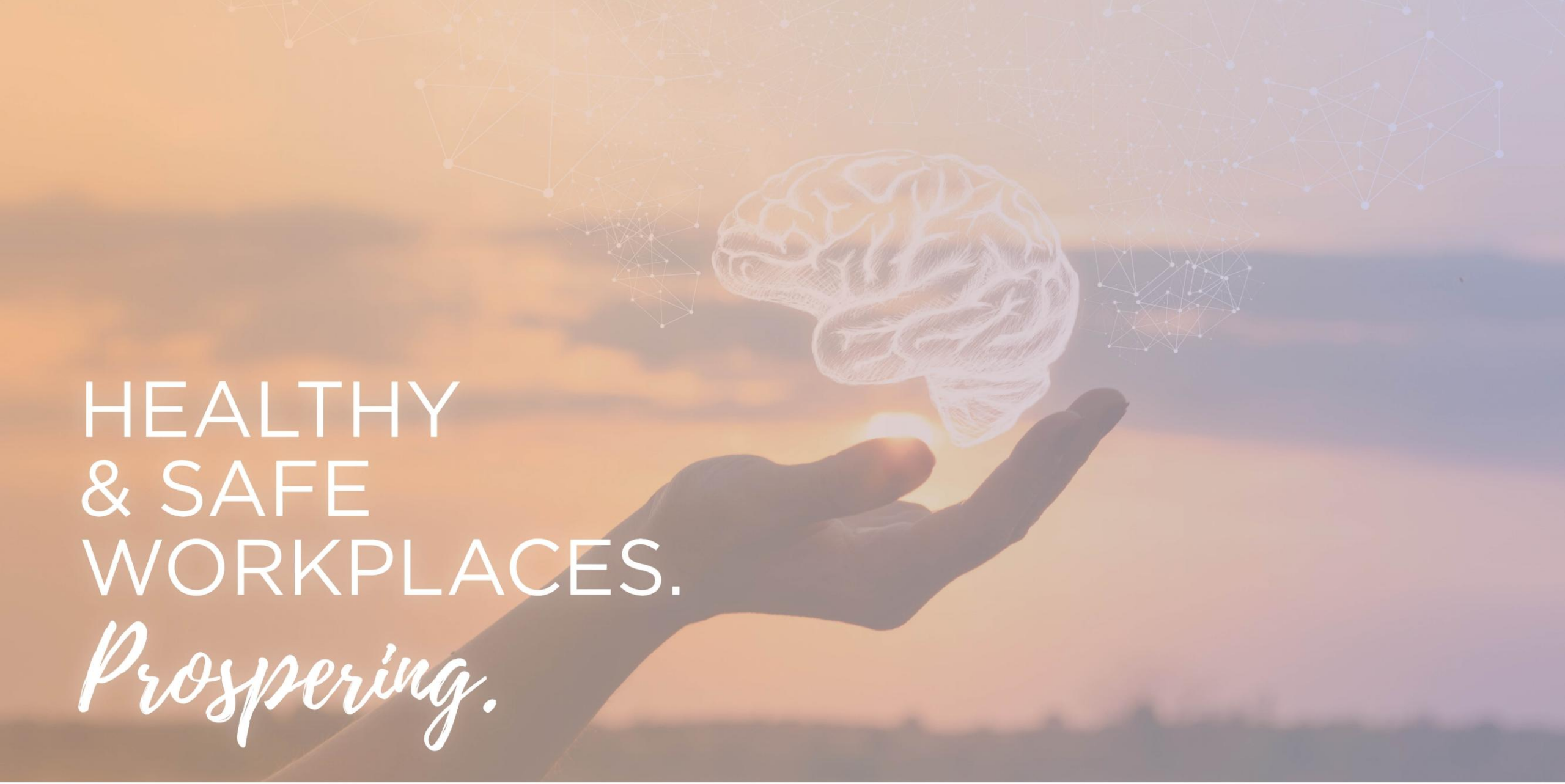
Service Hospitality

HEALTHY & SAFE WORKPLACES.
Prospering.

