Service Hospitality

A Workplace Lens on Physical & Mental Health

Understanding the 13 Psychosocial Factors

HEALTHY & SAFE WORKPLACES.
Prospering.

What is Psychological Health and Safety in the Workplace?

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What is Mental Health?

Mental Health and the Workplace:

Close to 50% of a worker's waking time is spent in the workplace.

- 500,000 Canadians, in any given week, are unable to work due to mental health problems
- 1 in 3 workplace disability claims are related to mental illness.
- 70% of disability costs are attributed to mental illness
- 67% - the number of people who say their current job expectations are too demanding
- 28.4% the number of people who report high work-related stress

Source: Mental Health Commission of Canada, "Home| Mental Health Commission of Canada"

What can cause psychological harm in the workplace?

How can I eliminate or control these hazards?

If an incident occurs, how can I respond supportively in order to take corrective actions?

Managing Workplace Psychological Hazards

SPOT THE HAZARD

ASSESS THE RISK

MAKE IT SAFE

CSA Group

BNQ Bureau de normalisation du Québec

CAN/CSA-Z1003-13/BNQ 9700-803/2013
National Standard of Canada
(reaffirmed 2018)

Psychological health and safety in the workplace —

Prevention, promotion, and guidance to staged implementation

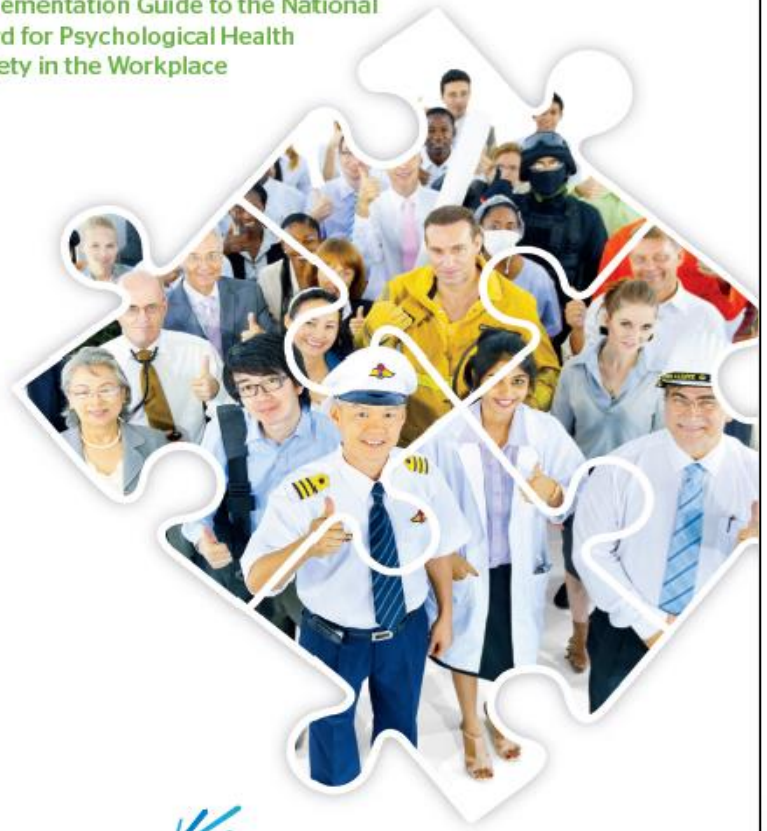
Disponible en français
Santé et sécurité psychologiques en milieu de travail — Prévention, promotion et lignes directrices pour une mise en œuvre par étapes

Commissioned by the
Mental Health Commission of Canada

Standards Council of Canada
Conseil canadien des normes

Assembling the Pieces

An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace



CSA Group

Mental Health Commission of Canada
Commission de la santé mentale du Canada

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What is a Psychological Hazard?

Psychological hazards include aspects of the work organization, social factors at work, work environment, equipment and hazardous tasks.

