

GuardingMinds
@ WORK



Guarding Minds @ Work: A guide to workplace psychological safety and health

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GuardingMinds

@ WORK

A comprehensive set of tools to assist employers to ASSESS the psychological health and safety of their workplace, ADDRESS identified issues, and EVALUATE the effectiveness of their responses.

Free

Evidence-
Based

Accessible

Universal



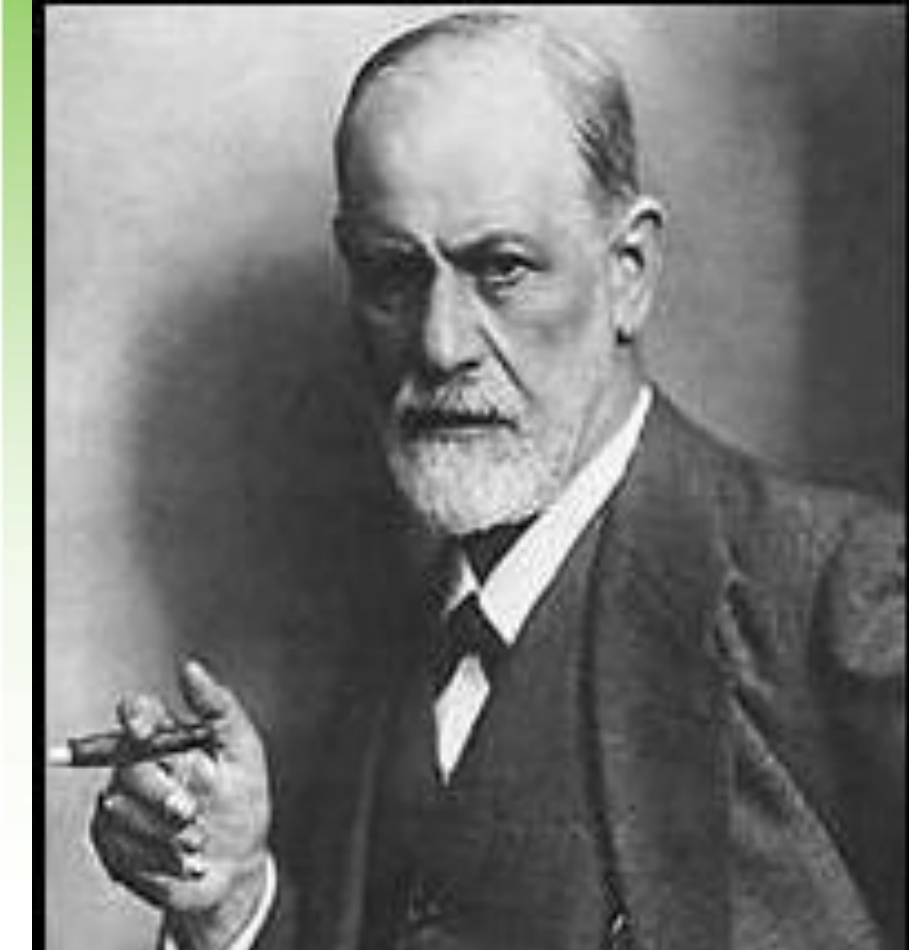
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- **Jan Belanger**, Assistant Vice-President, Community Affairs, GWL
- **Christina MacIsaac**, Program Manager, Community Relations, GWL




**Love and
work are the
cornerstones
of our
humanness**

MUST...
CONTROL...
FIST...OF...
DEATH...



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But on the other hand...



**“Therein we have one of the
fundamental paradoxes we face today:
Work is good for your mental health
and work can make you crazy”**

