

WORKPLACE SAFETY NORTH

# HEALTHY WORKPLACE MONTH

## Building Capacity in Psychological Safety

Wed. Oct. 5, 2022 | 11:00 am - 12:00 pm ET

**Lindsay Digby CRSP**

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[workplacesafetynorth.ca/events](https://workplacesafetynorth.ca/events)

## Welcome to the Small Business webinar: Building Capacity in Psychological Safety

- The webinar will begin at 11:00 am Eastern Time
- Please use the Q&A at the bottom of your screen for speaker questions and we will answer them at the end of the webinar.
- Please put any commentary or technical questions in the chatbox.
- For your reference, reference material will be emailed to attendees within one business day of the webinar.
- Views expressed are the views of Workplace Safety North and guests, and do not necessarily reflect those of the Province.



## Speaker



**Lindsay Digby CRSP**

Health and Safety Specialist and  
Certified Psychological Health and Safety Advisor  
Workplace Safety North

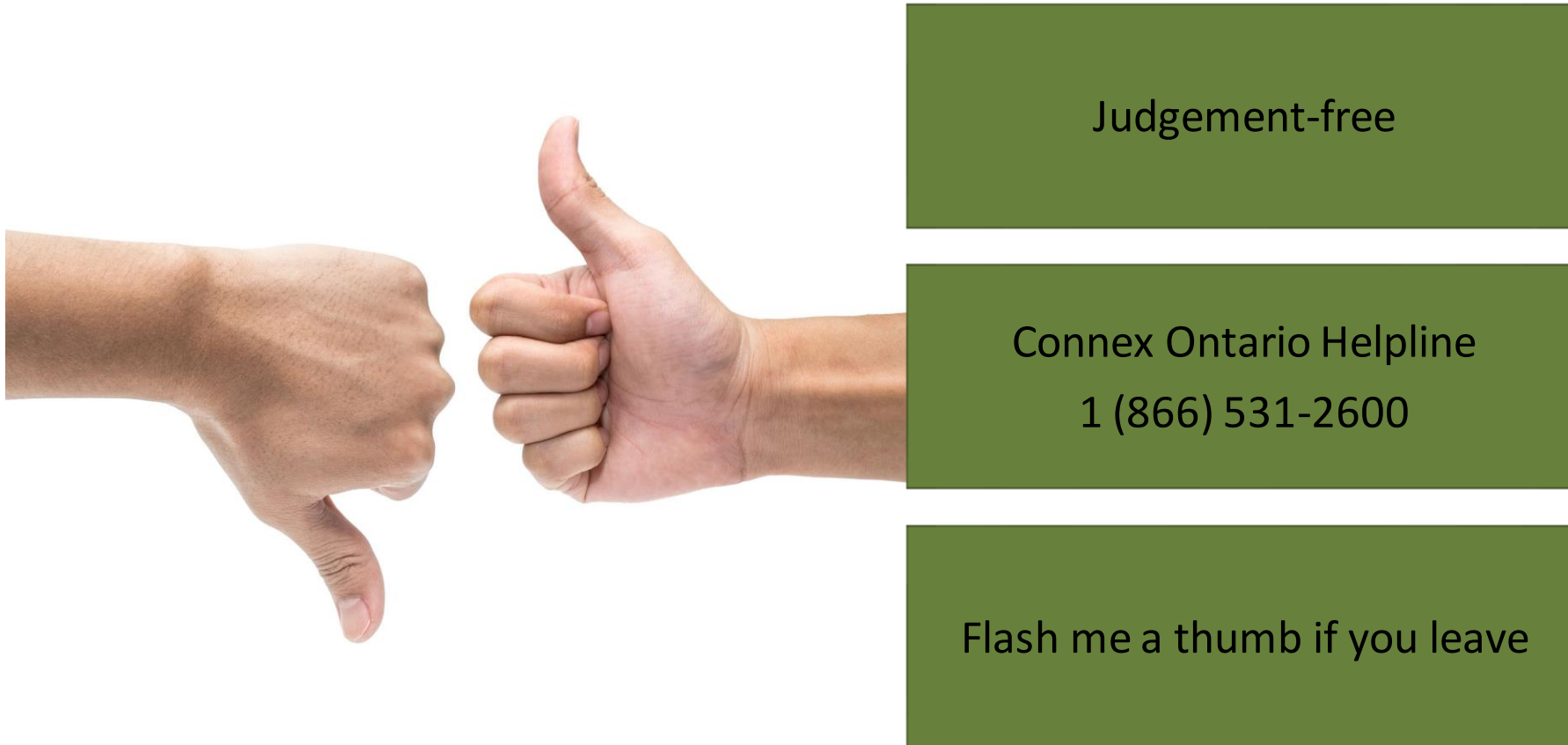


**Lisa Dupuis CDMP**

Health and Safety Specialist and  
Certified Psychological Health and Safety Advisor  
Workplace Safety North

**Participants are encouraged to ask questions in the webinar Q&A section.**

# A safe learning environment



Judgement-free

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**Note:** The views expressed in this presentation are the view of Workplace Safety North and do not necessarily reflect those of the Province of Ontario.

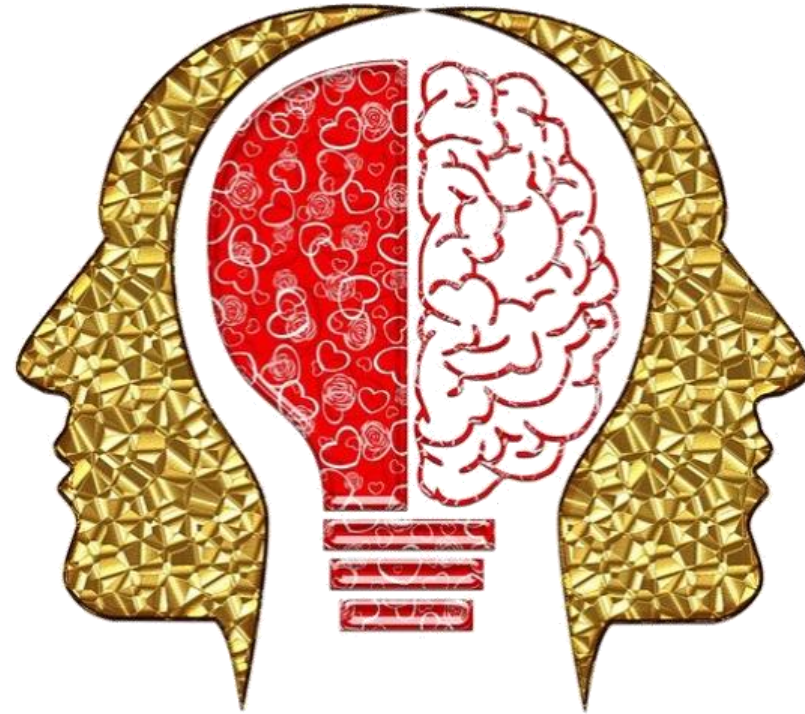
## Today, we will discuss....

