



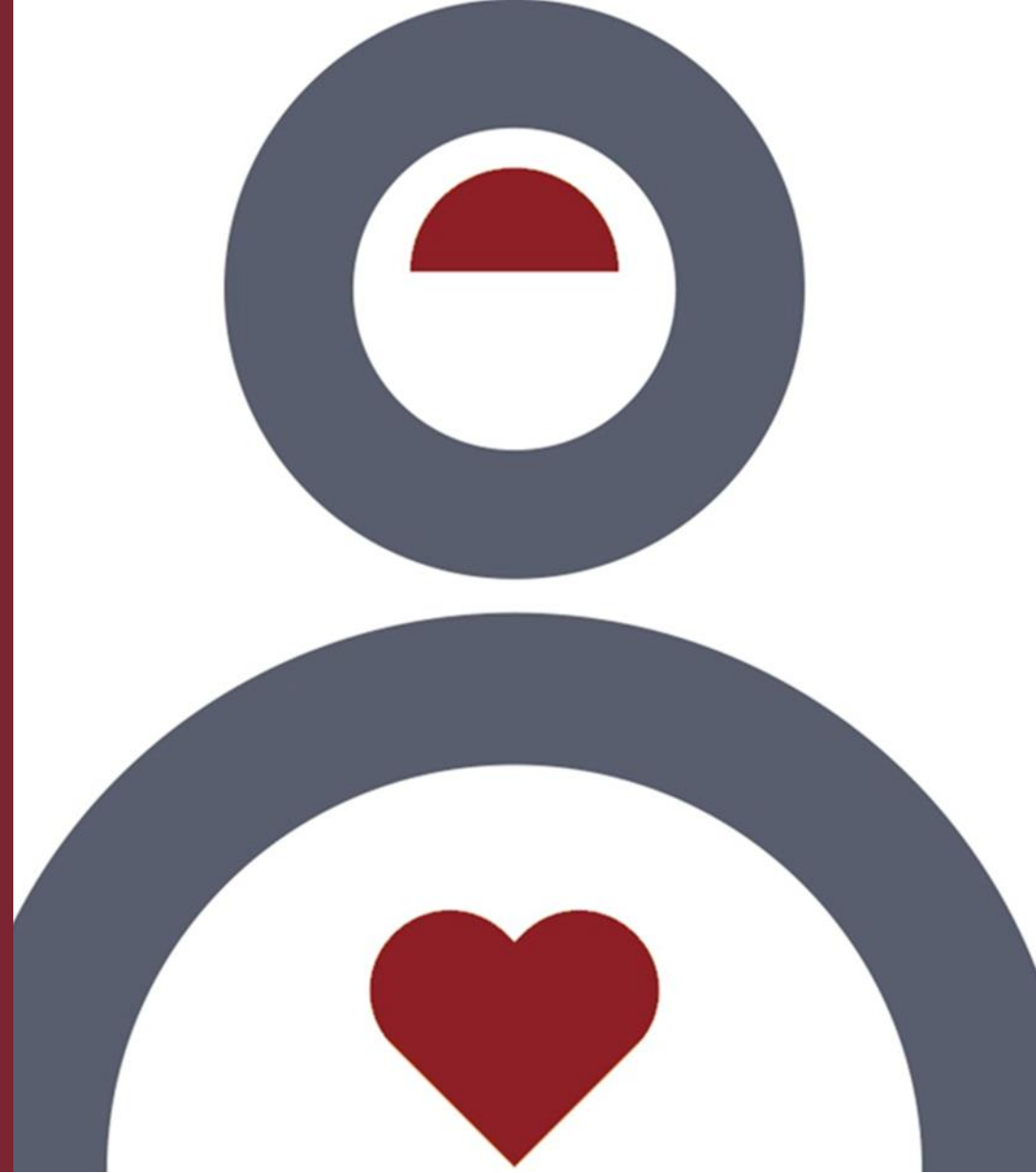
Safe Environments.  
Healthy Workers.

