Occupational Health Clinics for Ontario Workers

1989 2014
25 YEARS/25 ans

Centre de santé des travailleurs et travailleuses de l'Ontario

PREVENTION

Mental INJURY

TOOLS FOR ONTARIO WORKERS

Oct 14, 2015   Terri Aversa

A workplace issue

Economic burden:

- "10 to 25% of Canadian workplaces effectively mentally injurious – not good for the mental health of their employees" … "leading cause of short-term disability and long term disability – it's the biggest single reason people are off work for periods of time"

- "estimated at $51-billion" … " up substantially over the past decade"

Speech of the Honourable Michael Kirby
on Workplace Mental Health

http://www.youtube.com/watch?v=5qfTFxOc6Xo&feature=player_embedded

WSIAT Decision No. 1945/10

- "The distinction is, therefore, substantively discriminatory against injured workers who develop a mental disability.

- Mental disability is an enumerated ground in subsection 15(1) of the Charter.

- Subsections 13(4) and (5) of the WSIA therefore infringe subsection 15(1) of the Charter.

- The provisions of subsections 13(4) and (5) of the WSIA are not saved by section 1 of the Charter as a reasonable limit demonstrably justified in a free and democratic society."

the new CSA Standard Z1003-13

CSA Group

BNQ
Bureau de normalisation du Québec

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

http://shop.csa.ca/en/canada/occupational-health-and-safety-management/cancsa-z1003-13bnq-9700-8032013/invt/z10032013/?utm_source=redirect&utm_medium=vanity&utm_content=folder&utm_campaign=z1003

Commissioned by the
Mental Health Commission of Canada

Standards Council of Canada
Conseil canadien des normes

Mental Injuries Tool (MIT) Group:

- The Mental Injuries Tool group was established in 2009 out of a stakeholder sub-committee of worker representatives and the Occupational Health Clinics for Ontario Workers who were charged with "supporting worker representatives in taking action on prevention and workers' compensation".

- This sub-committee held a workshop in 2010 to select projects which could be developed jointly to address common concerns. The topic which received the most interest was mental injuries (workplace psychosocial risk factors; recognition & compensation for mental injuries).

MIT group – who's involved:

- Laura Lozanski, CAUT
- Terri Aversa, OPSEU
- Sari Sairanen, UNIFOR
- David Chezzi, Andréane Chénier, CUPE
- Nancy Johnson, Erna Bujna, ONA
- Valence Young, ETFO
- Gerry LeBlanc, Sylvia Boyce, USW
- Chris Watson, Mary Shaw , UFCW 175/633
- Jane Ste. Marie, John Watson, OSSTF
- Kathy Yamich, Workers United Union
- Charlene Theodore, OECTA
- Sophia Berolo, University of Waterloo
- Ashley McCulloch, Carleton University
- Andy King, LOARC (**L**abour, **O**HCOW, **A**cademic **R**esearch **C**ollaboration)
- Maryth Yachnin, IAVGO
- Alec Farquhar, Kristen Lindsay, OWA
- Curtis VanderGriendt, Ted Haines, Mark Parent, Andre Gauvin, Brenda Mallat, Valerie Wolfe, John Oudyk (OHCOW)

MIT Group Reviewed Available Tools

- Looked at theories of jobs stress:
  - Job Demand – Control model (Karasek)
  - Effort – Reward Imbalance model (Siegrist)
  - Transaction Process model (Lazarus & Folkman)
  - Organisational Justice (Kivimäki et al)
- Looked at survey instruments and tried them out – compared experiences
  - UK-HSE, JCQ, GM@W, SOBANE and others …

COPSOQ

Copenhagen Psychosocial Questionnaire
(COPSOQ II – short version)

http://www.arbejdsmiljoforskning.dk/Sp%C3%B8rgeskemaer/Psykisk%20arbejdsmilj%C3%B8.aspx?lang=en

COPSOQ Psychosocial Hazards:

PSYCHOSOCIAL HAZARDS: THE TERM USED TO REFER TO WORKPLACE FACTORS THAT HAVE THE POTENTIAL TO CAUSE PSYCHOLOGICAL OR PHYSICAL HARM IF NOT ADEQUATELY ELIMINATED OR CONTROLLED.