- Definition of psychological health and safety
- Discuss physical harm and mental harm
- Using the Mental Health Continuum
- Recognizing psychosocial hazards in your workplace
- Explore opportunities to contribute to the mental health and wellbeing of your team
- How to evaluate psychosocial safety as part of your continuous improvement cycle

# What is a psychologically health and safe work environment?

## Psychological health:

- Ability to think, feel, behave to perform effectively in work environment, personal life, society at large



# What is a psychologically healthy and safe work environment?



**Psychological Safety:** deals with risk of injury to psychological wellbeing

- Improvement in work setting involves precautions to avert injury/danger to employee psychological health
- **Within influence and responsibility of employer**

# Why does psychological safety (neck up) matter?

- Head in the game
- Mind on task
- Reduce burnout
- Engagement
- Take care of second family

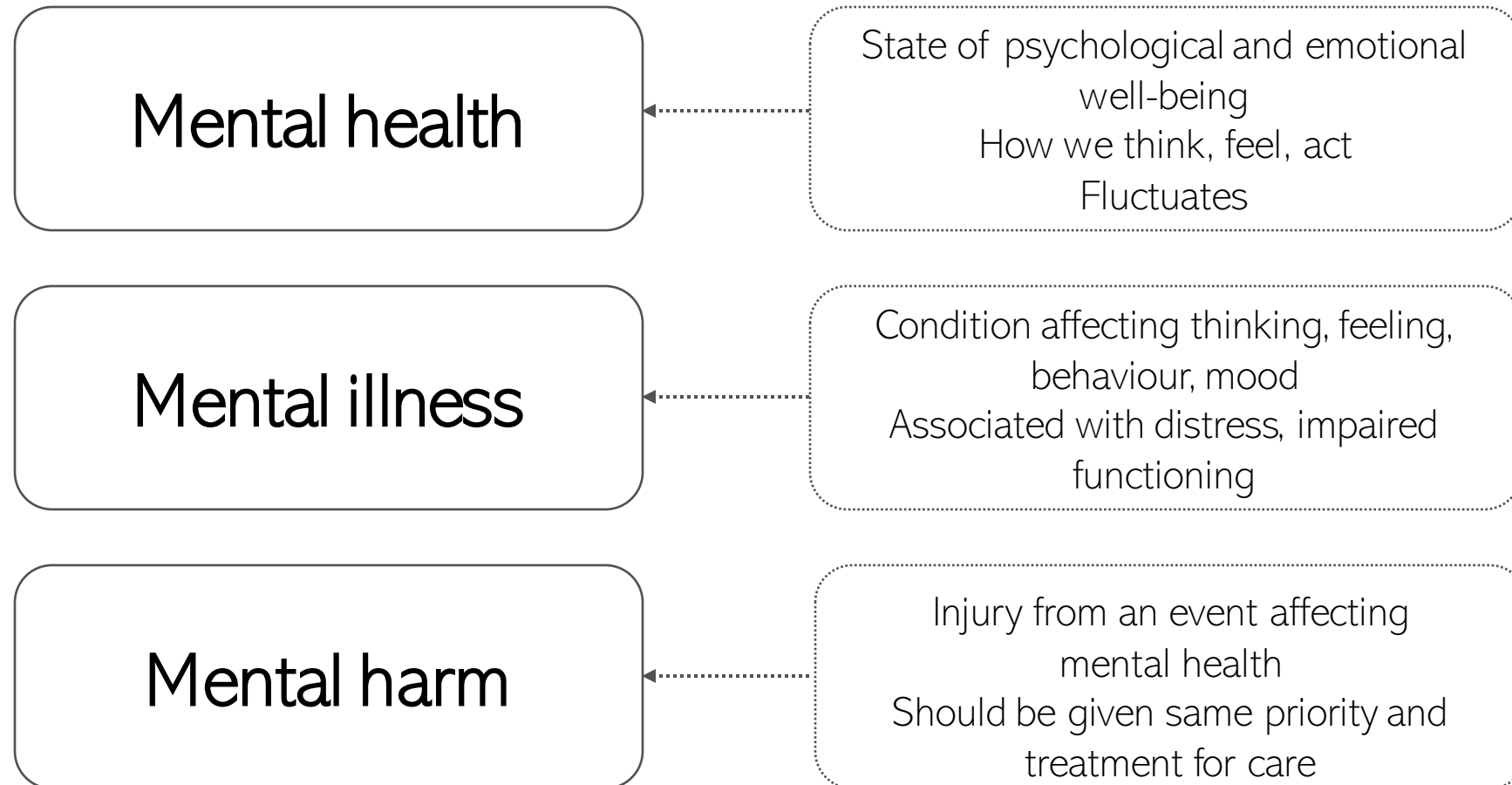




# Mental Health Matters

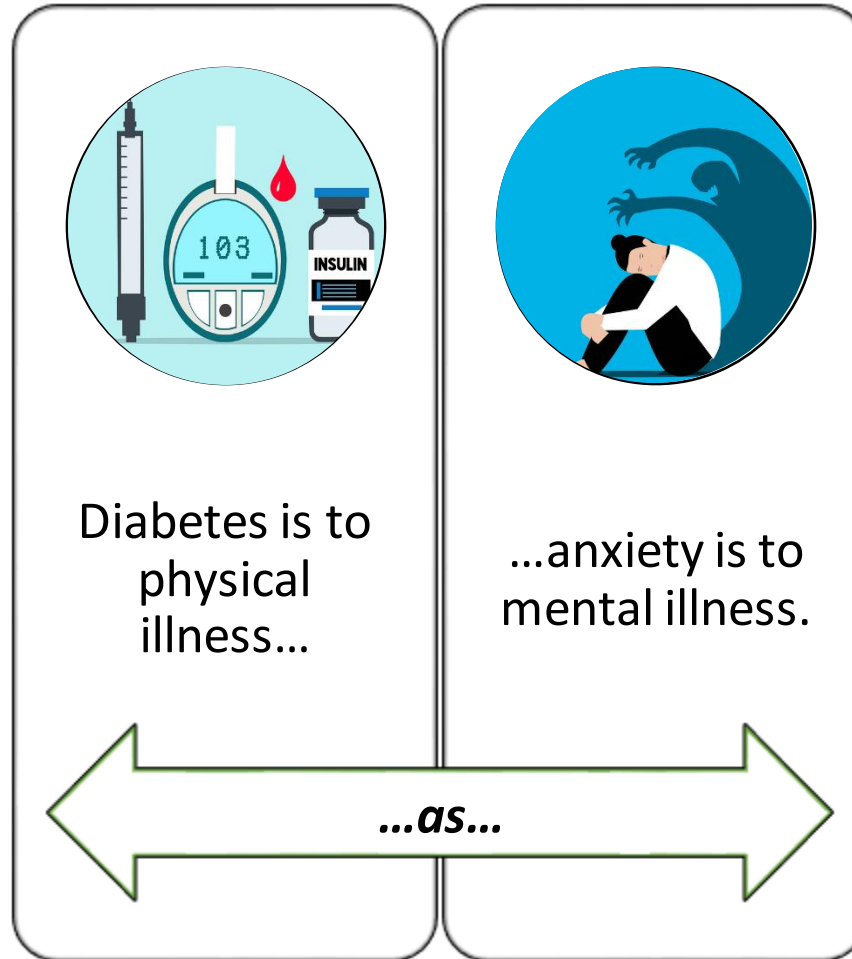
- 41% of Canadians are considered high risk for developing mental problems.
- 1 in 5 Canadians will experience a mental health problem this year.
- By the age of 40, 1 in 2 Canadians have experienced a mental health problem.
- 500,000 Canadians will miss work each week for mental health reasons.
- 4000 Canadians die every year because of suicide.

