



Getting workers/members engaged in efforts to improve workplace stress conditions

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May 8, 2025



Intro & background:

- President of OSSTF D8 Educational Support Staff Professionals
- Bargaining unit consists almost 500 members
- 5 different job classes (40 job classes in total), \approx 50% EA's
- Located over 40 sites
- 90% female

IT/Technical Resource Assistant

Secretarial/ Clerical

Designated Early Childhood Educator

Educational Assistant

Child & Youth Worker



Background:

- At the **beginning of May 2024**, we approached OHCOW and asked them to administer a StressAssess survey
- The survey **demographic questions were customized** to suit the different occupational groups
- The survey was **launched on May 24th** and the **last completed survey was received on June 23rd**
- Reports for each of the 5 groups were received July 2nd



Process:

1. How we learned about the survey
2. How we moved forward with it
3. Why we chose the time of year
4. How the process worked with initial meeting
5. Scripts to launch to updates to weekly results, to closing
6. First meeting with OHCOW for results,
7. Presentation of results to workgroups
8. Sent high level results to membership, small response back for next steps
9. Plan to share with JHSC at end of month (after some continuing talks around Psychosocial hazards we feel this is the time)



promotion & incentives:

- Site visits, engagement during the year,
- Emails to Google Groups after results
- QR codes, FaceBook, Mail chimp,
- Distributed mini codes on PA day & pay equity day,
- Text messages personally from exec and follow up,
- Constant updates and messages sent out to keep it top of mind for people,
- Halfway through came up with food incentive so sent that out and it really boosted numbers “we did it”.



How did we do it?

posters with QR codes

**OSSTF-ESSP
Workplace Stress
"Psychosocial Hazards"
Survey**



How did we do it?

handouts with QR codes

**OSSTF-ESSP
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How did we do it?

When all the members at a location had responded they were entered into a draw

WE DID IT!!

Every ESSP member at
North Perth Westfield
(site)
Completed the
Workplace Stress
"Psychosocial Hazards"
Survey

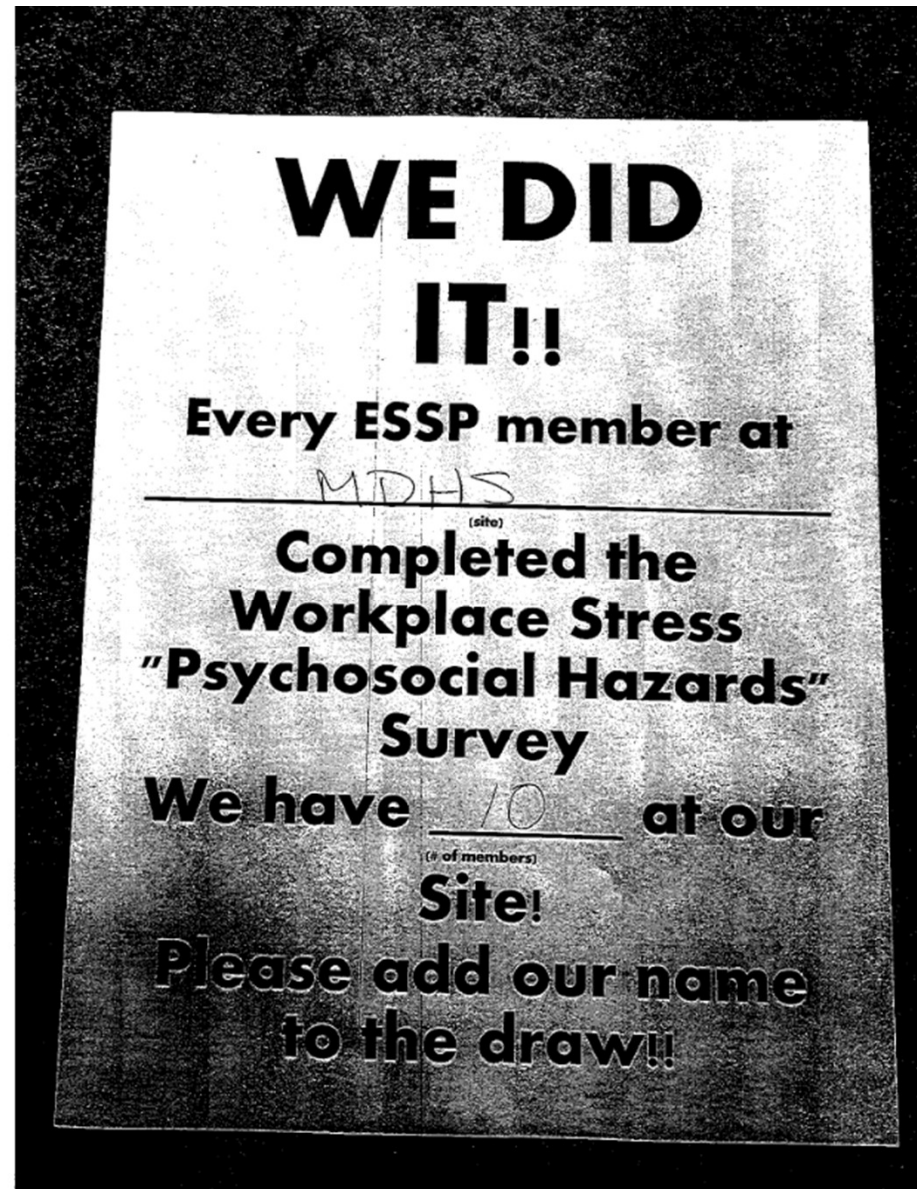
We have 25 at our
(# of members)
Site!

