

# Health & Safety Learning Symposium

Psychological Health and Safety  
in the Workplace

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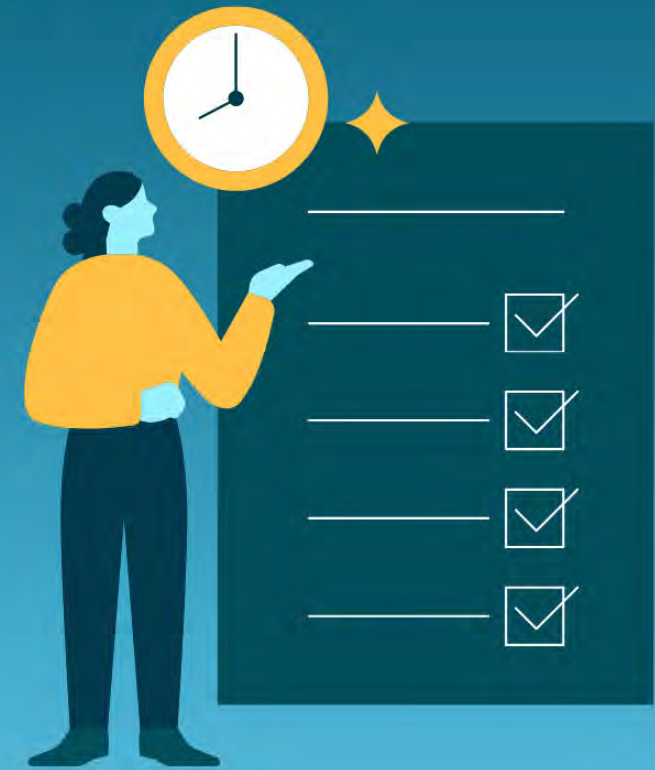
 [www.workplacenl.ca/symposium](http://www.workplacenl.ca/symposium)

**WorkplaceNL**



# Learning Objectives

- Psychological Health & Safety Statistics
- The 3 Pillars of Psychologically Safe Work
- Psychologically Unsafe Work
- How to Prevent Psychological Hazards
  - *The Role of the Employer*
  - *The Role of the Employee*
- Case Study





# **Psychological Health & Safety Statistics**



# 45%

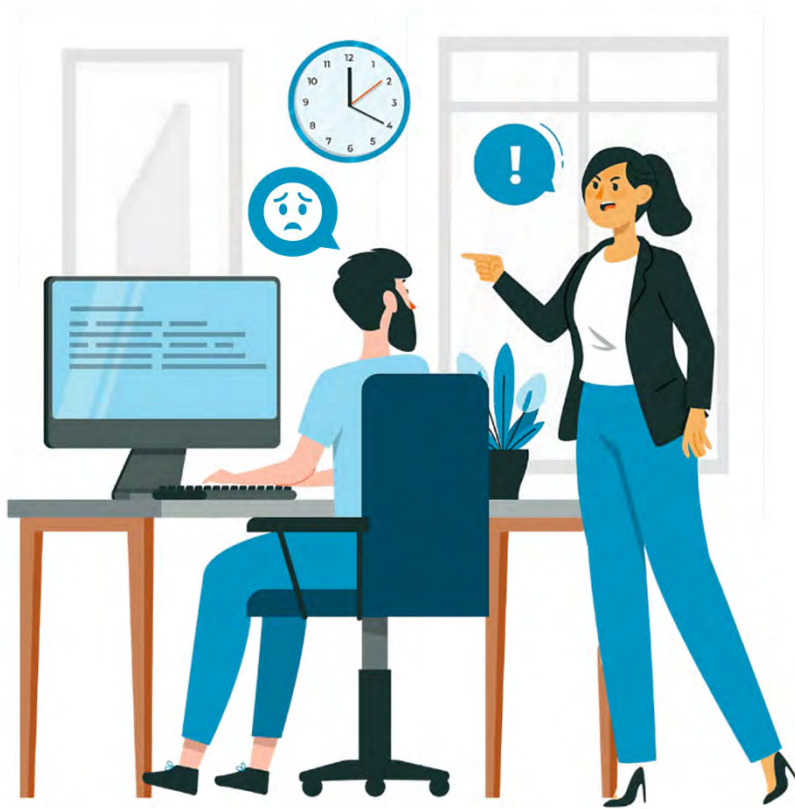
of workers say their employer does  
**not** promote work-life balance