Demands
- Quantitative demands—not having enough time
- Work Pace—having to work at a high pace
- Emotional demands—work that involves emotional issues

Work Organization
- Influence—having influence over your work
- Possibilities of development—able to learn new things, take initiative
- Meaning of work—feeling that your work is important and meaningful
- Commitment—feeling that your workplace makes a positive contribution

Relationship
- Predictability—being kept well informed, having enough information
- Recognition—being appreciated and treated fairly
- Role Clarity—knowing what is expected and having clear objectives
- Leadership—supervisor has planning skills, values your job satisfaction, listens and helps

Work Values
- Trust—information from management is trustworthy; management trusts workers
- Justice and respect—conflicts resolved fairly, work distributed fairly

Work/Life Balance
- Inseficient job satisfaction
- Work/family conflict

Offensive Behaviours
- Undesired sexual attention, threats of violence, physical violence, bullying, harassment, and discrimination

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.

Prevention

	individual	organization
prevention level	**primary** - coping and appraisal skills	**primary** - MIT tools
	secondary - wellness, relaxation techniques (mindfulness)	**secondary** - awareness, screening (surveys)
	tertiary - therapy, counselling, medication, support	**tertiary** - Employee Assistance Programs (EAP), Return to Work

MIT Tools:

- Website http://www/ohcow.on.ca/MIT
- 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/MITApp
- Webinar http://www.ccohs.ca/products/webinars/workplace_stress/

... reaching young workers ...

▪ In partnership with the CCOHS, we've created an app that allows you to do the survey and have your own personal score

http://www.ohcow.on.ca/MITApp

RESULTS   OPEN ALL

Work Demands ⌄

Work Organization ⌄

Relationship ⌃

Colour-coded tabs for each topic section display your questionnaire results

SCORE

Predictability ⓘ

Appreciation & Recognition ⓘ

Go back to the question(s) by clicking on the text link

Role Clarity ⓘ

Quality of Leadership ⓘ

Supervisor Social Support

Get "Ideas for Action" by clicking on the ⓘ

Legend ⌄

Work Values ⌄

Environment/Safety ⌄

Job Satisfaction & Work-Life Balance ⌄

Overall Health & Symptons ⌄

🏠 Home   ≣ Results   Action Plan   ✳ Share   ››› More

RESULTS   OPEN ALL

Role Clarity   🎨   ⊗ Close

Share   share

Share the "Ideas for Action"

Ideas - Improving Role Clarity

a good work description must include clearly defined tasks, responsibilities, effort required and goals to be achieved. It should also identify the immediate supervisor, support available to the worker and working conditions (schedule, travel, etc.).

in developing a work description, particular attention should be paid to task conflicts (e.g., quality vs. quantity).

Select a few and implement

responsibilities should be also when working conditions change.

to be more effective and better correspond to the actual requirements of work, workers' training should be customized to meet the requirements association with specific tasks and responsibilities.

a good work description will also provide information about what the other members of the work team do, which encourages teamwork.

a specific work description is important, but it should also incorporate some flexibility to allow for changes in work methods or work organization.

