Resources for Employers:

### World Health Organization (WHO)

Work Organization and Stress: Systematic Problem Approaches for Employers, Managers, and Trade Union Representatives

[http://www.mentalhealthcommission.ca/SiteCollectionDocuments/Workforce/Workforce\\_Employers\\_Guide\\_ENG.pdf](http://www.mentalhealthcommission.ca/SiteCollectionDocuments/Workforce/Workforce_Employers_Guide_ENG.pdf)

Link to WHO webpage on work related stress:

[http://www.who.int/occupational\\_health/topics/stressatwp/en/](http://www.who.int/occupational_health/topics/stressatwp/en/)

### International Labour Organization (ILO)

Stress prevention at work checkpoints

[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)

### The Mental Health Commission of Canada

Psychological Health & Safety: An Action Guide for Employers

[http://www.mentalhealthcommission.ca/SiteCollectionDocuments/Workforce/Workforce\\_Employers\\_Guide\\_ENG.pdf](http://www.mentalhealthcommission.ca/SiteCollectionDocuments/Workforce/Workforce_Employers_Guide_ENG.pdf)

## Other Resources:

Brun, J., & Martell, J. (2005). *Solving the problem: Preventing stress in the workplace* (IRSST Report R-427-3). Retrieved from the Institut de recherche Robert-Sauvé en santé et en sécurité du travail website:

<https://www.irsst.qc.ca/en/-irsst-publication-mental-health-at-work-from-defining-to-solving-the-problem-solving-the-problem-preventing-stress-in-the-workplace-r-427-3.html>

Canadian Mental Health Association. (2012). *Sources of Workplace Stress*. Retrieved from <http://www.vcn.bc.ca/rmdcmha/sources2.html>

## NIOSH

LeGrande, D. (2004, April). *Overtime, occupational stress, and related health outcomes: A labor perspective*. Paper presented at Long Working Hours, Safety, and Health: Toward a National Research Agenda, Baltimore, Maryland. Abstract retrieved from <http://www.cdc.gov/niosh/topics/workschedules/abstracts/legrande.html>

Murphy, L.R., & Schoenborn, T.F. (1987). *Stress management in work settings* (NIOSH Publication Number 87-111). Retrieved from Centers for Disease Control and Prevention website: <http://www.cdc.gov/Niosh/pdfs/87-111.pdf>

National Institute for Occupational Safety and Health. (2008). *Expanding our understanding of the psychosocial work environment* (NIOSH Publication Number 2008-104). Retrieved from Centers for Disease Control and Prevention website: <http://www.cdc.gov/niosh/docs/2008-104/pdfs/2008-104.pdf>