# Psychological Health and Safety

## Program, Tools and Resources

OHCOW MayDay

May 31 2023





## WE ARE A

**NON-PROFIT  
ASSOCIATION**

ESTABLISHED IN

**2009**

FUNDED PARTNER

OF THE  
MINISTRY OF  
LABOUR, TRAINING  
& SKILLS  
DEVELOPMENT

## WE PROVIDE



**OCCUPATIONAL  
HEALTH & SAFETY**

**TRAINING  
RESOURCES  
CONSULTING**

## WE WORK WITH

**1.67+** MILLION  
WORKERS

**10,000+**  
ORGANIZATIONS

**ACROSS ONTARIO'S  
PUBLIC & BROADER  
PUBLIC SECTORS**

EDUCATION  
HEALTHCARE  
GOVERNMENT  
PUBLIC SAFETY  
FIRST NATIONS



Safe Environments.  
Healthy Workers.

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May 30, 2023



## TODAY'S SESSION



Elevating Workplace Psychological Health and Safety



Assessing Job-based Psychological Risk



Next Steps for a psychologically safe workplace

# Session Resources

[www.pshsa.ca/psychological](http://www.pshsa.ca/psychological)



- Workplace Psychological Health and Safety: A guide to support worker-well-being
- PSHSA PHS Program Framework
- PSHSA PHS Program Checklist



# INVESTING IN OUR PEOPLE

## Rebuilding our teams

How do I support my staff?

Our staff are burnt out

It's fine... until it's not

So many staff are off on stress leave

Our people are languishing

We can't hire enough staff to support our clients

I'm being asked to do too much

The staff we hire don't stay



# ELEVATING PSYCHOLOGICAL HEALTH AND SAFETY

A program to support worker well-being



# SUPPORTING WORKER WELLBEING

## A PREVENTION- BASED APPROACH



### PREVENTION

#### Hazard Recognition and Control

- Organizational Psychosocial factors assessed
- Job Specific psychological factors are identified
- Job Demands are identified
- JHSC monthly inspections include psychological hazards
- Safe work plan and procedures are developed and communicated for job tasks at risk of causing psychological harm

#### Training and Education

- General Mental Health Awareness training provided
- Workplace-specific psychological health and safety training is provided on policies and procedures
- JHSC is trained on psychological health and safety
- Training provided specific to psychological hazards on the job
- Leaders are trained in roles and responsibilities for psychological health and safety



### INTERVENTION

#### Incident Reporting and Investigation

- Psychological incidents included in hazard and incident reporting
- Formal process in place for investigation of psychological incidents and injuries

#### Incident Response

- Serious incident plan developed and communicated
- Crisis response plan developed and communicated
- Supervisors respond appropriately to psychological incidents

#### Workplace Supports

- Community supports identified and communicated
- Employee and Family Assistance Program is in place
- On-site supports in place such as:
  - Peer Support program
  - Organizational psychologist



### RECOVERY

#### Post-incident Response

- Informal and/or formal de-briefing process developed and communicated
  - initiation of EFAP
  - initiation of Peer Support / other

#### Return to work and Stay at Work

- RTW/SAW process for psychological injury/illness is established and communicated
- Workplace stakeholders trained on R&R and RTW process
- Suitable work is identified and provided in-line with worker cognitive/psychological ability







# EXPLORING PSYCHOLOGICAL HEALTH & SAFETY TOOLS AND RESOURCES

- Program Checklist
- Program Guide



## PHS PROGRAM CHECKLIST

- Links directly to the PSHSA Program Framework
- Statements supported by suggested actions to guide workplaces
- Resources to support suggested actions located in the Program Guide





# PHS PROGRAM CHECKLIST

## Hazard Recognition and Control

### PROGRAM STATEMENT

An organizational assessment is completed to identify current state with respect to the CSAZ1003 Psychosocial factors

### SUPPORTING ACTIONS

- Complete an organizational assessment of psychosocial factors
- Communicate results of the assessment to all workplace parties
- Take action to mitigate immediate impact to worker psychological health due to psychosocial factors of concern
- Create an action plan to support continual improvement of workplace psychological climate



# PHS PROGRAM CHECKLIST

## Hazard Recognition and Control

### PROGRAM STATEMENT

Job demands (physical, cognitive, and psychological) are identified for all jobs in the organization.