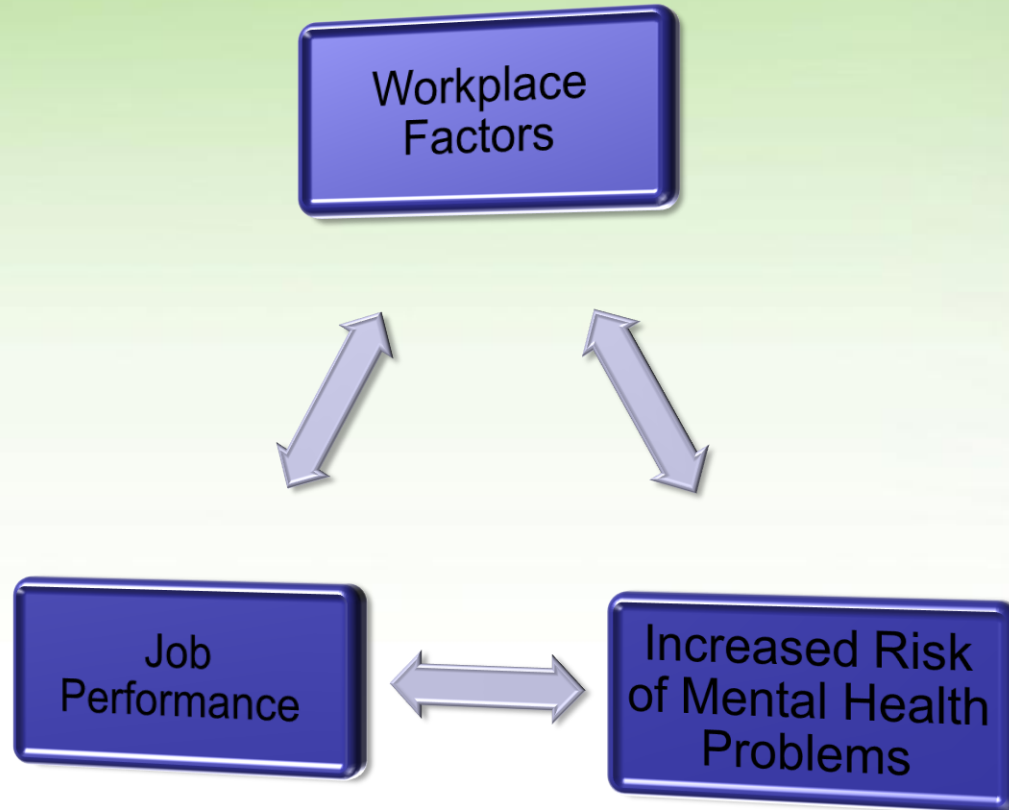
**Out of the Shadows at Last:
Transforming Mental Health, Mental Illness and Addiction Services in
Canada (2006)**
Standing Senate Committee on Social Affairs, Science and Technology
Honourable Michael J. L. Kirby, Chair

Why does this matter to Canadian employers?

Making the case



Health Case



Business Case

Presenteeism

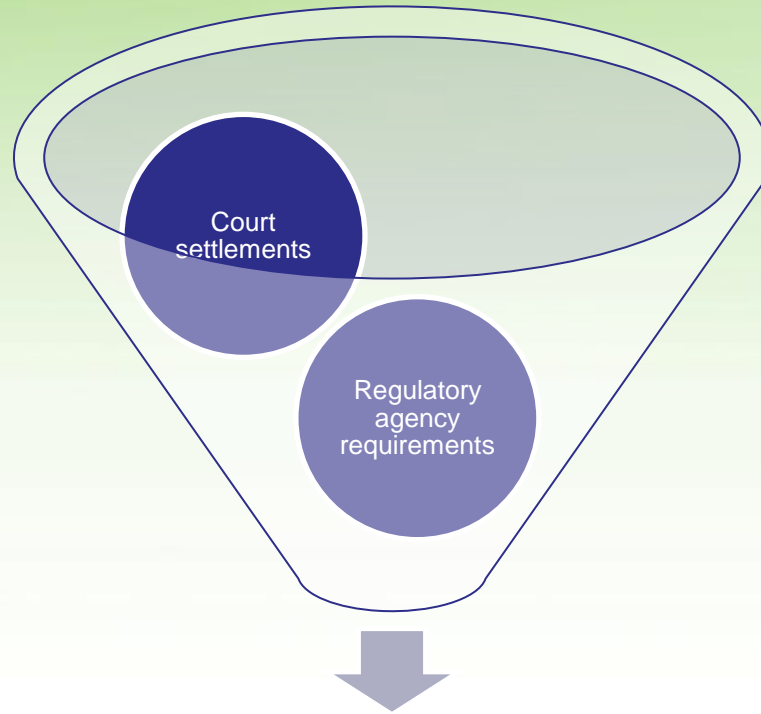
Absenteeism

Extended Benefits

Disability Premiums

Lost Productivity

Legal Case



National Standards



The mediating factor...






Workplace Stress Contributors

Work Environment:

- High workload and little control
- Lack of perceived support and recognition
- Change (positive or negative)

Employee Factors:

- Poor problem solving skills
- Poor interpersonal skills
- Poor stress management skills (work and home)



PSYCHOSOCIAL RISKS are organizational factors that impact psychological safety and health of employees.