45%

of workers say they do **not** feel supported  
when dealing with personal issues



# 28%

of workers do **not** feel like they are treated with respect and fairness in the workplace



# 50%\*

**of workers say their workplace does not:**

- Hold people accountable for their actions
- Demonstrate organizational values
- Build trust



**22%**

**Frequently experience burnout**

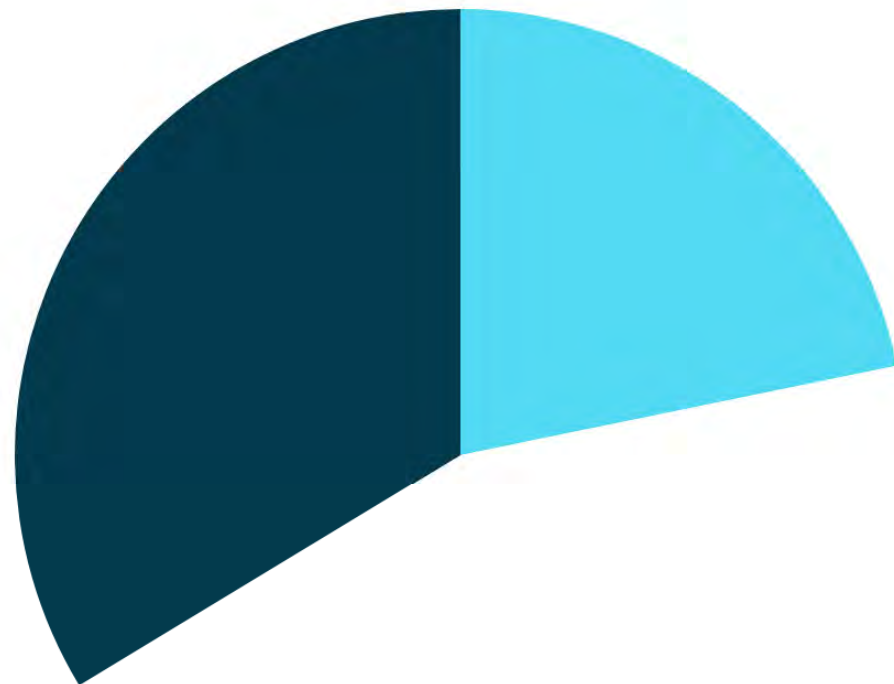


**22%**

**Frequently experience burnout**

**34%**

**Sometimes experience burnout**



**22%**

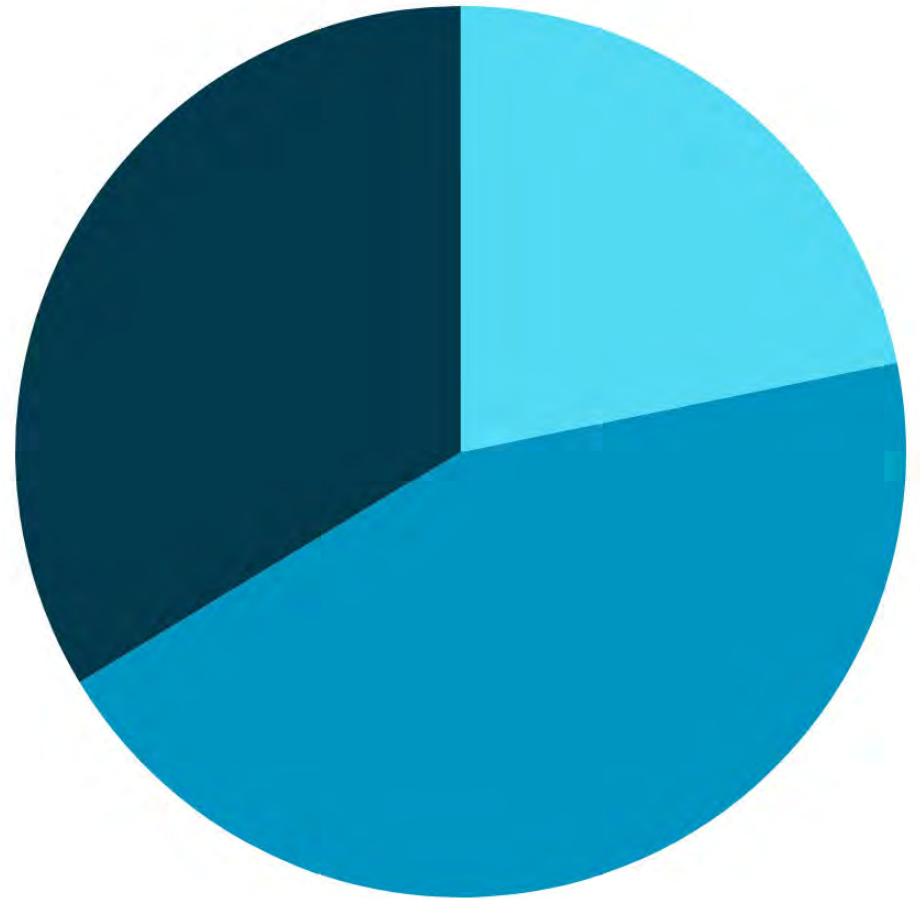
Frequently experience burnout

**34%**

Sometimes experience burnout

**45%**

Rarely experience burnout



# What is a Psychologically Healthy and Safe Workplace?

A **psychologically healthy and safe workplace** is a workplace that promotes workers' psychological well-being and actively works to prevent harm to worker psychological health, including in negligent, reckless, or intentional ways.



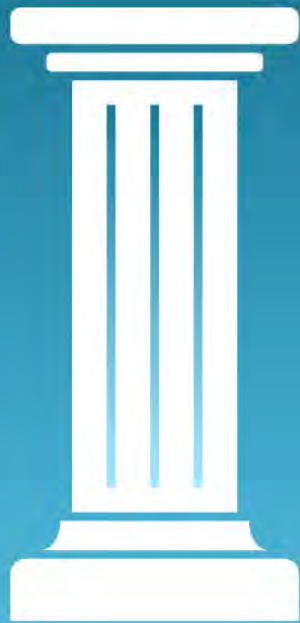
# Psychological Hazards

**are elements of the work environment, organizational and management practices that pose a risk to an employee's mental health and well being.**