Joint Health and Safety Committee monthly inspections include organizational and job-specific factors that may impact worker psychological health.

### SUPPORTING ACTIONS

- Identify demands for all jobs across the organization by completing a job demands description for each with respect to physical, cognitive, and psychological demands
- Include organizational and job-specific psychological factors in the JHSC monthly checklist
- Ensure that opportunities are provided for JHSC members to speak with workers about psychological health and safety concerns during monthly inspections

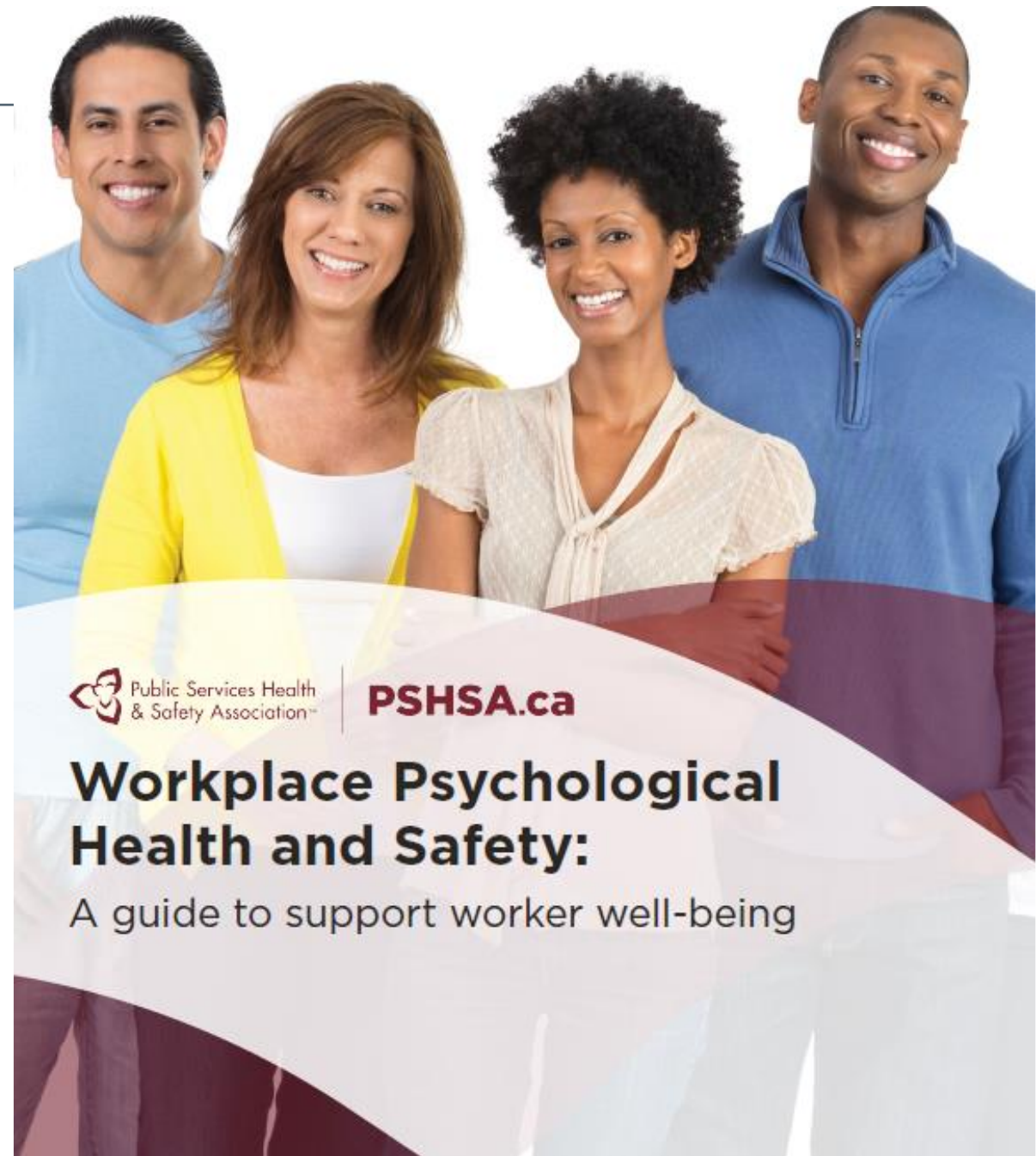


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# PHS PROGRAM GUIDE

Provides information, guidance and innovative tools and resources to help organizations improve psychological health and safety in the workplace

- Tactical approach to psychological health and safety
- Easy to navigate
- Begins with a needs assessment
- Links existing public resources to workplace need
- Promotes continual improvement in each program area





# PREVENTING PSYCHOLOGICAL HARM

Recognizing and assessing organizational and job factors impacting worker wellbeing