# Mental health, mental illness, mental harm

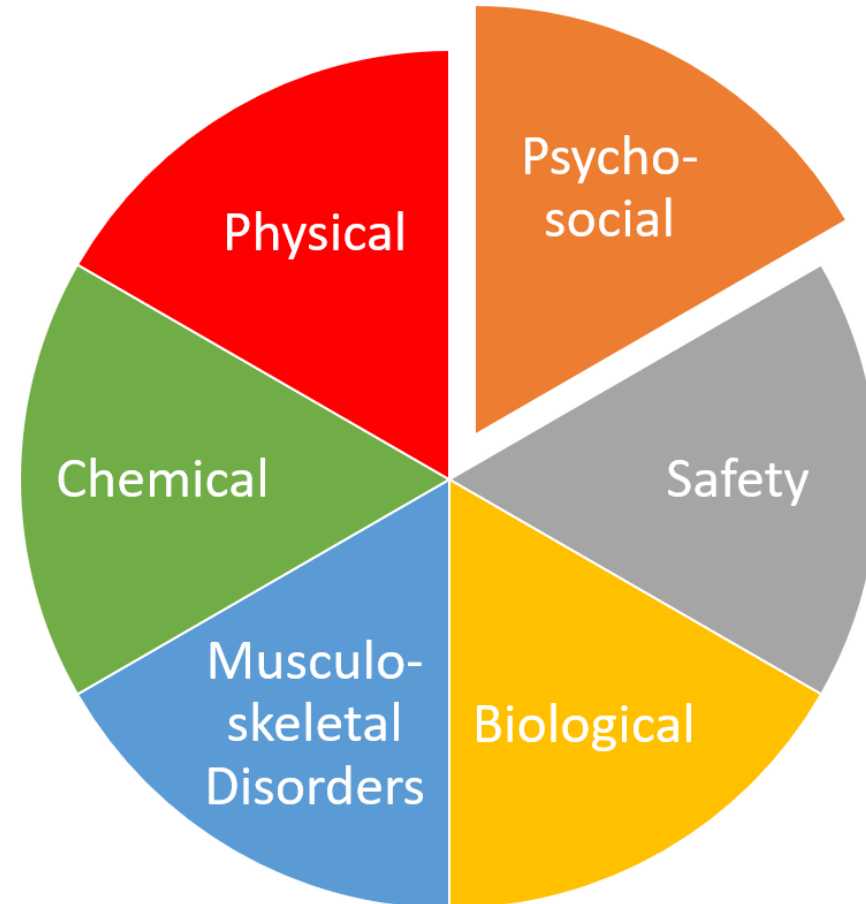


# Mental illness

- Condition affecting thinking, feeling, behaviour, mood *(source: NAMI)*
- Associated with distress, impaired functioning *(source: Government of Canada)*