There are twelve psychosocial risks (PSR-12) identified by GM@W, derived via:

- Consultation (employers, researchers, international experts)
- Review of the literature (scientific and professional)
- Focus groups (Quebec City, Toronto, Calgary, Vancouver)

PSR1: Psychological Support

PSR2: Organizational Culture

PSR3: Clear Leadership & Expectations

PSR4: Civility & Respect

PSR5: Psychological Job Fit

PSR6: Growth & Development

PSR7: Recognition & Reward

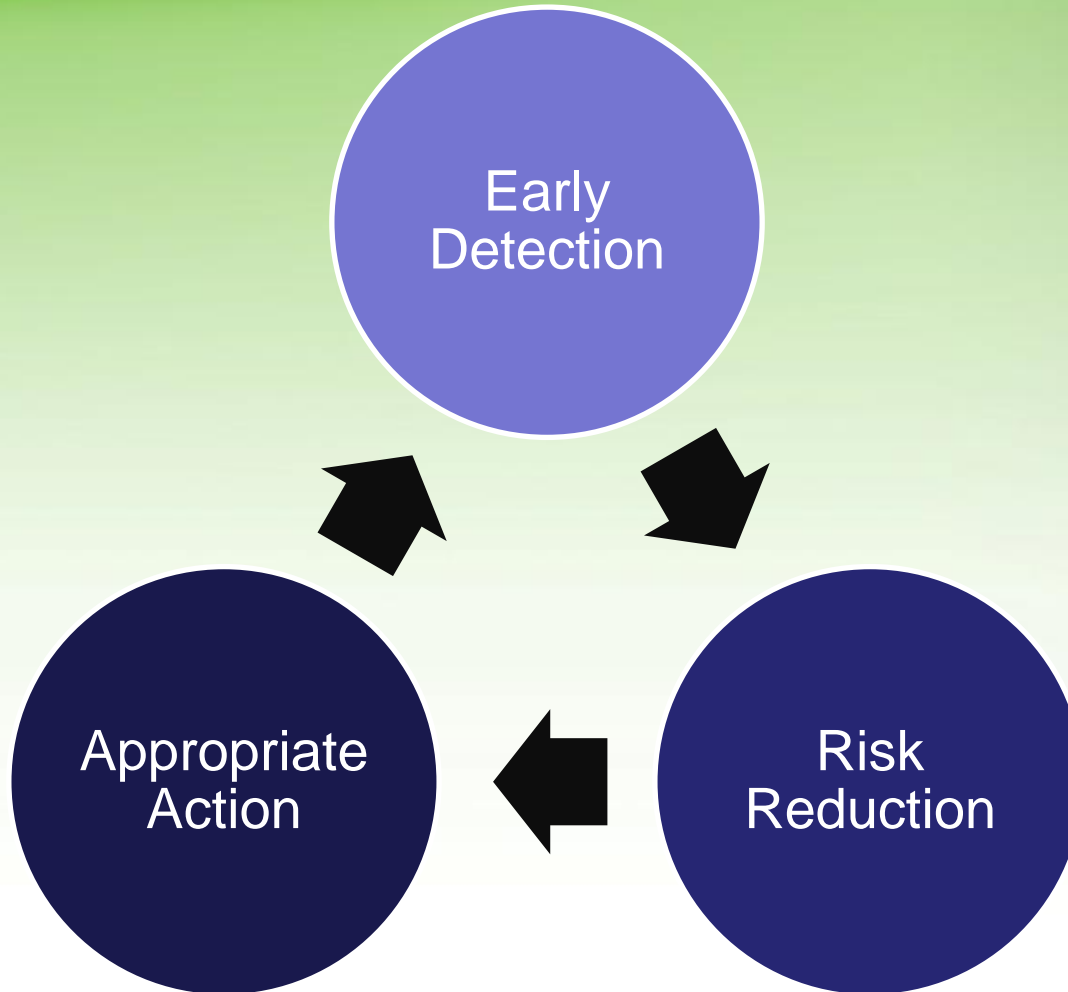
PSR8: Involvement & Influence

PSR9: Workload Management

PSR10: Engagement

PSR11: Balance

PSR12: Psychological Protection





A Psychologically Safe & Healthy Workplace = a work environment that promotes employees' psychological well-being and allows no harm to employee mental health in negligent, reckless or intentional ways



1 in 5 (19%) Canadian employees feel at psychological risk in their workplace, but, new tool suggests 3 in 10 (29%) may actually be at risk