# ORGANIZATIONAL FACTORS

## 15 Psychosocial Factors



Mental Health  
Commission  
of Canada

Commission de  
la santé mentale  
du Canada



**+ 2**

**Healthcare**

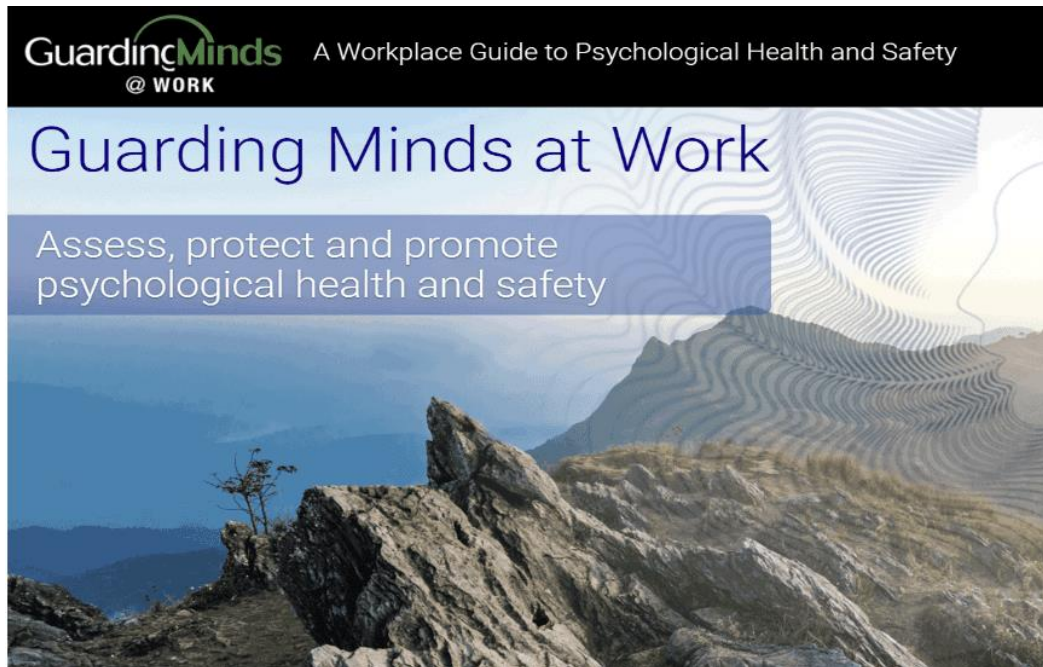




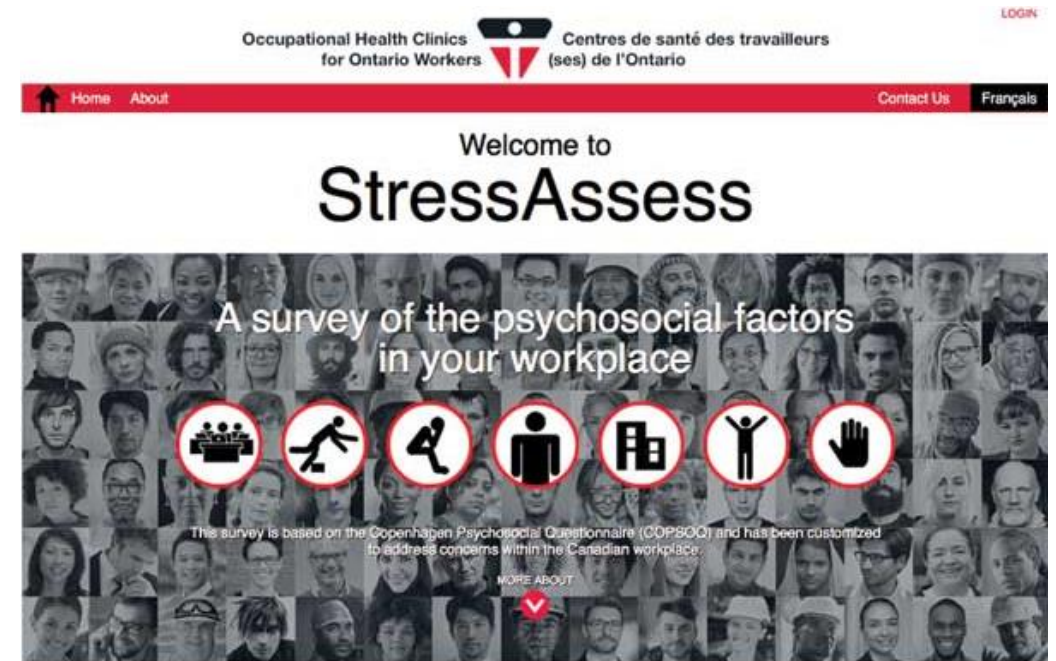
# ORGANIZATIONAL ASSESSMENT

## Tools to assess organizational psychosocial factors

### [GuardingMinds@Work](#)



### [Stress Assess](#)







# JOB-BASED PSYCHOLOGICAL RISK ASSESSMENT

## What is it and why would I use it?

### WHAT

Assesses factors unique to the job that impact a worker's psychological response

### WHY

A solution is required at the job-level to address a specific concern  
Readiness for an organizational assessment is not supported  
To meet other identified organizational need

### WHEN

When specific jobs are identified as a concern (absenteeism, injury rates, chronic mental stress or traumatic mental stress)