Please add our name
to the draw!!



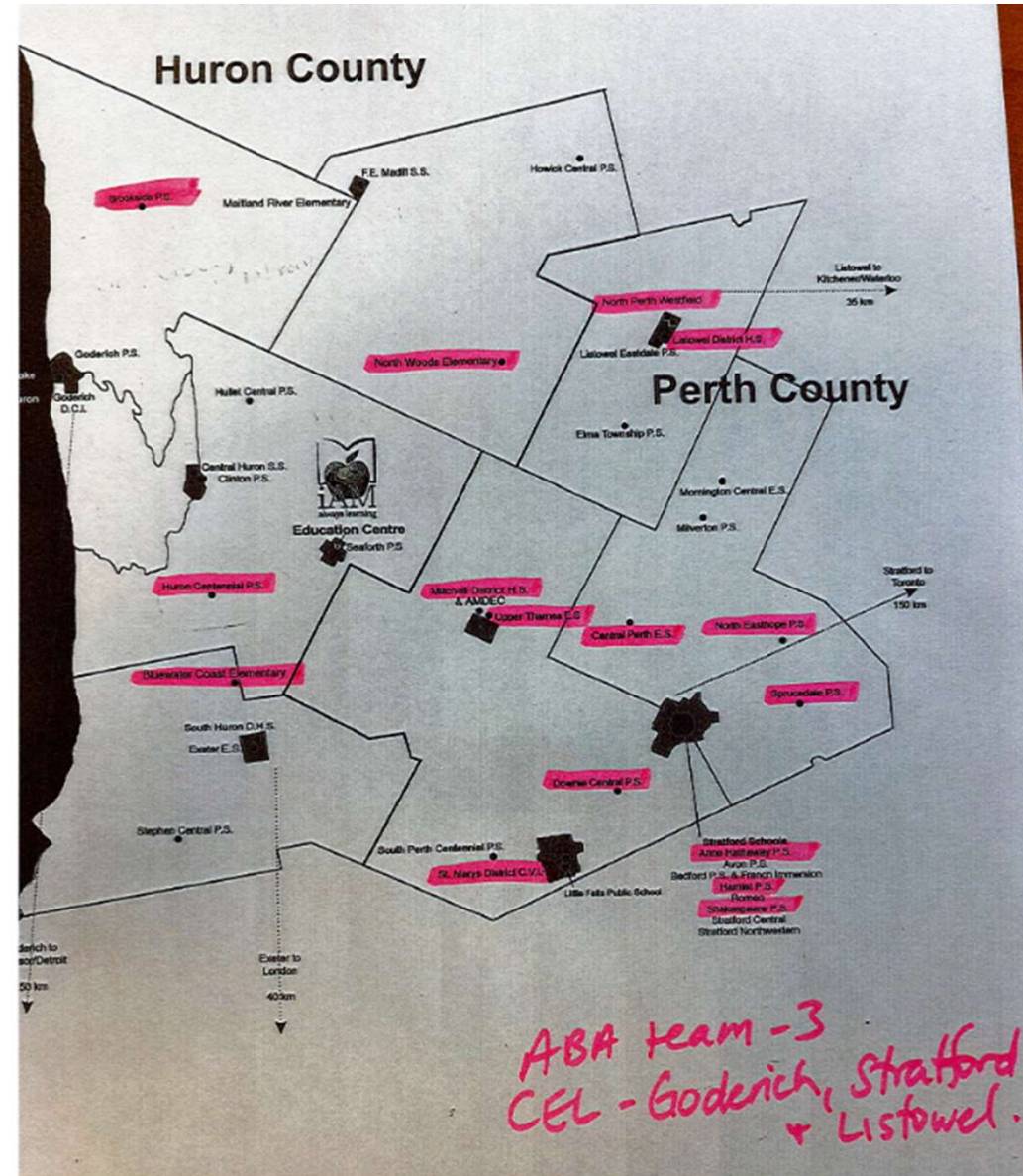
How did we do it?