The Standard identifies 13 workplace psychosocial factors over which the workplace has control, which can promote positive workplace mental health, or conversely can cause harm.

13 PSYCHOSOCIAL FACTORS

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13 PSYCHOSOCIAL FACTORS

Organizational Culture

Psychological Support

Clear Leadership & Expectations

Civility & Respect

Psychological Demands

Growth & Development

Recognition & Reward

Involvement & Influence

Workload Management

Engagement

Balance

Psychological Protection

Protection of Physical Safety

Organizational Culture

The degree to which a work environment is characterized by trust, honesty and fairness.

WHY?

Organizational trust is imperative for any positive and productive social processes within any workplace. Trust is a predictor of cooperative behavior, organizational citizenship behaviors, organizational commitment and employee loyalty – all of which in turn help retain and attract employees.

Psychological Support

A work environment where coworkers and supervisors are supportive of employees' psychological and mental health concerns and respond appropriately as needed.

WHY?

The more employees feel they have psychological support, the greater their job attachment, job commitment, job satisfaction, job involvement, work mood, desire to remain with the organization and job performance.

Clear Leadership & Expectations

A work environment where there is effective leadership and support that helps employees know what they need to do, how their work contributes to the organization, and whether there are impeding changes.

WHY?

Effective leadership increases employee morale, resiliency and trust, and decreases employee frustration and conflict.

Civility and Respect

A work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.

WHY?

A civil and respectful workplace leads to:

- greater job satisfaction
- greater perceptions of fairness
- more positive attitude
- improved morale
- better teamwork
- greater interest in personal development
- engagement in problem resolution
- enhanced supervisor-staff relationships
- reduction in sick leave and turnover.

Psychological Competencies & Requirements "Psychological Demands"

A work environment where there is a good fit between employees' interpersonal and emotional competencies and the requirements of the position they hold.

WHY?

This is associated with fewer somatic health complaints, lower levels of depression, greater self-esteem, and a more positive self-concept.

Growth & Development

A work environment where employees receive encouragement and support in the development of their interpersonal, emotional and job skills.

WHY?

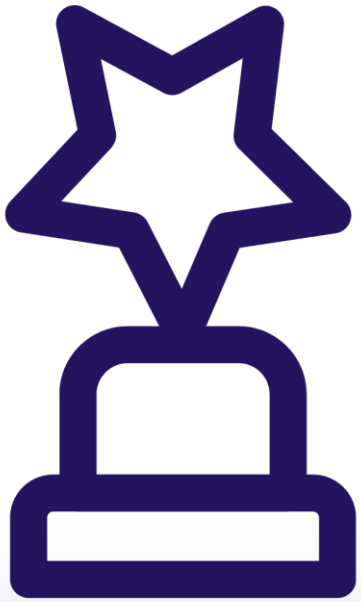
Employee development increases:

- goal commitment
- organizational commitment
- job satisfaction

Such workplaces provide a range of internal and external opportunities for employees to build their repertoire of competencies, which will not only help their current job, but also prepare them for possible future positions.

Recognition and Reward

A work environment where there is appropriate acknowledgement and appreciation of employees' efforts in a fair and timely manner.



WHY?

Recognition and reward motivates employees, fuels their desire to excel, builds their self-esteem, encourages employees to exceed expectations, and enhances team success.

This includes appropriate and regular financial compensation, as well as employee or team celebrations, recognition of years served, and/or milestones reached.

Involvement & Influence

A work environment where employees are included in discussions about how their work is done and how important decisions are made.

WHY?

When employees feel they have meaningful input into their work they are more likely to:

- Be engaged
- Have higher morale
- Take pride in their organization

Workload Management

A work environment where tasks and responsibilities can be accomplished successfully within the time available.

WHY?

Workload management is important because there is a unique relationship between job demands, intellectual demands and job satisfaction.