# JOB-BASED PSYCHOLOGICAL RISK

## Job Demands

I can't get all my work done during my shift

I'm working alone on nights

The residents yell at me

I don't know what to prioritize

## Job Control

I'm asked to do things outside my scope of practice

I don't have control over how I get my work done

## Job Supports

I haven't been trained on how to transfer that resident

There are never enough soaker pads

I can't talk to my co-workers about how I'm feeling at work

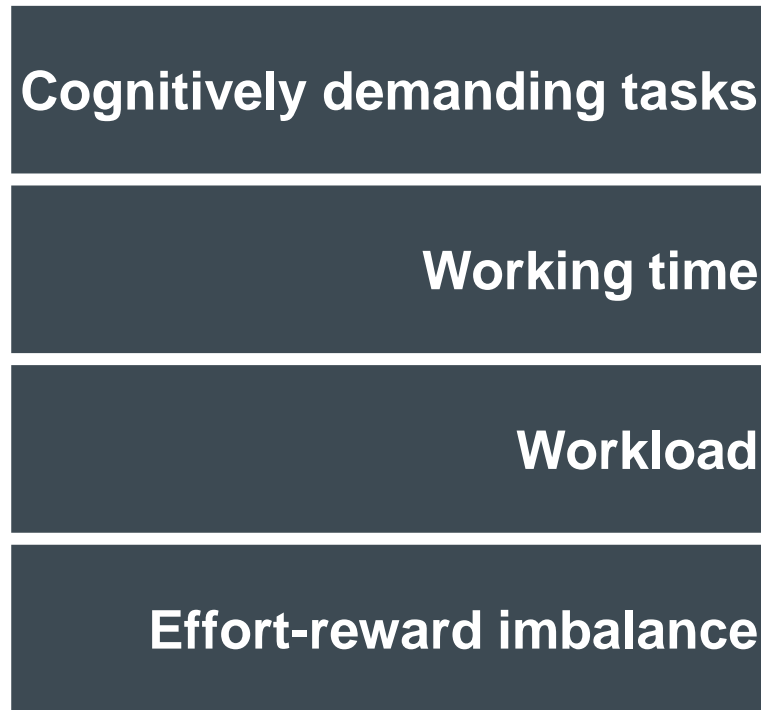
My charge nurse isn't supportive



# JOB FACTORS: Demands – Control – Supports

Job Demands	Job Control	Job Supports
Cognitive Demands	Autonomy	Employer support
Physical and Environmental Demands	Working outside scope of work	Supervisor support
Physical Exposures	Working outside values and ethics	Coworker support
Emotional Exposures		

# JOB FACTORS > JOB DEMANDS > COGNITIVE DEMANDS





# COGNITIVE DEMANDS

## SOLUTIONS TO MITIGATE RISK OF PSYCHOLOGICAL HARM

- Identify cognitive demands for each role profile/job position in the workplace
- Create and communicate process documents for complex tasks
- Organize work and the work environment to facilitate cognitive processing
- Support flexible work arrangements
- Provide support for shift work
- Encourage use of allocated time off
- Establish parameters around working on off-hours
- Ensure support for job-specific resources
- Establish productivity standards
- Ensure support for competing priorities
- Assign workload equitably and acknowledge employee efforts
- Provide adequate reward and recognition package

A woman with curly hair and glasses is shouting into a red and white megaphone. The background is a textured, light-colored wall. The text is overlaid on the image in white, bold, sans-serif font.

# PSYCHOLOGICAL HEALTH AND SAFETY

## A CALL TO ACTION TO SUPPORT WORKER WELLBEING



# PSYCHOLOGICAL HEALTH AND SAFETY

## A leader's role to support worker well-being

Senior Leaders

Middle Leaders

Frontline Leaders

Labour Leaders





# PSYCHOLOGICAL HEALTH AND SAFETY IN MY WORKPLACE

## Next Steps

- Commit to building your PHS Program
- Use the checklist to identify need
