

National Standard for Psychological Health and Safety in the Workplace:



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One in **Five**

- One in **5** Canadians will experience a mental problem or illness in any given year.
- On any given week, at least **500,000** employed Canadians are unable to work due to mental illness.”
- Every year mental illnesses costs the Canadian economy an estimated **\$51** billion (at least) annually in absenteeism, disability claims, and medical services used.

Why is Mental Health a **Workplace Issue?**

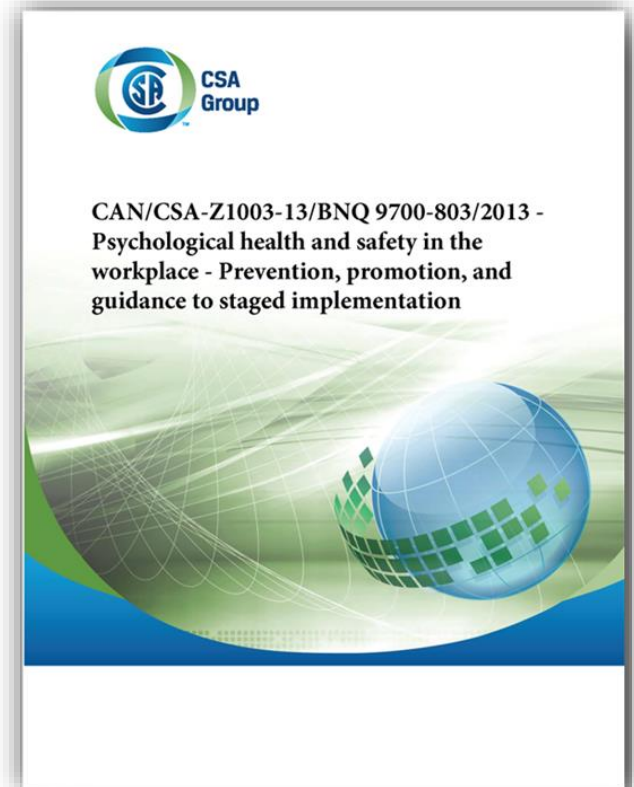
- Risk Management
- Cost Effectiveness
- Safety
- Legal
- Recruitment & Retention
- Organizational Excellence & Sustainability
- Productivity
- Shareholder Return



Psychological Health and Safety Standard

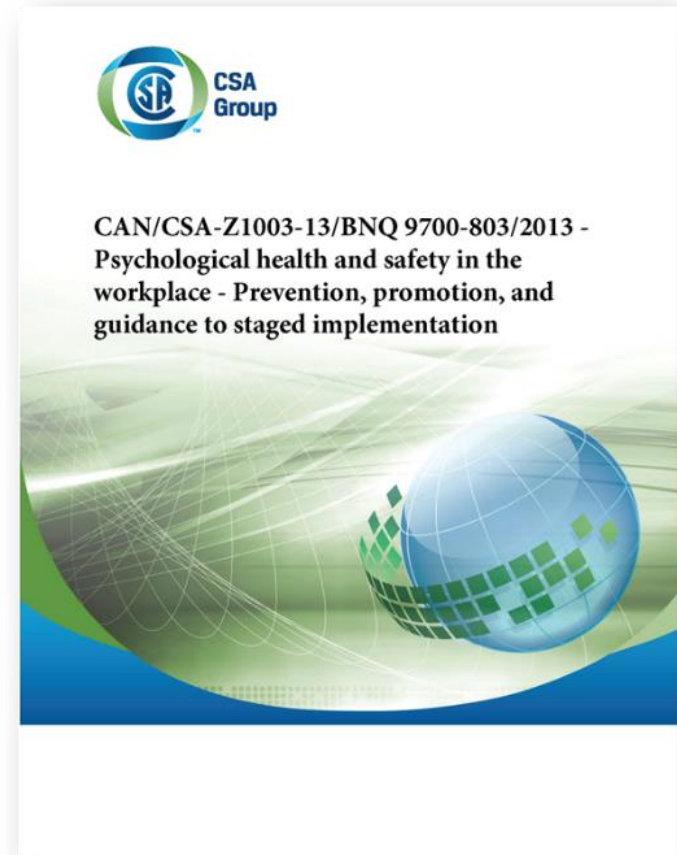
“It’s time to start thinking about mental wellbeing in the same way as we consider physical wellbeing, and the Standard offers the framework needed to help make this happen in the workplace.”

*Louise Bradley, President & CEO,
Mental Health Commission of Canada*



Psychological Health and Safety Standard

- Provides a framework for addressing mental injury and harm prevention
- First in the world
- Voluntary standard is available free
- Focuses on workplace practices & processes not individual health issues
- Tailored to the needs & existing resources of each workplace
- Developed by employer/worker/regulator and subject matter stakeholders
- 35,000 downloads and counting!



Psychologically Safe Workplace

- Every reasonable effort is made to **PROTECT** the mental health of workers
and
- Every reasonable effort is made to **PROMOTE** the mental health of workers.
- Allows **NO HARM** to worker mental health in negligent, reckless or intentional ways.