Overall Health & Symptons
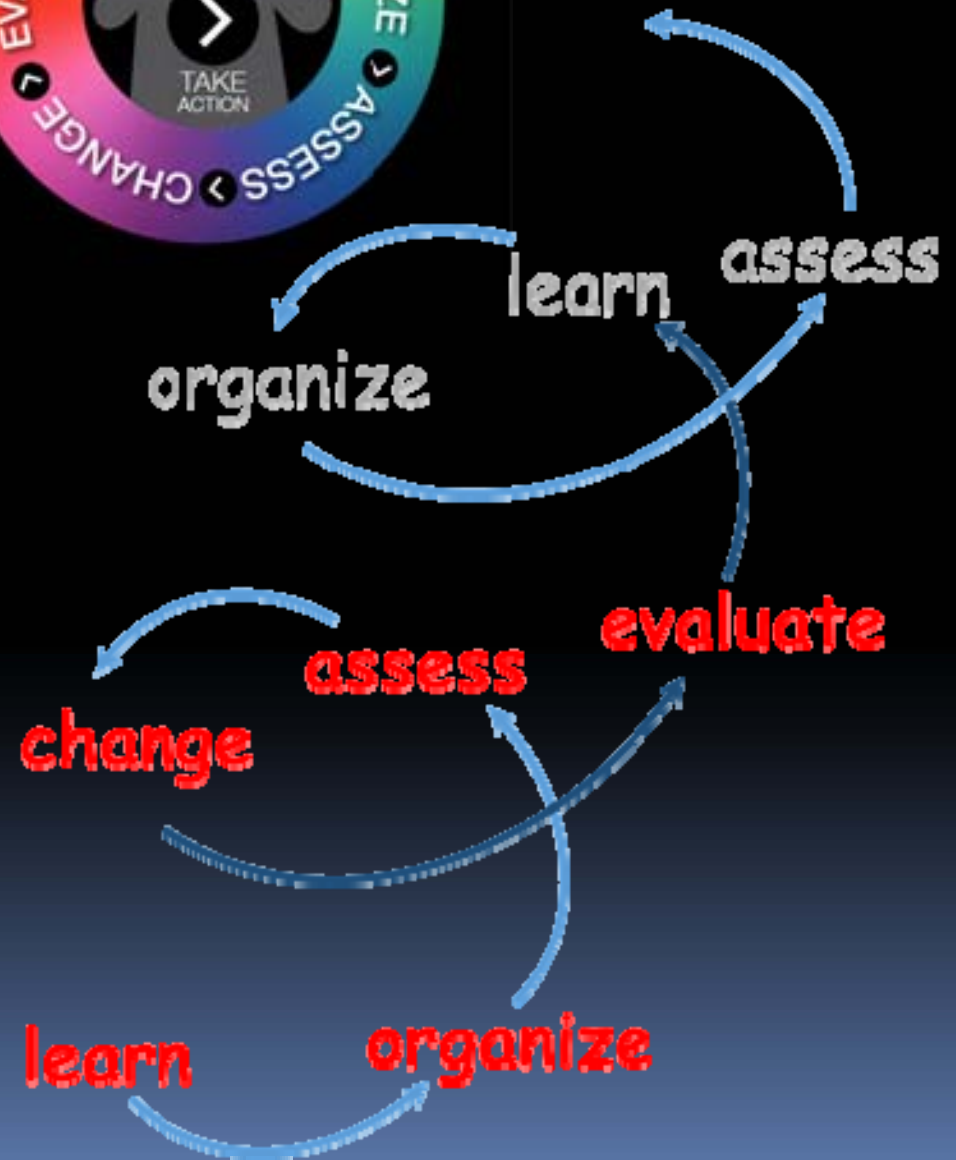
🏠 Home   ≣ Results   Action Plan   ✳ Share   ››› More

Are You Ready to Do It?
Stages of Change

- **Pre-contemplation (Not Ready)** – "what problem? That's just the way things are in this line of work – always has been, always will."

- **Contemplation (Getting Ready)** – "maybe things could change but I don't know if I'm prepared to change? It is easier though, just going along with things the way they are, but maybe …??"

- **Preparation (Ready)** – "things could be better and I think it's worth the effort to try – let's get together and figure out how to do something about this …"

- **Action** – "we're going to make the following changes and hope things will improve – I'm glad we're finally doing something about this!"

- **Maintenance** – "so, we've made the changes, they might need a bit of tweaking, but I think this is going to work out in the long run"

modified from: http://en.wikipedia.org/wiki/Transtheoretical_Model

Drivers (sticks and carrots):

1. Costs ($51 Billion)
2. Risk (do you want to read about your workplace in the newspaper?)
3. Legal liability (Martin Shain's work)
4. Worker retention and recruitment (good place to work)
5. Excellence and sustainability
6. The right thing to do – "law is the conscience of those who have none" (James Ham, 1983 IAPA Conference)

Mary Deacon, Chair, Bell Mental Health Initiative (Oct 24/13*)

- A lot of organizations have the attitude that they can't go down this road because it leaves the organization vulnerable to criticism.

- They have to accept that this is a journey – need to admit the organization is not perfect – we will make progress but also will make mistakes & learn.

* Rotman School of Business - 7th Annual Mental Health in the Workplace Forum (Oct 24/2013)

Thank you!