When all the members at a location had responded they were entered into a draw



How did we do it?

A lot of locations!
Lots of driving!



How did
we do it?

Other
incentives!



How did we do it?

Cream puff delivery vehicle



How did
we do it?

Central
Command



Challenges:

- Time spent to do survey, but we were transparent about the time it would take to fill out,
- Once people started, they were impressed with the survey, and they would promote it themselves.
- There was more concern around how the results will be used.
- Time and effort to focus on this was key, took extra but worth it because of the results,
- Time frame of 4 weeks gave us the time we needed to keep it at the forefront and year end gave people some extra time.



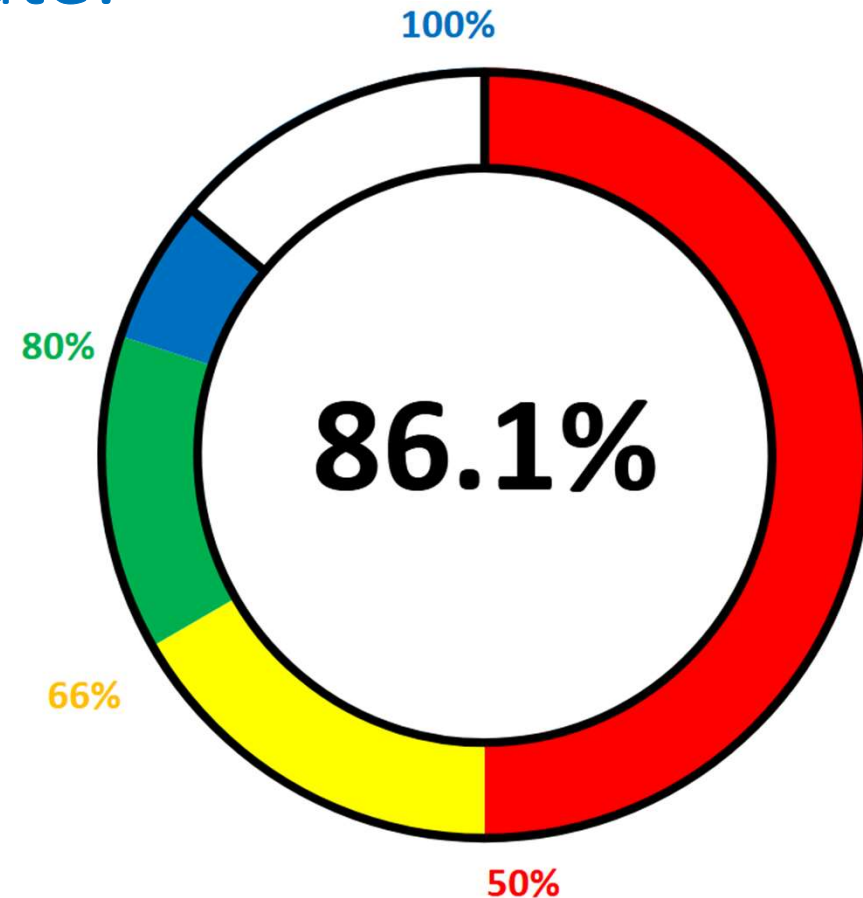
Some of our results

by job classification



Response rate:

- **482 members** were sent the link to the survey
- the SurveyMonkey link was accessed 603 times and a total of **415 completed surveys** were received (**response rate 86%**)
- the median time taken to complete the survey was **23½ minutes**



Response interpretation:

>80% If the response rate is 80% or more, then you can be confident that the results in this report are representative of the whole group

67-80% A response rate between 67-80% is reasonable but not as strong as over 80%; there is a bit of uncertainty about representativeness.

50-66% A response rate between from 50-66% suggests there may be issues among those who did not respond or else the survey was not administered well. At this level of response, we cannot rule out the possibility that, if those who did not participate had been included, the results would be different.

<50% A response rate of less than 50% means that either the administration of the survey was not done properly or that a large proportion of the group being surveyed did not have confidence in the process. Any results of the survey can only be considered as reflecting those who participated not the group as a whole. However, if you identify issues and resolve them for <50% of your people the others will probably also benefit!