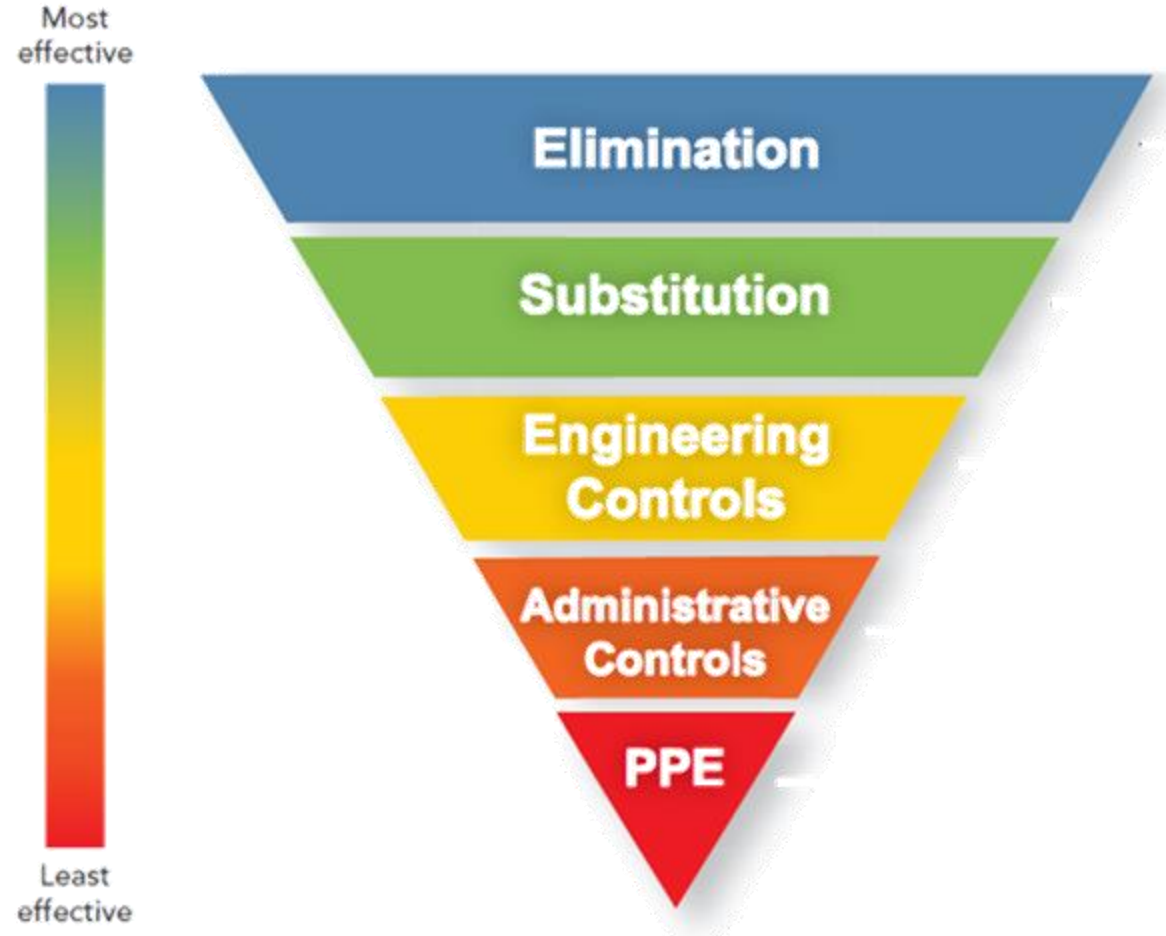


# Protect against ALL hazards

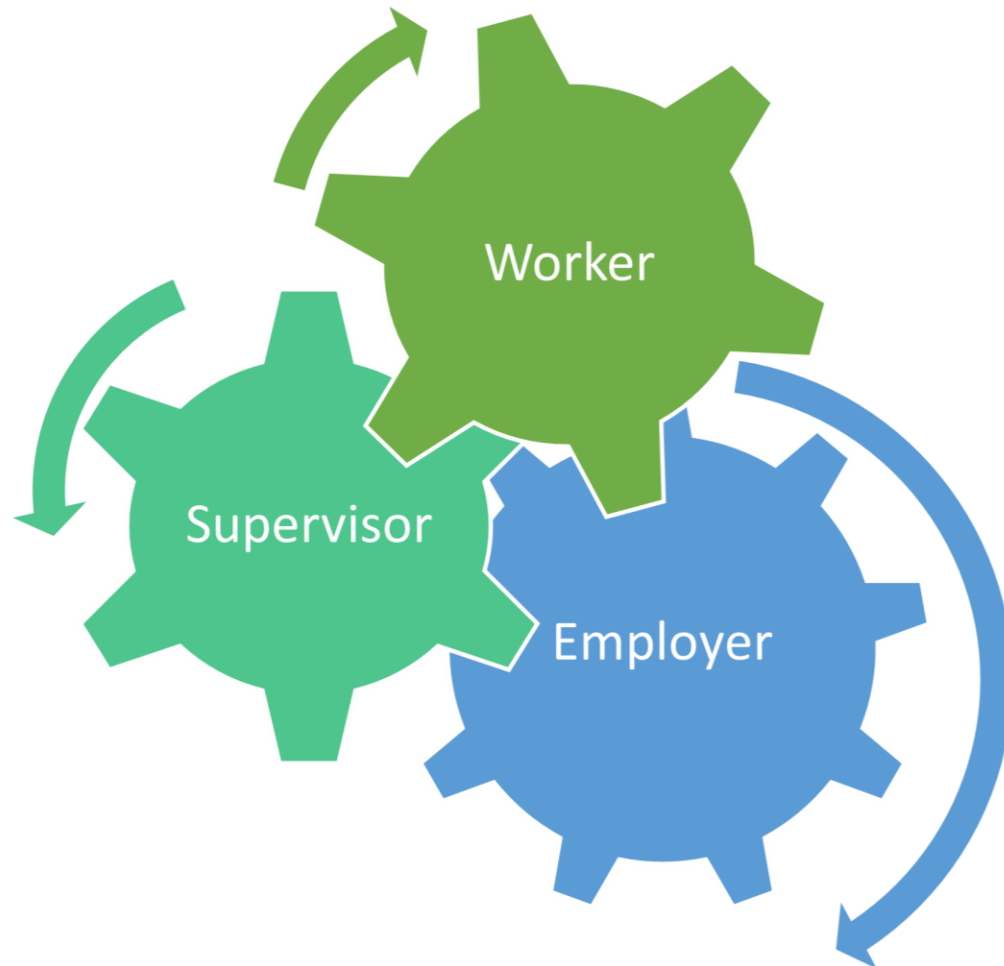




# The hierarchy of controls

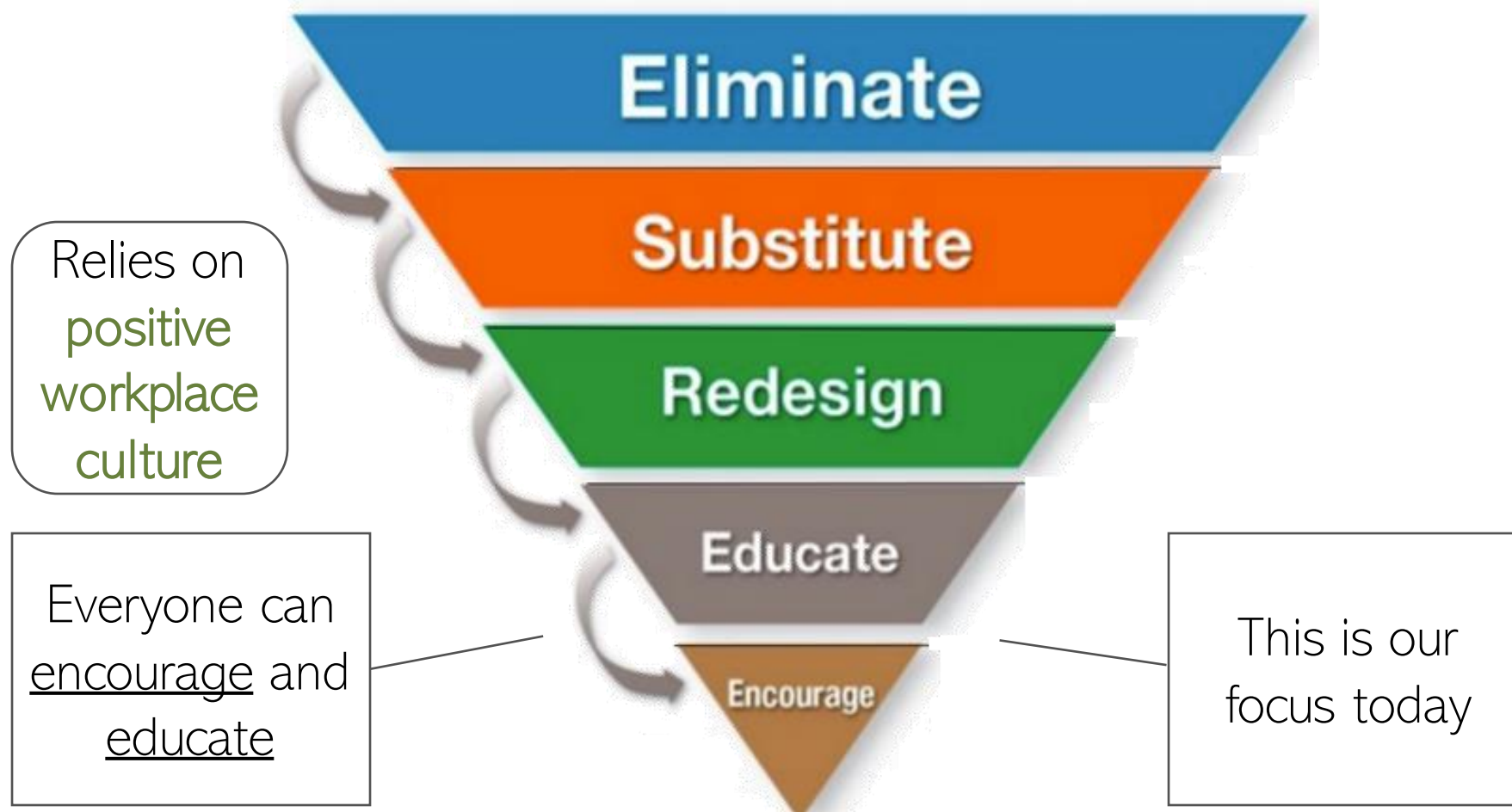


# Psychological Safety and the Internal Responsibility System



Everyone has a role in maintaining health and safety.

# Hierarchy for psychological health and safety



# Evolution of health and safety



How do you disconnect?



## If mental health were treated like physical health



[Watch video: If Physical Health Problems were Treated like Mental Health Problems](#)

# Focus on health in health and safety



# The mental health continuum



## Signs and Indicators

- Normal mood fluctuations
- Calm/confident
- Good sense of humour
- Takes things in stride
- Can concentrate/focus
- Consistent performance
- Normal sleep patterns
- Energetic, physically well, stable weight
- Physically and socially active
- Performing well
- Limited alcohol consumption, no binge drinking
- Limited/no addictive behaviours
- No trouble/impact due to substance use

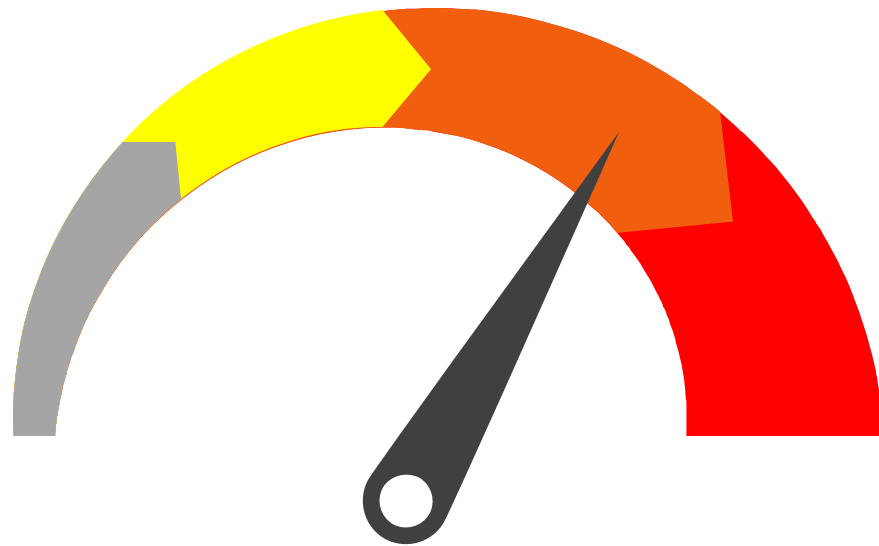
- Nervousness, irritability
- Sadness, overwhelmed
- Displaced sarcasm
- Distracted, loss of focus
- Intrusive thoughts
- Trouble sleeping, low energy
- Changes in eating patterns, some weight gain/loss
- Decreased social activity
- Procrastination
- Regular to frequent alcohol consumption, limited binge drinking
- Some to regular addictive behaviours
- Limited to some trouble/impact due to substance use

- Anxiety, anger, pervasive sadness, hopelessness
- Negative attitude
- Recurrent intrusive thoughts/images
- Difficulty concentrating
- Restless, disturbed sleep
- Increased fatigue, aches and pain
- Fluctuations in weight
- Avoidance, tardiness, decreased performance
- Frequent alcohol consumption, binge drinking
- Struggle to control addictive behaviours
- Increase trouble/impact due to substance use

- Excessive anxiety, panic attacks, easily enraged, aggressive
- Depressed mood, numb
- Non compliant
- Cannot concentrate, loss of cognitive ability
- Suicidal thoughts/intent
- Cannot fall asleep/stay asleep
- Constant fatigue, illness
- Extreme weight fluctuations
- Withdrawal, absenteeism
- Can't perform duties
- Regular to frequent binge drinking
- Addiction
- Significant trouble/impact due to substance use

## The continuum in action

Mental health varies continuously. We can find ourselves at any point along the continuum (the needle moves up and down the dial).