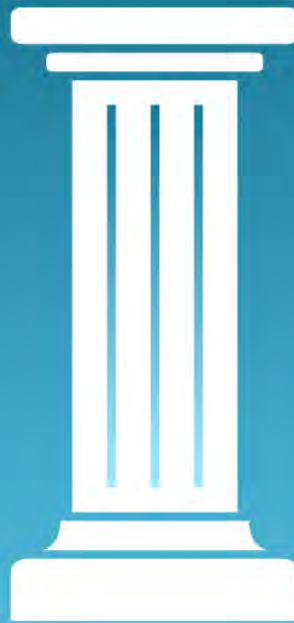


# **The Three Pillars of Psychologically Safe Work**

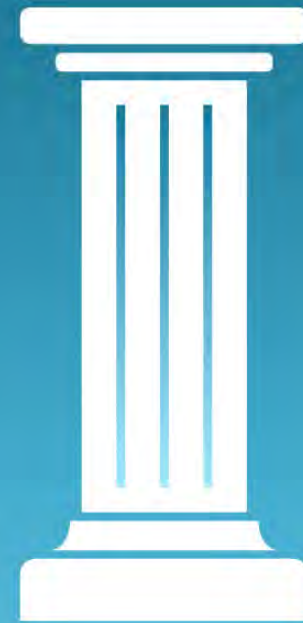
**Prevention  
of Harm**



**Promotion  
of Health**



**Resolution  
of Incidents**

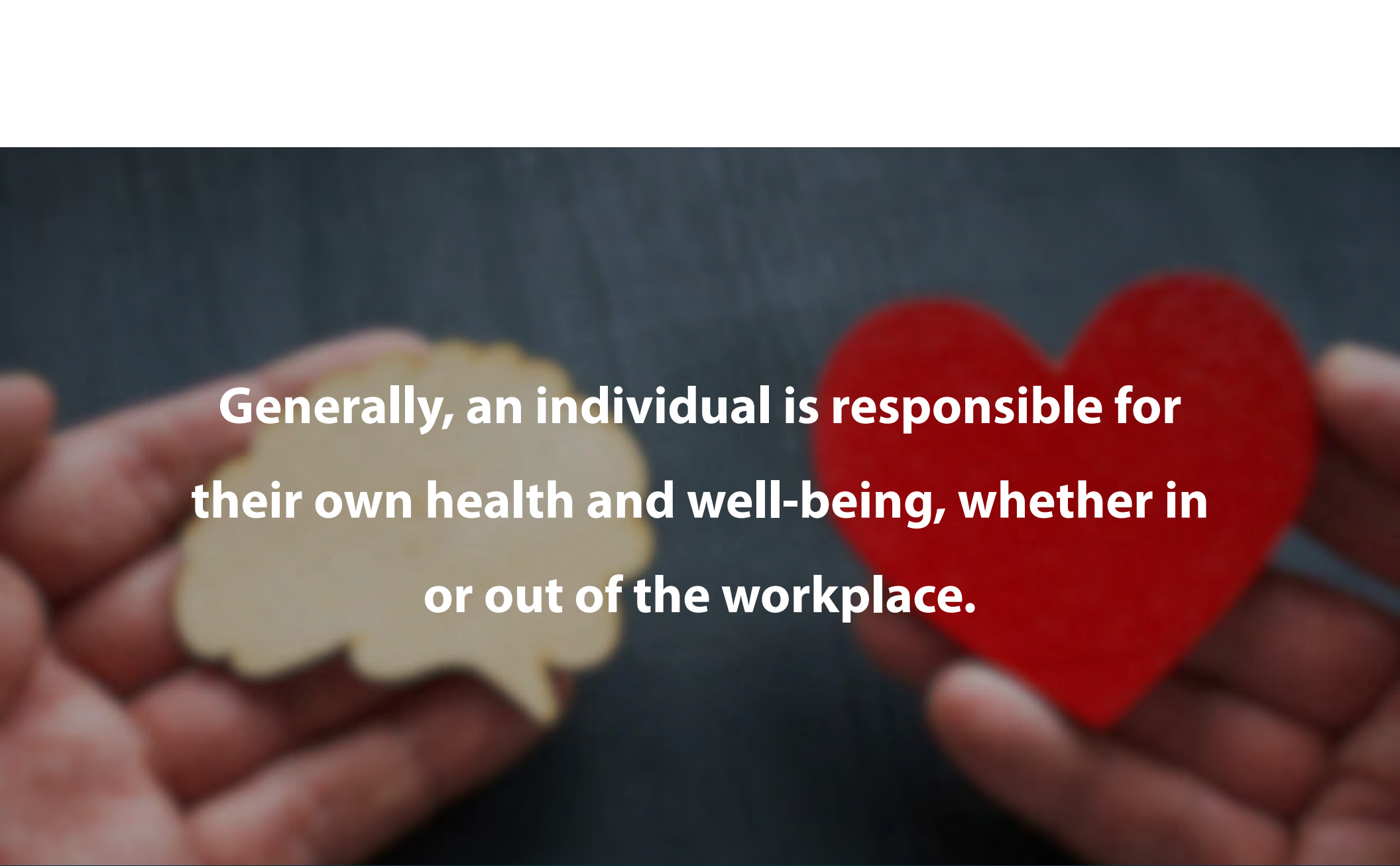


# Psychologically Unsafe Work



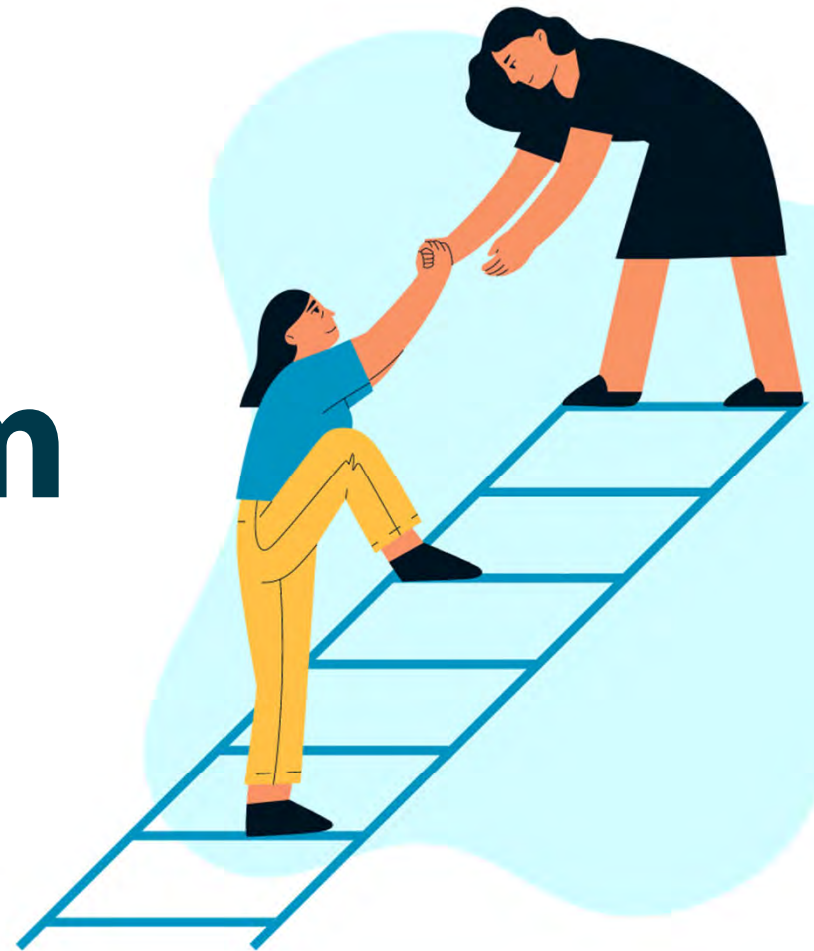


**All professions and workplaces have  
psychosocial hazards.**



**Generally, an individual is responsible for their own health and well-being, whether in or out of the workplace.**

# Do No Harm



# The Goal is a Workplace Where Workers...







- ✓ **Are invested**
- ✓ **Contribute their best effort**
- ✓ **Feel recognized**
- ✓ **Have energy left at the end of day**

# The Business Case



# The Health Case





**Organizations and workers have a shared responsibility  
for health, safety, and well-being at work.**



# How to Prevent Psychological Hazards

The Role of the Employer



**Employers are responsible to have a system in place to identify, assess, and control workplace hazards.**





## Identifying Hazards

- Conducting assessments or surveys
- Asking for feedback
- Observing workplace culture
- Reviewing records

# Common Psychosocial Hazards



## Poor Support

- Not being provided practical support to carry out the job
- Working in isolation
- Supervisors leading large numbers of workers, making it difficult to provide adequate support
- Inadequate opportunity within work hours to speak with their colleagues or managers





## Controls for Poor Support

- Establish clear reporting lines
- Provide leaders with soft skill development that includes both task and emotional support
- Provide practical solutions for concerns, such as backfilling vacant roles
- Establish procedures to support workers affected by a negative work event





## Lack of Reward/Recognition

- Lack of positive feedback about work performance
- No process for regular performance discussions, planning and goal setting



## Controls for Low Reward and Recognition

- Implement a performance review process
- Recognize workers for good work
- Provide leaders with strategies to recognize and reward workers
- Provide feedback that is timely, practical and specific to work tasks



**What is a Psychological Health and Safety  
Hazard You've Recognized in  
Your Own Workplace?**



**Commitment  
is Key!**

# Understand the Worker

Workers have a range of needs, including:

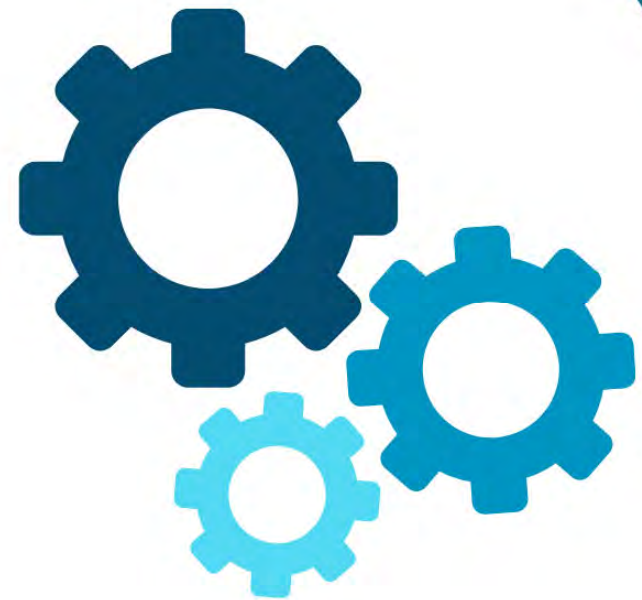
- Strong leadership
- Personal development and meaningful work
- Equal opportunity and fairness





# General Tips

- Create and model a respectful workplace culture
- Train leaders to be psychologically safe leaders
- Provide clear expectations
- Build capability of workers, educate on mental health



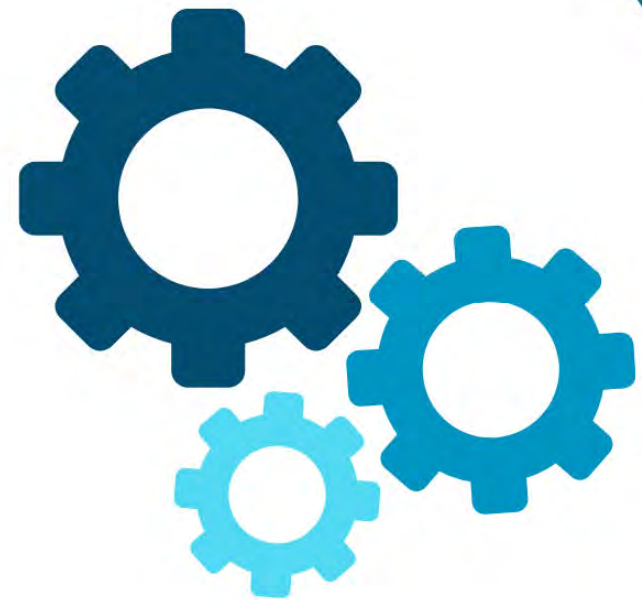
# General Tips

- Process to reporting psychosocial hazards
- Respond promptly and appropriately to concerns
- Educate about early warning signs of stress and fatigue



# General Tips

- Manage performance
- Promote balance and use of leave
- Support recovery from periods of high demand
- Provide an EAP





# The Role of the Employee

# Workers can...



# Follow workplace policies and practices

# Participate in health and wellness initiatives

# Support a mentally healthy atmosphere

# Report concerns

# OHS is a Shared Responsibility



# OHS is a Shared Responsibility

# Case Study

## Background

A principal observed that teachers were hesitant to share ideas and collaborate, leading to stagnant teaching methods and low morale.



# Implementation

She initiated a psychological safety program.

She began by taking steps to make sure all teachers felt valued and included through regular, inclusive team meetings.



# Implementation

She encouraged a culture where questions and experimentation were welcomed without fear of judgment.

She began actively recognizing and praising teachers' big and small contributions.





# Implementation

Finally, she facilitated open discussions where teachers could challenge existing practices and suggest improvements.



## Outcome

- Teachers reported feeling more supported and engaged
- Teachers experimented with new ways of doing things, leading to increased student engagement and happier teachers
- A more positive workplace







GuardingMinds  
@ WORK



This free resource  
supports employee  
success.

Workplace Strategies  
for Mental Health

Compliments of Canada Life

canada *life*™



# ISO 45003

The first global standard giving practical guidance on managing psychological health at work







CAN/CSA-Z1003-13/BNQ 9700-803/2013  
**National Standard of Canada**  
*(reaffirmed 2022)*

**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*



Commissioned by the  
Mental Health Commission of Canada





# Questions





*Thank you!*



## **Your Feedback is Important!**

Please complete the evaluation at the end of the day.