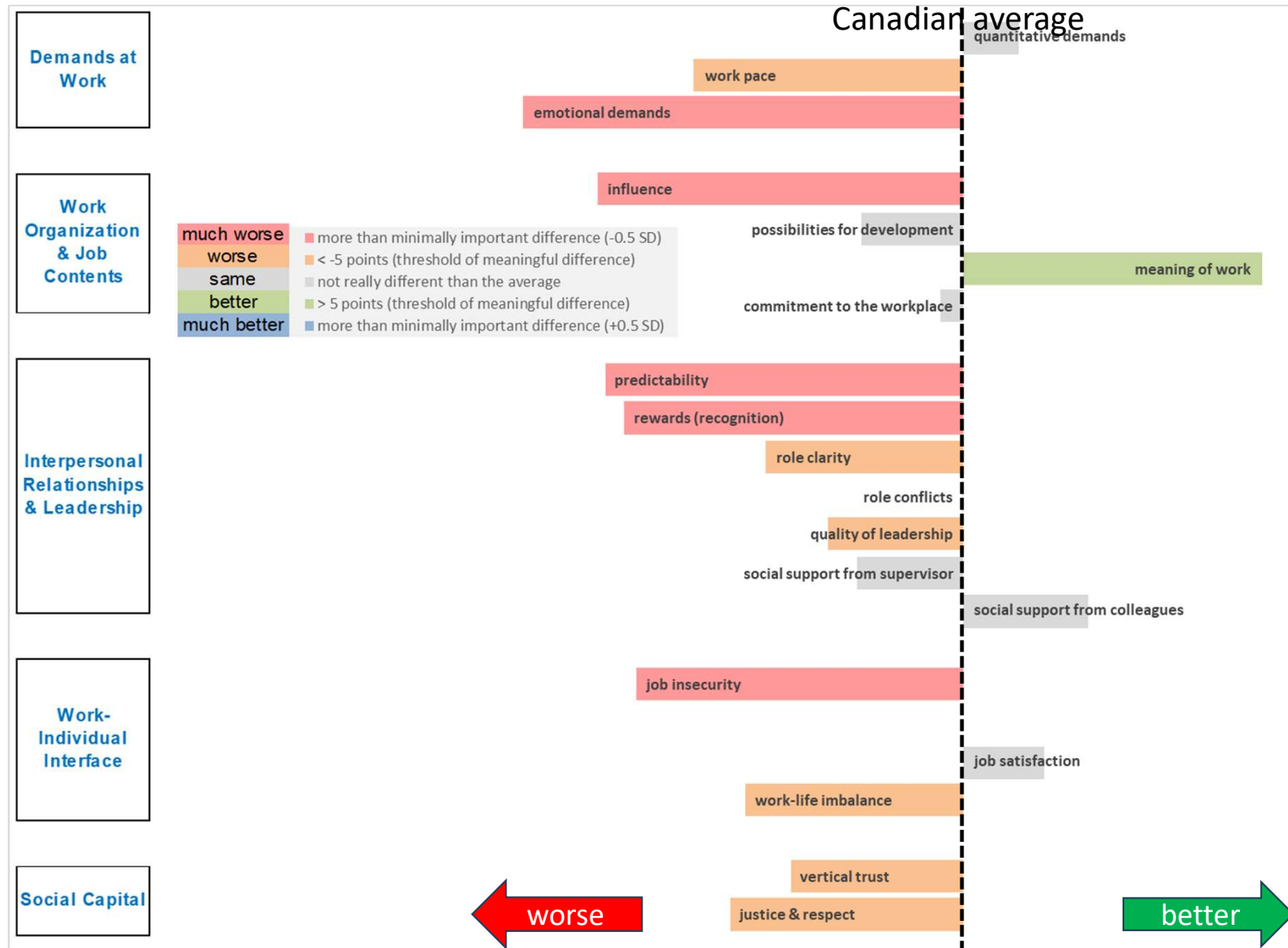


Response rate by job classifications:

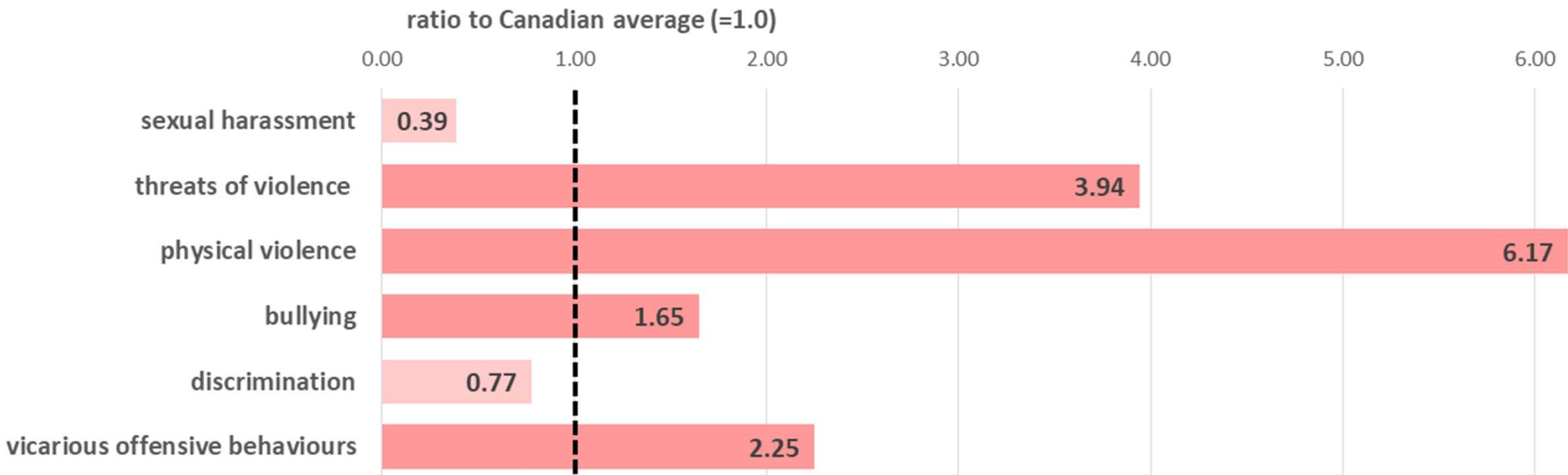
	<u># of responses</u>	<u># eligible</u>	<u>classification-specific response</u>
Designated Early Childhood Educator	55	72	76.4%
Child & Youth Worker	35	37	94.6%
Secretarial/Clerical	75	83	90.4%
Educational Assistant	220	250	88.0%
IT/Technical Resource Assistant	27	40	67.5%
total:	412	482	85.5%



Comparison with Canadian Reference Population:



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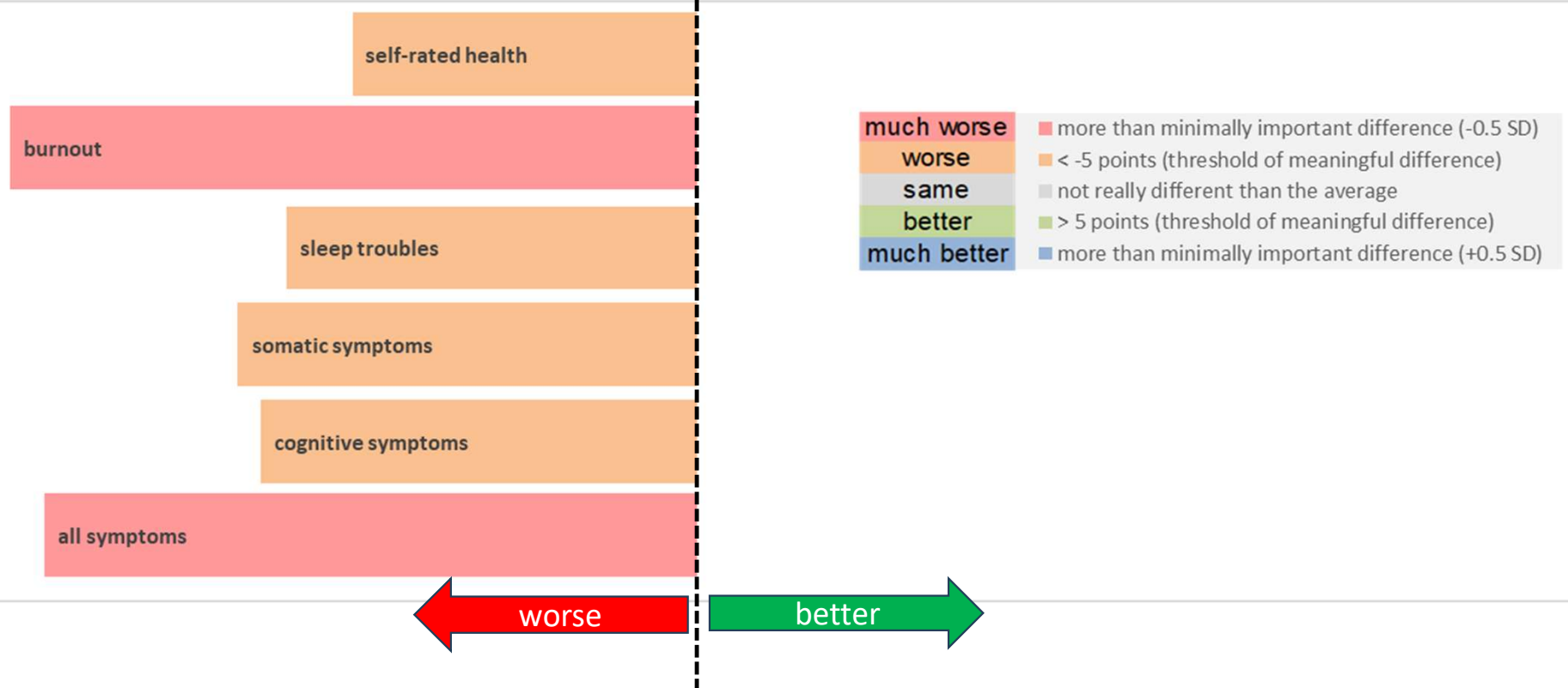
Offensive behaviour by job classification