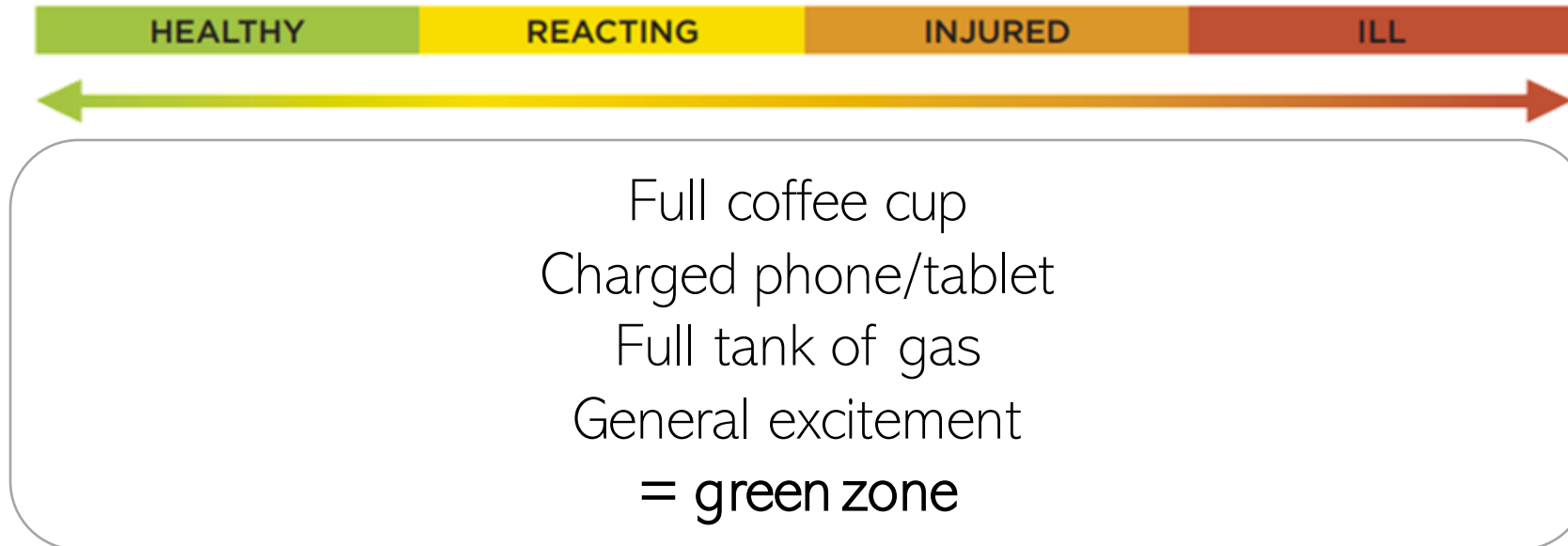
# The continuum in action



Who has taken a trip recently?

How did it feel when you got going?

## The continuum in action



## The continuum in action



2 hours in:

- coffee is out
- need a restroom (no place to stop)
- waiting makes you irritable
- kids are getting antsy (tablet isn't helping)

= yellow zone

## The continuum in action



3.5 hours in:

- found a restroom, jacked up on more coffee
- had a stretch
- back on the road, kids are napping

= green zone

## The continuum in action



...and on we go:

- tablet batteries are dead
- kids are fighting
- gas is getting low (no stations nearby)
- everyone is sore/tired of being in vehicle

= orange zone

# The continuum in action



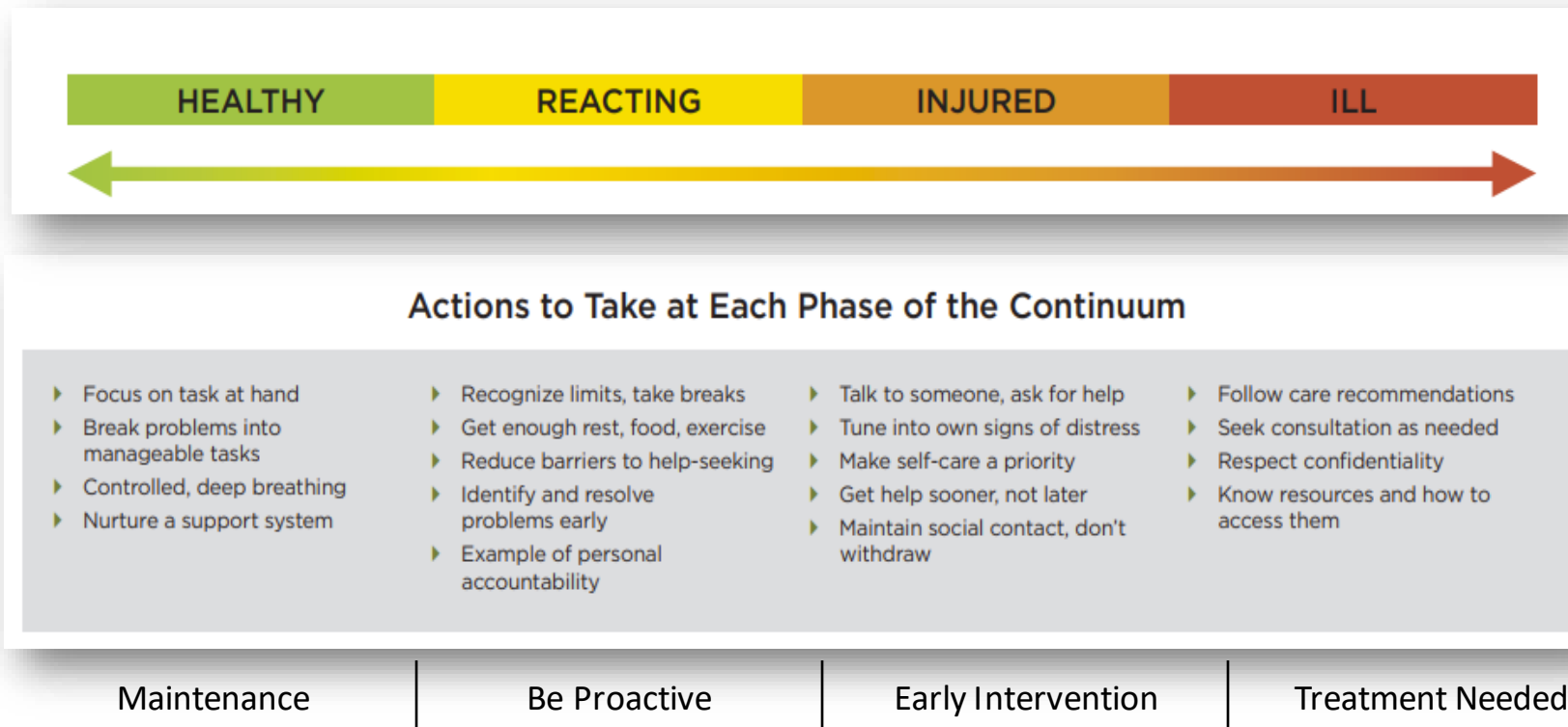
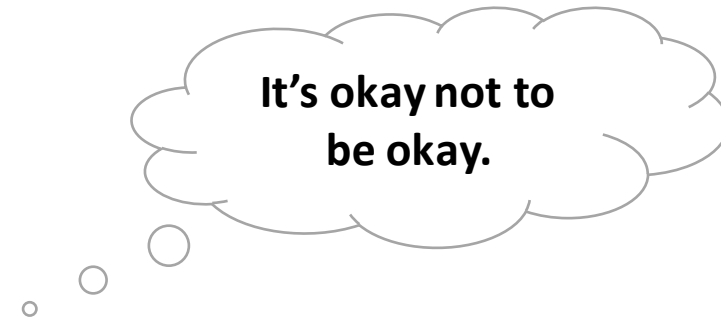
If we don't choose to 'stop and refuel' (our vehicles, tablets, ourselves), we might need some help.