Even where there are high demands, if employees also have high decision-making ability, they will be able to thrive.

Engagement

A work environment where employees feel connected to their work and are motivated to do their job well.

WHY?

This results in higher productivity and for the employee and higher profitability for the organization.

In addition to this, employee engagement is related to:

- greater customer satisfaction
- enhanced task performance
- greater morale
- greater motivation.

Balance (Work Life Balance)

A work environment where there is recognition of the need for balance between the demands of work, family and personal life.

A healthy work-life balance makes employees feel valued and happier both at work and at home.

Balance reduced stress and the possibility that home issues will spill over into work, or vice versa.

Psychological Protection

A work environment where employees' psychological safety is ensured. This is demonstrated when workers feel able to put themselves on the line, ask questions, seek feedback, report mistakes and problems, or propose a new idea without fearing negative consequences.

WHY?

When employees are psychologically protected, they demonstrate greater job satisfaction, enhanced team learning behavior and improved performance.

Protection of Physical Safety

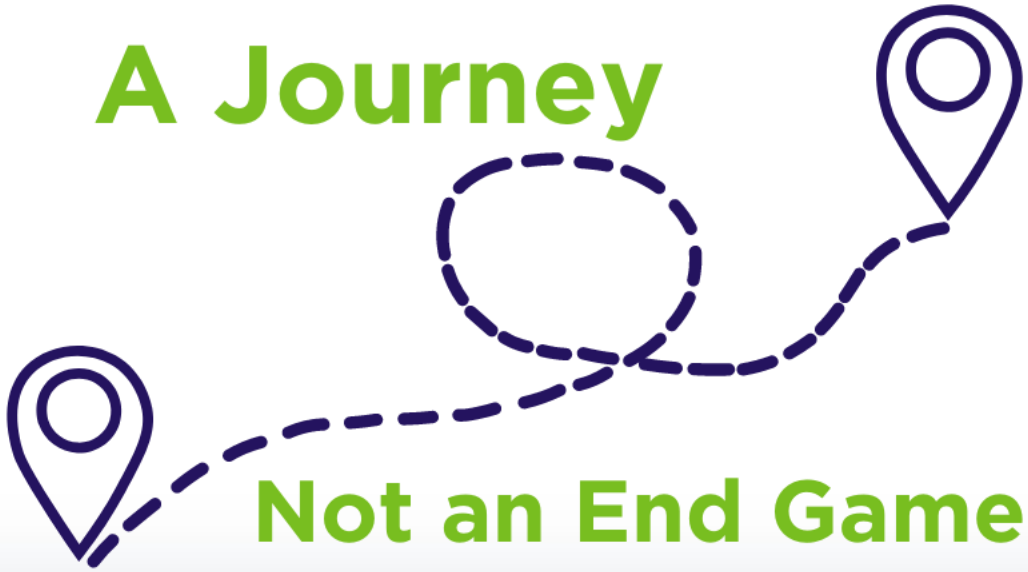
A work environment where management takes appropriate action to protect the physical safety of employees.

WHY?

Employees who perceive the workplace as protective of physical safety will feel more secure and engaged at work. Research has shown that when employees have higher levels of confidence in safety protection at work, they experience lower rates of psychological distress and mental health problems.

REMEMBER:

Workplace Psychological Health and Safety is...



Resources

Canadian Mental Health Association

Mental health for all

Mental Health Commission of Canada

Commission de la santé mentale du Canada

GuardingMinds @ WORK

Service Hospitality Resources

HSLC Health & Safety Leadership Certificate Program

Streams

Community Services
Hospitality
General

WHAT is the HSLC program?

HSLC is the national standard for health and safety leadership with four levels of certification. We provide the guidance you need to create a system that controls hazards and prevents injuries. Each level contains required training plus electives to build your safety management system.