The Standard – **Guiding Principles**

- **Shared** responsibility and **active** participation among all workplace stakeholders
- **Demonstrated and visible commitment** from senior management
- **Integrate** PHS into organizational decision making
- **Focus** on health, safety, awareness and promotion

The National Standard

- A **planned approach** to address workplace factors known to impact psychological health.
- Provides a **framework** to create and continually improve a psychologically healthy and safe workplace.
- Follows OHS management system format
- Voluntary
- Right now you can get a free copy

Collaboration of Thoughts and Models

The CSA Z1000 Model



Mental Health and Safety Management System

PLAN

- Commitment, leadership, participation, confidentiality
- Planning
 - Planning process
 - Review
 - Identification, assessment and control
 - Data collection
 - Diversity
 - Objectives and targets
 - Managing change



Mental Health and Safety Management System

DO (Implementation)

- Infrastructure and resources
- Preventive and protective measures
- Education, awareness and communication
- Sponsorship, engagement and change management
- Implementation governance
- Competence and training
- Critical event preparedness
- Reporting and investigations
- External parties



Mental Health and Safety Management System

CHECK

- Monitoring and measurement
- Internal audits
- Preventive and corrective actions



Mental Health and Safety Management System

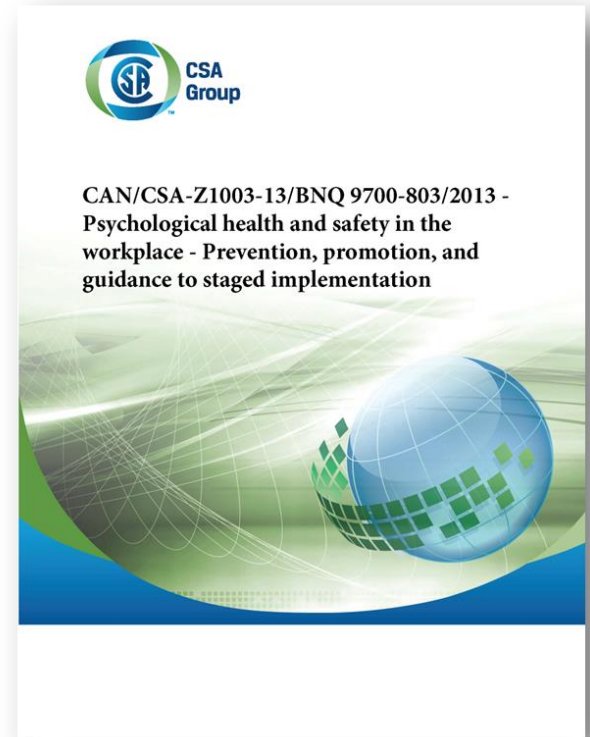
ACT

- Review process
- Outcome of the review process



Informative Annexes in the Standard

- Supplemental Background & Context
- Resources for Building a PHS Framework
- Sample Implementation Models
- Case Studies
- Sample Audit Tool
- Discussion of Relevant Legislation or Regulation as of Sept 2011
- Related Standards & Guides
- Informative References



Thirteen **Workplace Factors**



Assembling the Pieces Implementation Guide

CSA Group Resource to Support CSA Z1003 Implementation

Building the Foundation



Identifying Your
Opportunities

Implementing the Plan

Identifying Your Objectives

GuardingMinds

@ WORK

ASSESSMENT

- Initial Scan
- Employer Audit
- PSR-13 Employee Survey

ACTION

- Risk Report Card
- Action Responses
- Action Planning Worksheet

EVALUATION

- Evaluation Planning Worksheet

Resourced:

Psychological Support – Stigma

What Can You Do?

Co-Worker /Supervisor

- Put the person ahead of the illness
- Learn the facts
- Speak with dignity and respect
- Speak up
- Support your co-workers

Employer

- Educate and inform
- Foster a healthy workplace environment
- Strengthen leader's skills
- Start at the top
- Promote accessibility
- Foster a “help-seeking”

Psychological Support – **Training & Development** What Can You Do?

Co-Worker /Supervisor

- Learn the facts, participate in training
- Learn about your benefit and support programs
- Ask and learn how to support your co-workers

Employer

- Build mental health literacy
- Focus on leader training
- Peer support programs
- Review your providers services
- Review your programs

Psychological Support – Communication

What Can You Do?

Co-Worker /Supervisor

- Speak with dignity and respect
- Talk about mental health
- Use proper terminology
- Share your information

Employer

- Communicate!
- Openly discuss mental health
- Find a champion
- Share online resources
- Provide access to risk assessments
- Talk about your benefit program

Psychological Support – RTW

What Can You Do?

Co-Worker /Supervisor

- Set an example for the rest of the staff
- Show how much you respect, value and trust the returning employee
- Don't make assumptions,
- Include the worker in water-cooler talk
- Ask what your co-worker needs

Employer

- Encourage early RTW if possible
- Meet with the employee before the RTW date
- Address back to work fears
- Suggest a mid week start date and a gradual RTW
- Ask what the employee needs
- External facilitator for RTW

Psychological Support – Resilience

What Can You Do?

Co-Worker /Supervisor

- Understand the importance of mental health
- Be optimistic and supportive
- Trust your judgment
- Keep perspective
- Be responsive
- Know your stress triggers
- Take care of yourself

Employer

- Mental health infrastructure
 - Awareness & communication
 - Enhance access to behavioural health services and benefits
 - RTW & accommodation
 - Screening tools
 - Conflict resolution
- Don't forget middle management

Implementation – A Journey

1. Take baseline measurement
2. Give credit for what is in place
3. Identify workplace specific hazards, risks & controls
4. Develop a process for moving forward
5. Integrate best practices with existing systems & processes
6. Equip workplace leaders with knowledge, tools & resources to help workers
7. Connect with community resources
8. Self-declare conformance to the National Standard

In Summary

- The Standard is voluntary – good practice for organizations & leaders seeking solid guidance
- The Standard provides necessary guidance to establish & maintain an effective psychological health & safety system
- Implementation will be a journey
- Numerous resources are available to help

Get Your Copy of **The Standard**

- Standard will be offered at no cost for the first **5** years
- Standard available from BNQ and CSA:

BNQ (www.bnq.qc.ca) and CSA (www.csa.ca)

Questions