- Identify and assess PHS hazards in the workplace
- Access resources and tools
- Get started TODAY!







# SEEK SPECIALIZED CONSULTING SUPPORT

- Training
- Risk Assessments
- Policy and Procedure Development
- PHS Audits
- Program Building
- Job Demand Description Updates
- Cognitive Demand Analysis

The screenshot shows the PSHSA.ca website header with the logo and navigation menu. The main content area features a dark background with the text 'Specialized Services' in large white font. Below this, a paragraph describes the services: 'Whether you need a strategic assessment, planning support or help with tactical implementation, our consultants work with you to deliver tailored, cost-effective solutions to make your workplace healthier and safer.' The background image shows hands holding a pen over a document.

Public Services Health & Safety Association™ | **PSHSA.ca**

Training Consulting Safe Environments Healthy Workers Emerging Issues

## Specialized Services

Whether you need a strategic assessment, planning support or help with tactical implementation, our consultants work with you to deliver tailored, cost-effective solutions to make your workplace healthier and safer.



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# PSHSA CAN HELP!

**[Public Services Health and Safety Association | Find Your Consultant \(pshsa.ca\)](http://pshsa.ca)**



## CONSULTING



We have the expertise

Our consulting model allows us to accurately assess your organization's needs and guide you along a safety continuum.

## TRAINING



From eLearning to classroom training

A variety of training on both general and sector-specific health & safety topics  
Custom Development Available

## RESEARCH



Our competitive advantage

Enabling the creation of innovative and impactful programs, products, & solutions

## RESOURCES



We offer a range of formats

Free downloads, comprehensive tools, manuals, posters, training kits, DVDs, webinars & seminars



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# Thank you!

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Preferred Pronouns: she/her

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