Stay 'in the green'!  
*Self care isn't selfish!*



# Takeaways

- Again: we fluctuate
- Stuck? Need to change course of action!



# Self-awareness and emotional intelligence

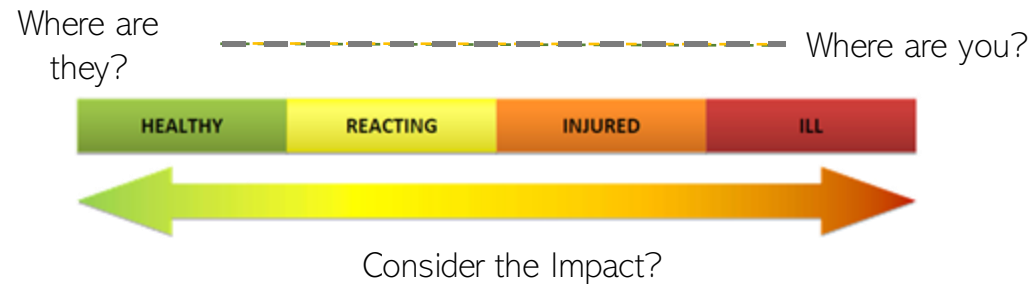
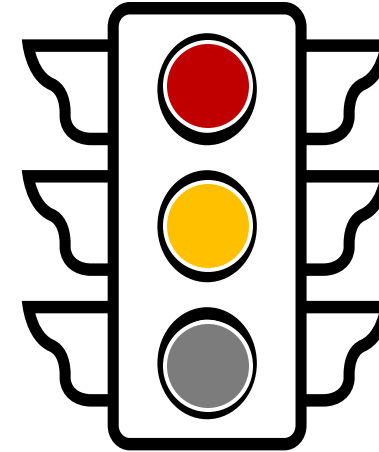
- Understanding yourself, your perceptions
  - Considering how they affect your actions
- Recognizing everyone's emotions
  - How they affect interactions/decisions

Where are they? ----- Where are you?

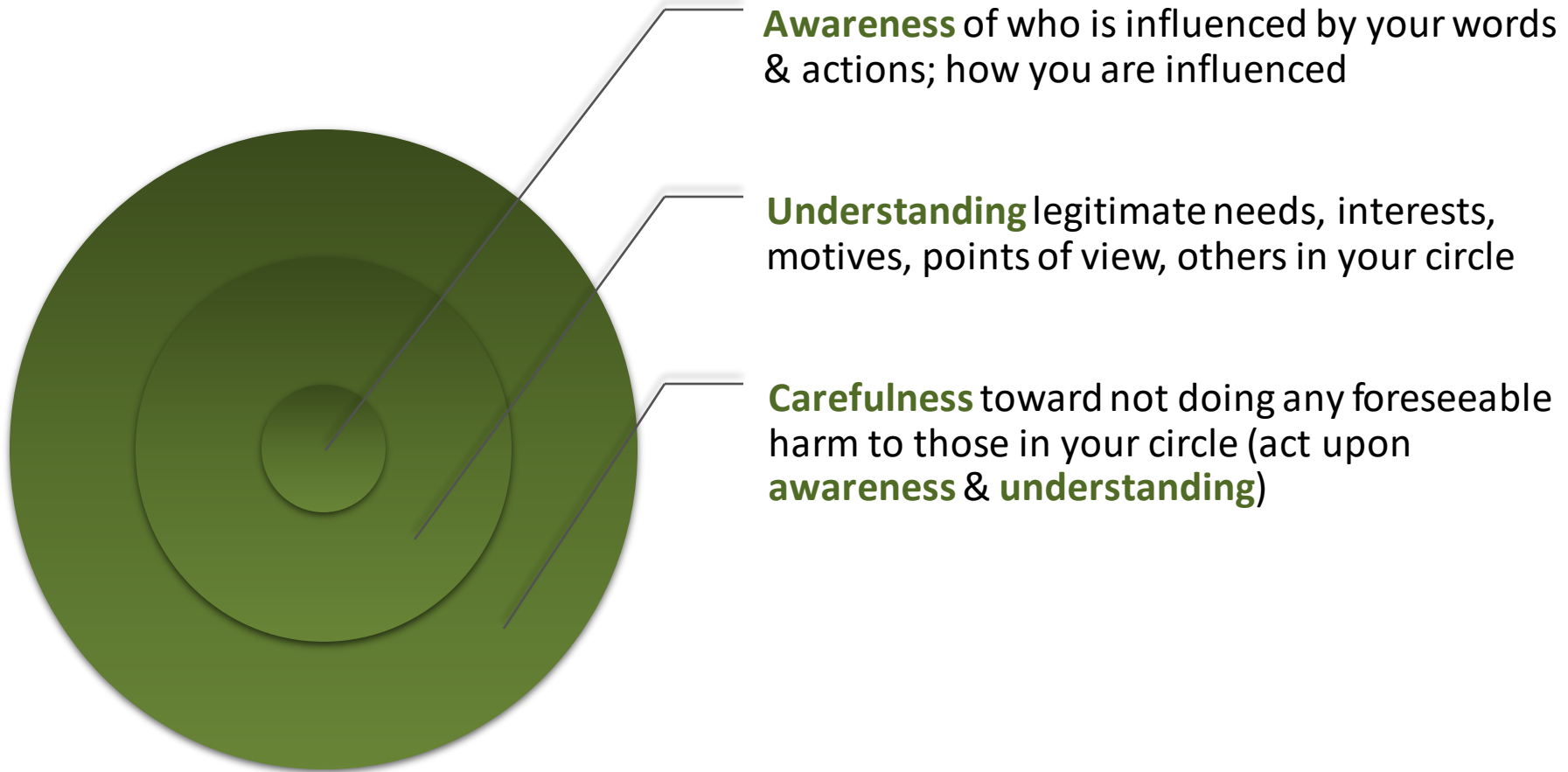


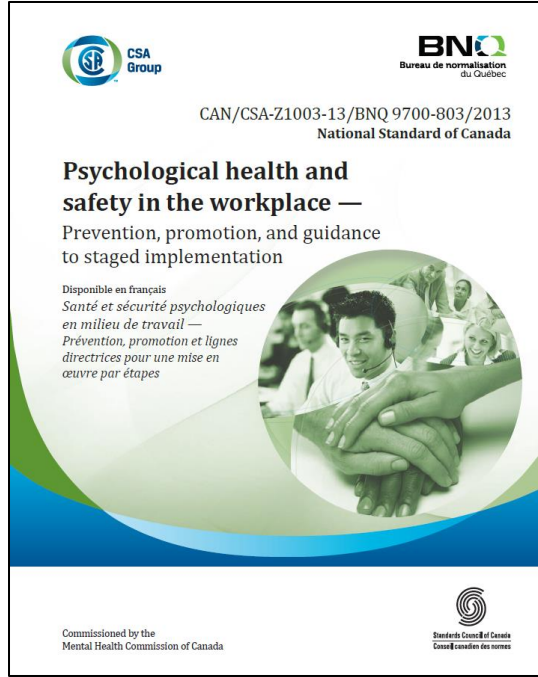
# Psychologically safe leadership

- A leader does no harm to the psychological well-being of employees both in and out of the workplace.
  - Open communication
  - Supportive relationships
  - Promotes psychological well-being