Sector	Serious Concerns	Significant Concerns	Total % Reporting Risk
Manufacturing	5%	33%	38%
Public administration	3%	29%	32%
Health care and social assistance	4%	28%	32%
Retail trade	4%	24%	28%
Finance and insurance	2%	22%	24%

■ 5-9 (Serious Concerns) ■ 10-13 (Significant Concerns) ■ 14-16 (Moderate Concerns) ■ 17-20 (Minimal Concerns)

TOTAL 4% 25% 40% 31%

PSR-1: Psychological Support 7% 27% 37% 29%

PSR-2: Organizational Culture 8% 29% 37% 26%

PSR-3: Clear Leadership & Expectations 7% 26% 35% 31%

PSR-4: Civility & Respect 6% 25% 37% 31%

PSR-5: Psychological Job Fit 4% 22% 40% 34%

PSR-6: Growth & Development 8% 25% 35% 33%

PSR-7: Recognition & Reward 7% 25% 34% 34%

PSR-8: Involvement & Influence 5% 19% 35% 41%

PSR-9: Workload Management 4% 25% 38% 33%

PSR-10: Engagement 2% 9% 30% 59%

PSR-11: Balance 7% 27% 34% 32%

PSR-12: Psychological Protection 9% 24% 34% 33%



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Psychological Safety & Health

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ASSESSMENT TOOLS

- Organizational Audit
- Initial Scan
- PSR-12 Employee Survey

ACTION STRATEGIES

- Risk Report Card
- Action Responses
- Action Planning Worksheet

EVALUATION CRITERIA

- Evaluation Planning Worksheet


[GM@W Dashboard Login >](#)

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Guarding Minds @ Work:

A Workplace Guide to Psychological Safety & Health



Welcome to Guarding Minds @ Work

Welcome to Guarding Minds At Work

There's a new idea in occupational health. This idea is psychological safety and health: safeguarding the psychological health of your workforce.

Guarding Minds @ Work (GM@W) provides the following:

- An explanation of the concept of psychological safety and health.
- The business, legal and health case for why this is critically important to all Canadian employers.
- Practical, user-friendly tools designed specifically to measure the psychological safety and health of your workplace.
- Concrete actions that you can take to improve the psychological safety and health of your workplace.
- Tools to evaluate whether what you've done works.

This sounds pretty ambitious, but there are parallels in the area of physical safety and health through the development of standards and practices for occupational safety and health. Over the last few decades, initiatives in the area of physical safety and health have served to reduce the rate of workplace accidents and work-related illnesses. GM@W is intended to expand this area into the domain of psychological safety and health.



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WORKSHOPS



UPCOMING EVENTS



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1. Identify Organizational Needs



2. Determine Appropriate Assessment Components



3. Identify Key Participants



4. Create a Communication Plan



5. Sign up for the GM@W dashboard

There are 5 steps to take before you are ready to implement GM@W at your workplace. It is important to take these steps sequentially. This next series of screens will walk you through the necessary steps to ensure that you are able to properly implement GM@W. If you wish, you may download a PDF version of this walkthrough for reference.

Pay special attention to the actions you need to take at each step - this involves your input. Write your thoughts down so you can refer back to them later.

We have also provided several **Assessment**, **Action** and **Evaluation** tools to help you successfully implement GM@W in your workplace. To learn more about these tools, click on the links to the left.

[Download PDF Version](#)

[Start >](#)



[SIGN UP FOR THE GM@W DASHBOARD TO ACCESS TOOLS >](#)



[SIGN UP](#)

PSR 1: Assessment Survey results

Your Organization (n = 1)

100

Ipsos Reid (n = 6804)

7%

27%

37%

29%

Serious Concerns = 5-9 Significant Concerns = 10-13 Moderate Concerns = 14-16 Minimal Concerns = 17-20



PSR 1: Psychological Support Actions

- Work Environment (norms, values & practices) e.g. mental health promotion
- Training & Development: e.g. manager training
- Communication e.g. maintain contact with employees off work due to MH concerns
- Formal programs and policies e.g. RTW plans include relapse management
- ?????



Evaluation

1. Determine purpose (QI, accountability, cost-effectiveness, uptake)
2. Gather participants (employees, management , union)
3. Identify short and long term indicators (practical, realistic, relevant, modifiable)
4. Collect and analyze your data
5. Modify your action plans as needed
6. Keep going!



Thank You

Questions?

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