	sexual harassment	threats of violence	physical violence	bullying	discrimination	vicarious offensive behaviours
IT/Technical Resource Assistant	0.0%	11.1%	7.4%	19.2%	0.0%	50.0%
Secretarial/ Clerical	0.0%	32.4%	26.5%	30.9%	10.4%	47.1%
Designated Early Childhood Educator	1.8%	43.6%	54.5%	27.8%	11.1%	66.0%
Educational Assistant	5.2%	68.4%	80.8%	43.1%	13.3%	72.0%
Child & Youth Worker	9.1%	88.2%	79.4%	55.9%	23.5%	82.4%
EKOS wtd 2023 results	9.6%	14.3%	10.1%	22.9%	15.9%	29.5%



Comparison with Canadian Reference Population:

Canadian average



Health and Well-being

	self-rated health	burnout	sleep troubles	somatic symptoms	cognitive symptoms
IT/Technical Resource Assistant	57	50	47	34	42
Secretarial/ Clerical	59	57	52	33	39
Educational Assistant	51	68	54	39	47
Child & Youth Worker	54	69	60	41	49
Designated Early Childhood Educator	49	70	56	38	51
EKOS wtd 2023 results	60	51	44	28	36

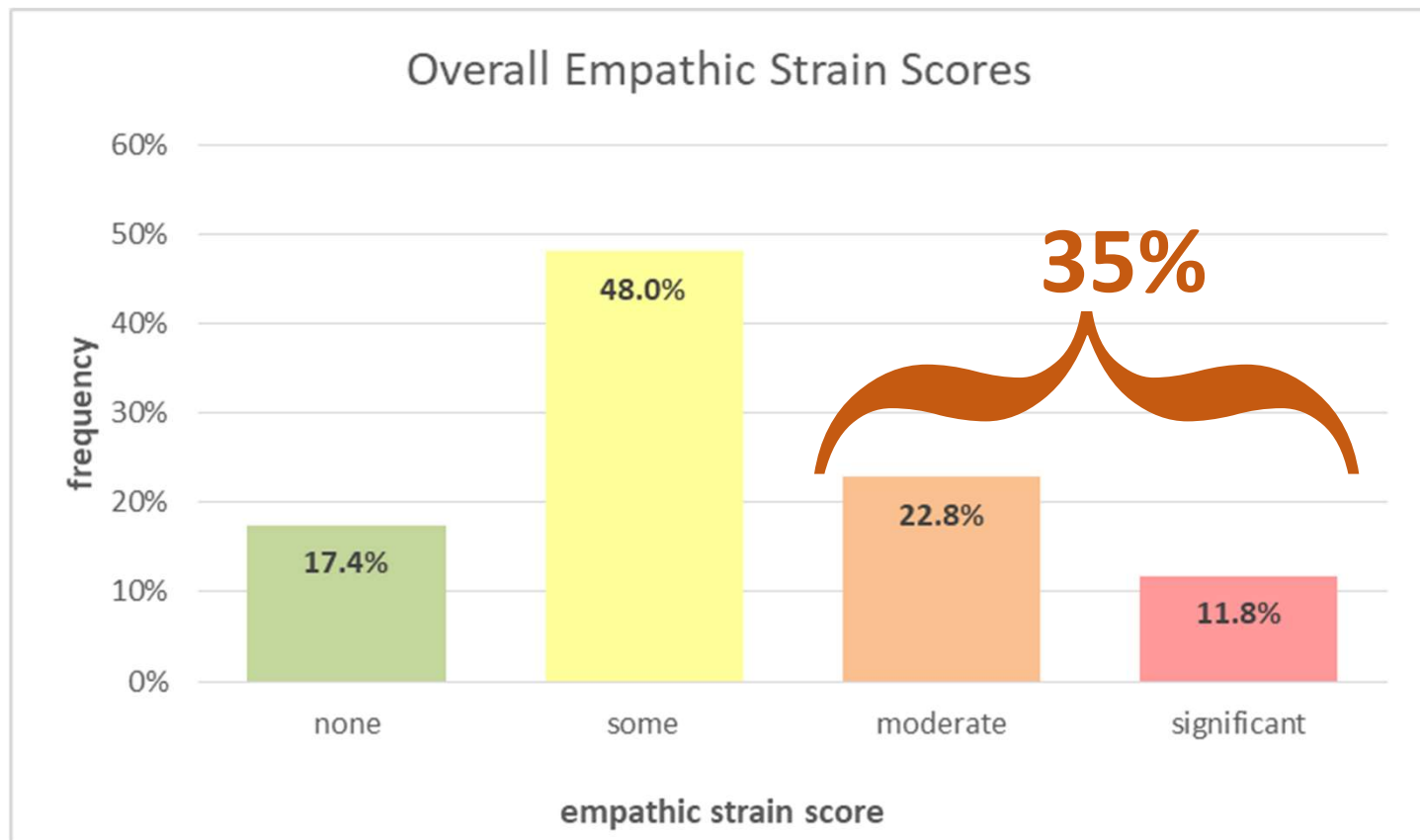


Empathic Strain

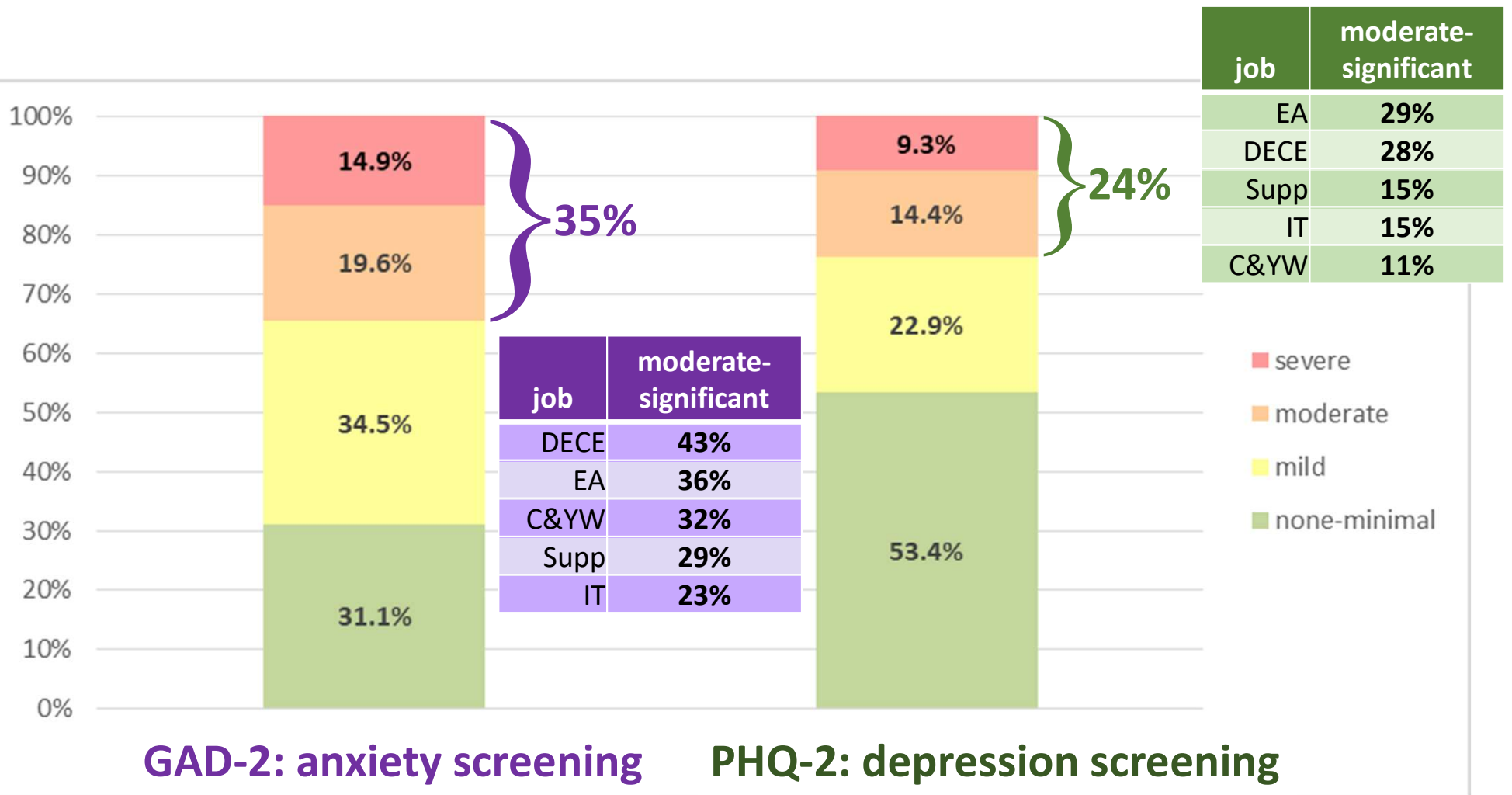
taken from:

Richard E. Adams, Joseph A. Boscarino, and Charles R. Figley,
"Compassion Fatigue and Psychological Distress among Social
Workers: A Validation Study",
Am J Orthopsychiatry. 2006 January ; 76(1): 103–108

job	moderate-significant
C&YW	43%
DECE	38%
EA	34%
Supp	27%
IT	19%

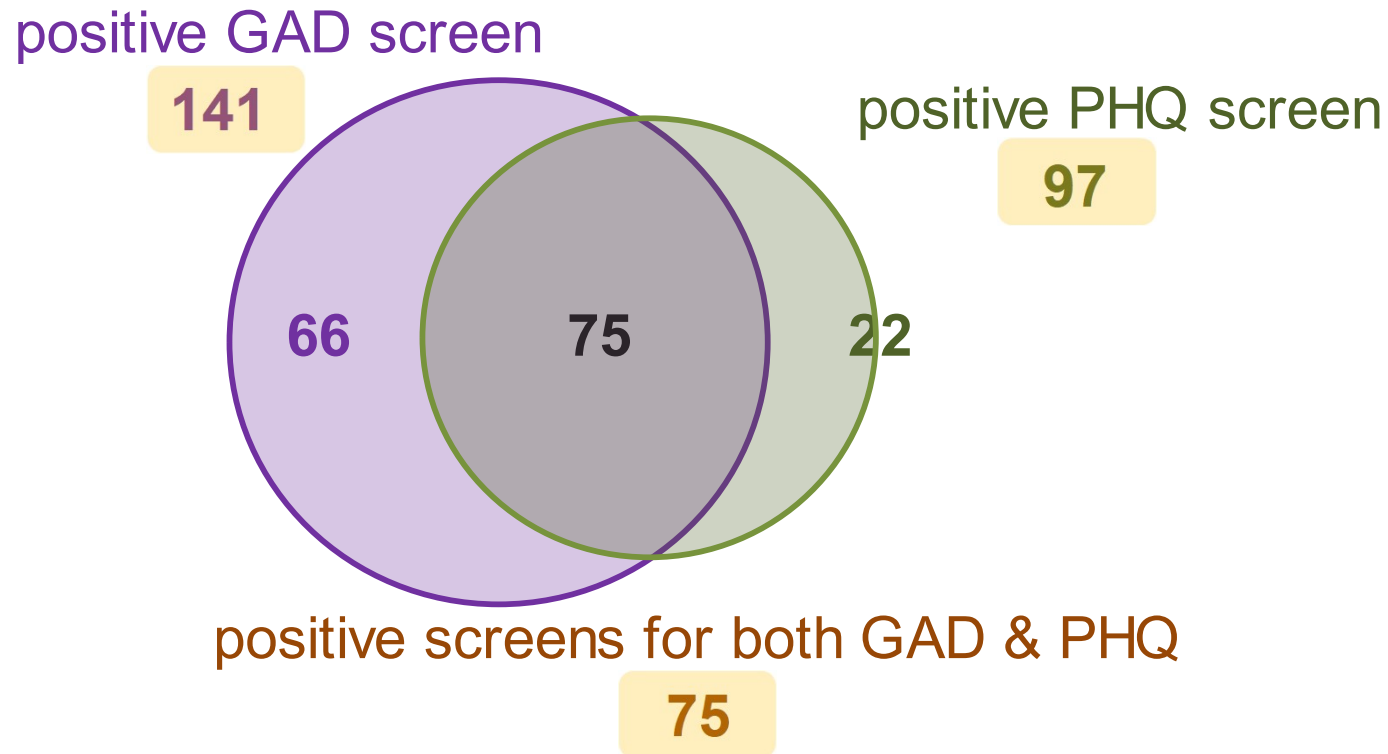


Mental Health Screening:



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A lot of members screening positive!



screening positive for both anxiety & depression symptoms

18.3%

2023 EKOS dual positive screens: 17.6%



Top issues:

Emotional demands

Recognition

Role conflicts

Meaning of work

Offensive behaviours

Quality of leadership