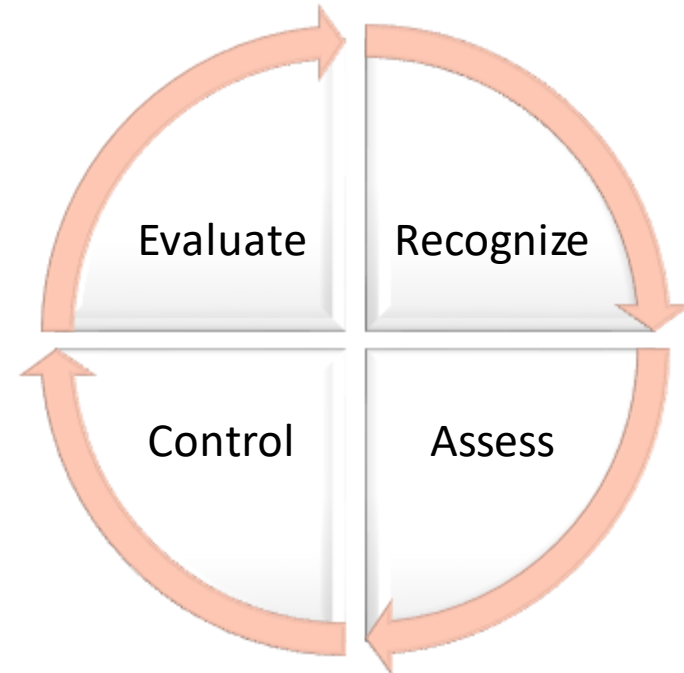
# Circle of influence





# What are some current ways you recognize hazards?

- Workplace Inspection
- Job Task Analysis
- Audits
- Assessments
- Risk Assessment
- Cognitive & Emotional Demands
- Bullying / Harassment
- Overtime rate review
- Absenteeism / Turnover Rate





# The language we use matters

- What phrases are 'in the norm' but shouldn't be?

*"This weather is bi-polar!"*

*"I am so OCD sometimes."*

*"I was so embarrassed... I just wanted to die!"*

*"This is driving me nuts!"*

*"Wow! That's just crazy!"*



## Additional examples

<b>Stigmatizing</b>	<b>Respectful</b>
It drives me <b>crazy</b>	It <b>bothers/annoys/frustrates</b> me
This is <b>nuts</b>	This is <b>interesting/strange/ peculiar/funny</b>
This individual <b>suffers</b> from depression	They <b>live with/are experiencing</b> depression
<b>Committed</b> Suicide	<b>Died</b> by suicide
Substance <b>Abuse</b>	Substance <b>use</b> or substance <b>use disorder</b>
They used to be an <b>addict</b>	They are <b>in recovery</b>

# Language

- At times, it may be challenging/not possible to politely correct insensitive use of language
  - Watch your own use
  - Shift your perspectives



## Recognizing other potential contributing factors

Long working hours, shift work	Regular rest breaks vs. no rest breaks	Not feeling rushed vs. feeling rushed
Something unexpected	Behind on projects	Physical health challenges
Workplace conflict	Unsafe work conditions	Workplace violence or harassment
Outside of work demands	High stress	<b><i>Other(s)</i></b>

- Explore potential contributors to the state of mental health in your workplace
  - Some might be short term, some might be long term

### Sample one-on-one check-in meeting template

<b>Team member</b>		<b>Date</b>	
<b>Team leader</b>		<b>Date</b>	

Please provide brief, thoughtful answers to each of the following discussion points.

**In the know:** Share important information that you believe needs to be known.

**Barriers:** What challenges have you faced this week?

**Celebration:** What is something you feel proud of this week?

## Proactive versus reactive controls

### Proactive

- One-on-one coaching, check-ins
- Flexible work arrangements
- Respectful workplace policies
- Peer support groups
- Mental health days (versus sick days)
- ***Others?***

### Reactive

- Short-term disability benefits
- Modified work arrangements
- Controls stemming from incident investigations
- Updated emergency response plans
- ***Others?***



# Controlling psychological health and safety hazards: What's available?

Employee program  
(assistance EAP)

Workplace  
violence/harassment  
prevention policies

Healthy lifestyle  
promotion activities

***Others?***

## Support Networks

If you or an employee is feeling like help is needed, talk to someone you trust:

- Talk to a friend
- Call a healthline
- Consult a medical professional
- Reach out in a crisis

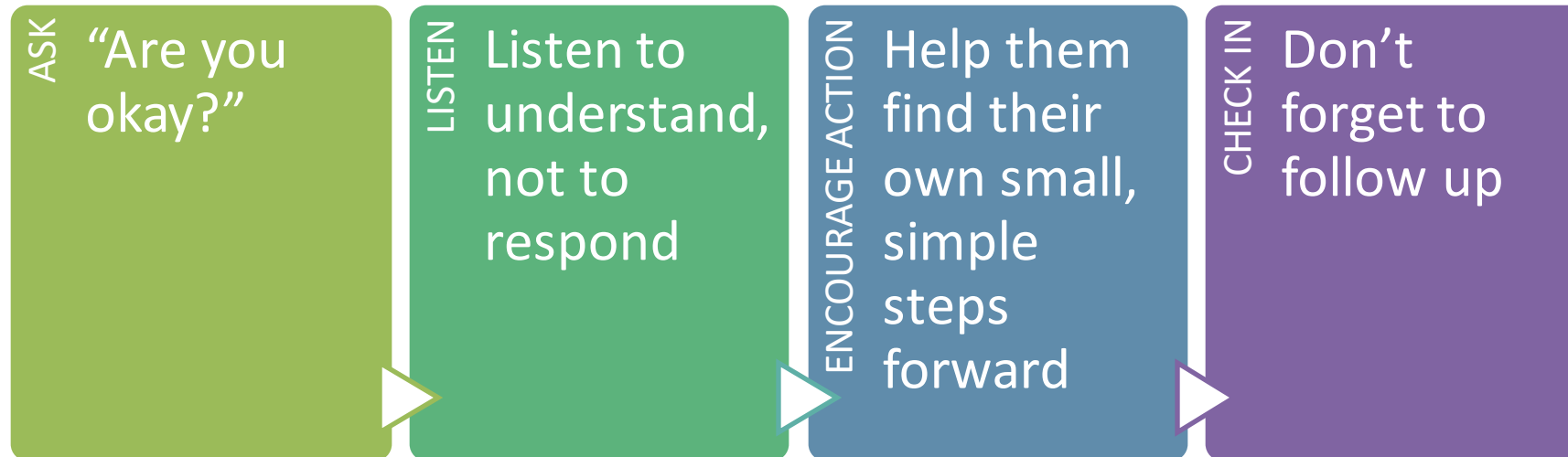


# Asking R U OK? at work



[Watch video: ALEC's guide to asking R U OK? at Work](#)

Think if someone you see, feel or hear might need a friendly ear...



# Are you ready?

<u><a href="#">R U OK?</a></u>		
<i>Are you ready to start a meaningful conversation? Ask yourself:</i>		
<b>Am I ready?</b>	<b>Am I prepared?</b>	<b>Have I picked my moment?</b>



## **Am I ready?**

- Am I in a good headspace?
- Am I willing to genuinely listen?
- Can I give as much time as needed?