In Partnership With:

SARC expanding potential

TOURISM Saskatchewan CANADA

Service Hospitality

Canadian Mental Health Association Mental health for all | Saskatchewan Division

Service Hospitality Psychological Health & Safety Management System Audit Tool

Supported by the Canadian Mental Health Association, Saskatchewan Division

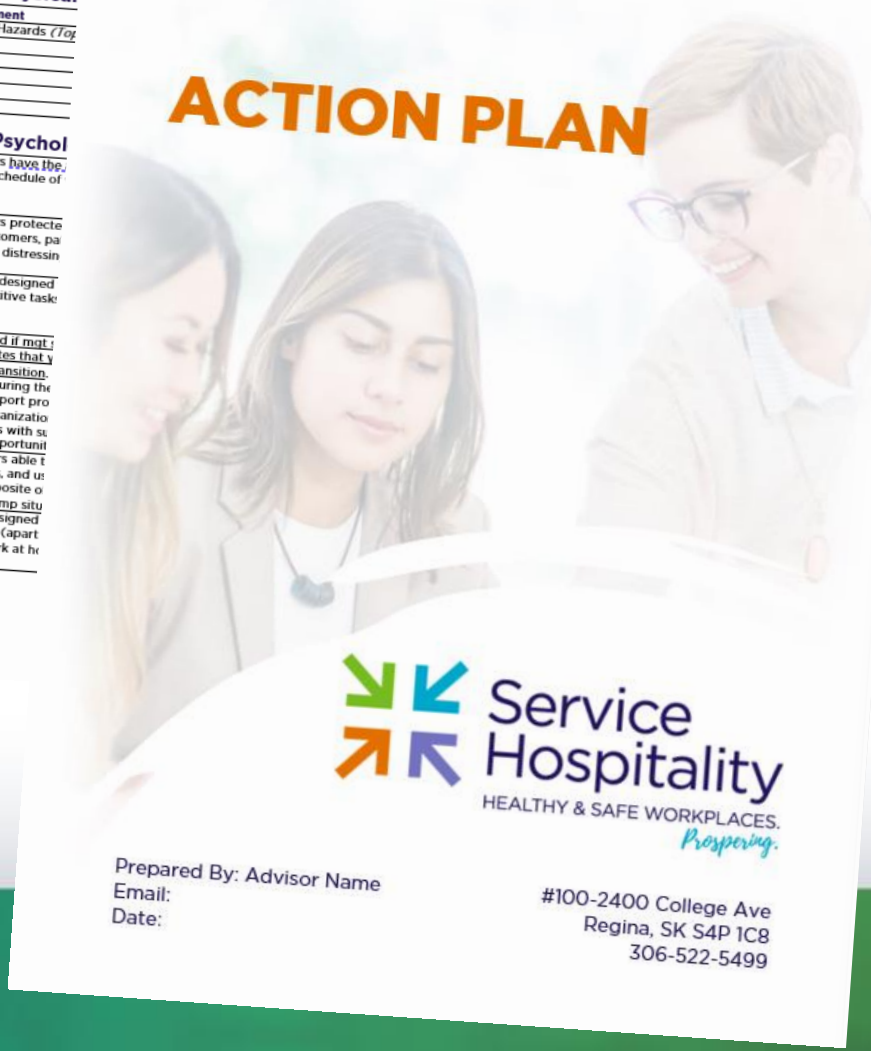
Part One: Workpla

Section 1: Physical

#	Requirement
1.0	Physical Hazards (To

Section 2: Psychol

2.2a	Do workers have the order, or schedule of workload?
2.3a	Are workers protecte public, customers, pa aggressive, distressin
2.3b	Is the work designed highly repetitive task
2.4c	Only required if mgt (1.4b) indicates that significant transition. A question during the been the support pro following organizatio conversations with su resources, opportuni
2.5a	Are all workers able t family, friends, and u (note: the opposite o work/work camp situ
2.5b	Is the work designed working alone (apart night shift, work at h home).



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thank you

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