*R U OK is an Australian charity organization that develops tools and resources for those who need guidance on having meaningful conversations.*

# Are you ready?

<b><u>R U OK?</u></b>		
<i>Are you ready to start a meaningful conversation? Ask yourself:</i>		
<b>Am I ready?</b>	<b>Am I prepared?</b>	<b>Have I picked my moment?</b>



## **Am I prepared?**

- Do I understand that if I ask, 'R U OK?', the answer might be, 'No, I'm not.'?
- Do I understand that I can't 'fix' someone's problems?
- Do I accept that the person may not be ready to talk (or, at least, not to me)?

*R U OK is an Australian charity organization that develops tools and resources for those who need guidance on having meaningful conversations.*



# Are you ready?

<b><u>R U OK?</u></b>		
<i>Are you ready to start a meaningful conversation? Ask yourself:</i>		
<b>Am I ready?</b>	<b>Am I prepared?</b>	<b>Have I picked my moment?</b>

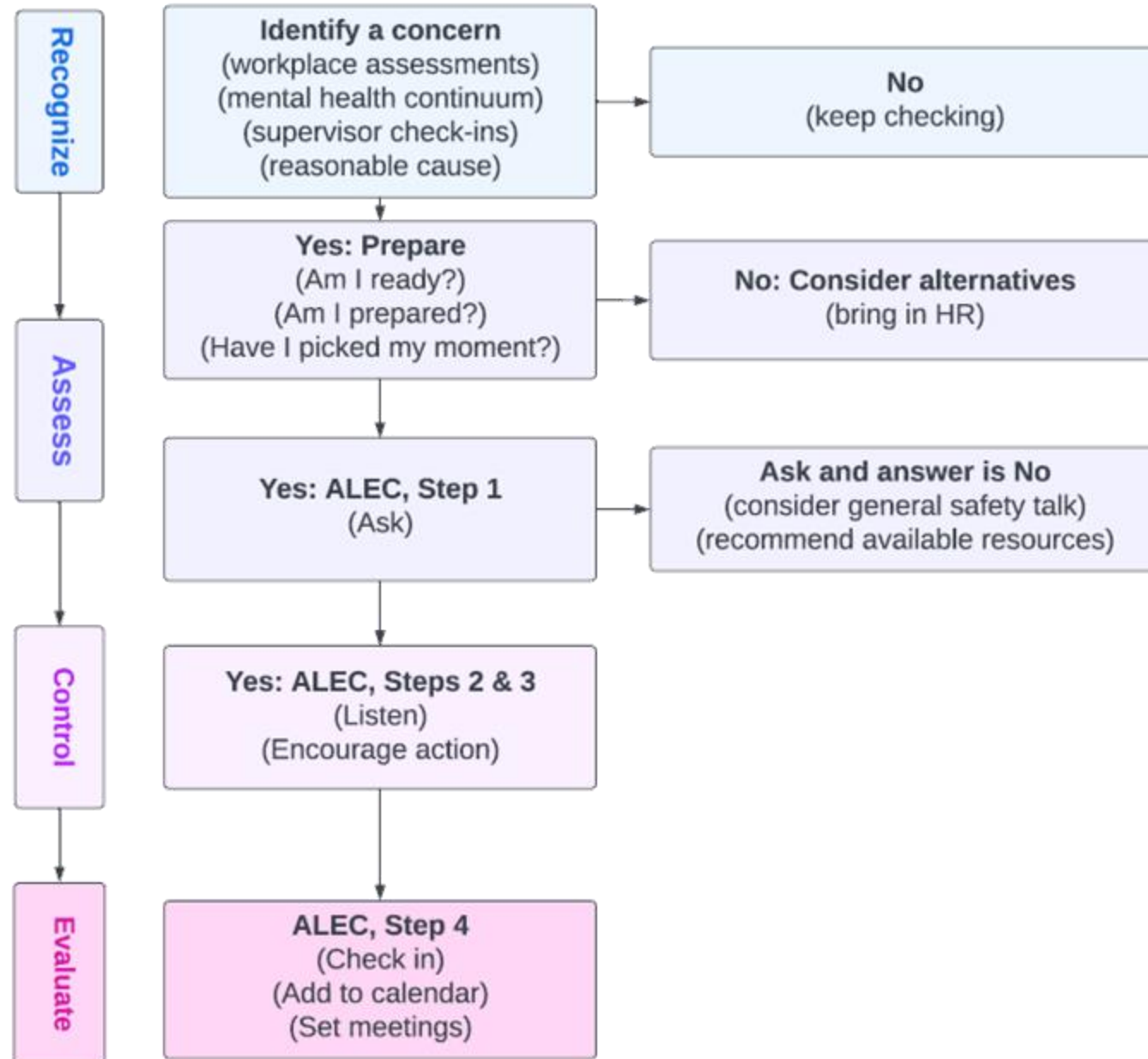


## **Have I picked my moment?**

- Is the location private and comfortable?
- Have I picked a good time to chat?
- Is there enough time for a good & proper chat?

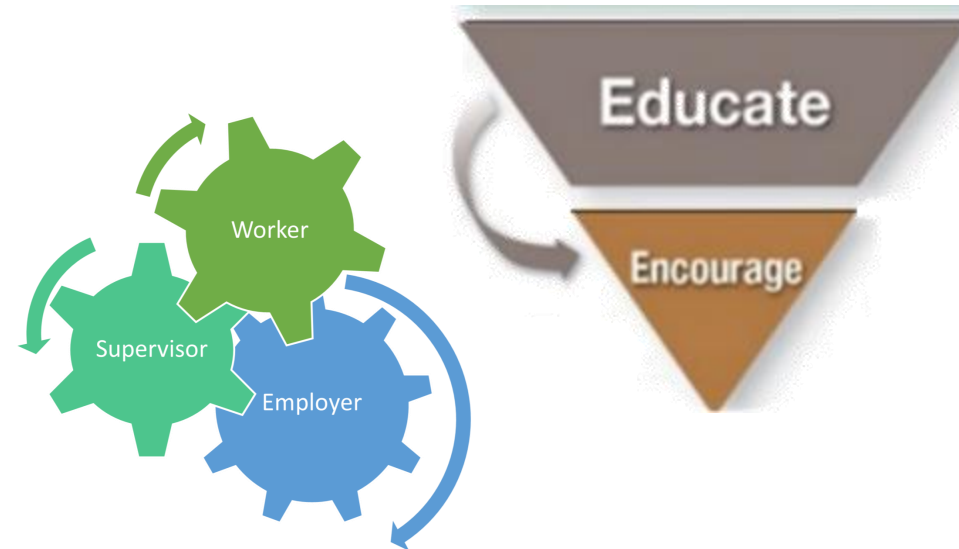
*R U OK is an Australian charity organization that develops tools and resources for those who need guidance on having meaningful conversations.*

# ALEC and RACE



## Remember the IRS: Everyone has a role to play!

A team had four members called **Everybody**, **Somebody**, **Anybody**, and **Nobody**. There was an important job to be done. **Everybody** was sure that **Somebody** would do it. **Anybody** could have done it, but **Nobody** did it. **Somebody** got angry about that because it was **Everybody's** job. **Everybody** thought **Anybody** could do it. **Nobody** realized it was **Everybody's** job. **Everybody** wouldn't do it. It ended up that **Everybody** blamed **Somebody** when **Nobody** did what **Anybody** could have done.



Everyone can encourage and educate and have a role in psychological health and safety.



## Your call to action



# Course feedback survey

Canadian Mental Health  
Association  
[www.bouncebackontario.ca](http://www.bouncebackontario.ca)

Connex Ontario Helpline  
**1-866-531-2600**

Workplace Employee Assistance  
Programs (EAPs)  
**Consult your employer for more  
information**

For more information and  
additional resources  
[www.workplacesafetynorth.ca](http://www.workplacesafetynorth.ca)

Putting the  
**MENTAL  
HEALTH**  
in Health & Safety







WORKPLACE SAFETY NORTH

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