Psychological Risk Factors
Establishing a Baseline



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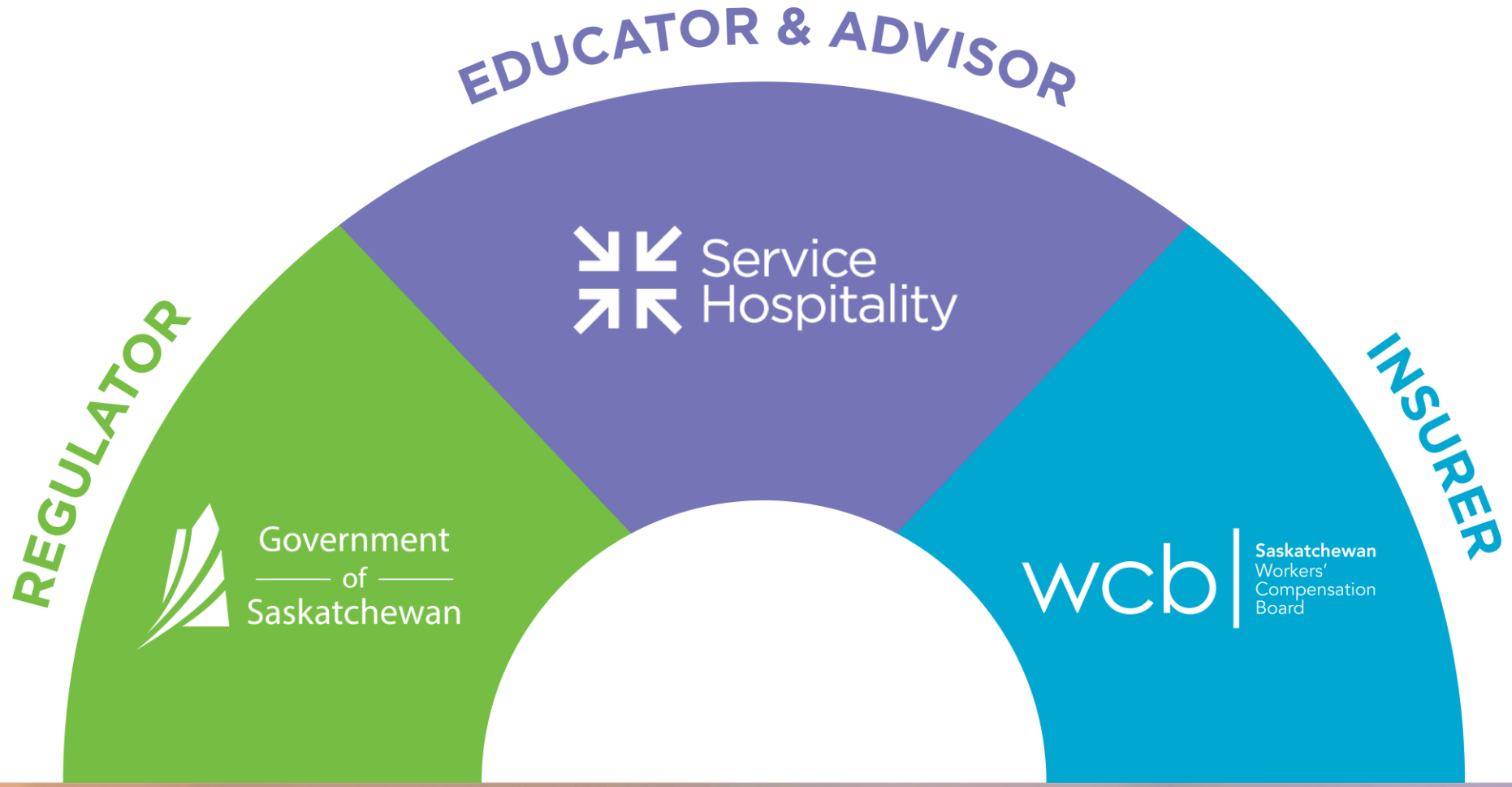
What is Our Role?



Why Psychological Health Matters

At your current workplace, what percentage of employees feel valued, productive, and safe in the work environment?

- Would anybody say 100%?
- How about 75% or more?
- Half to two-thirds?
- Below 50%?

How many of you feel that your organization has processes and procedures in place to ensure that staff feel valued, safe, and respected?

Why Psychological Health Matters

70% of disability costs are related to mental health illness

psychologically safe workplaces

=

better productivity, morale and retention

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

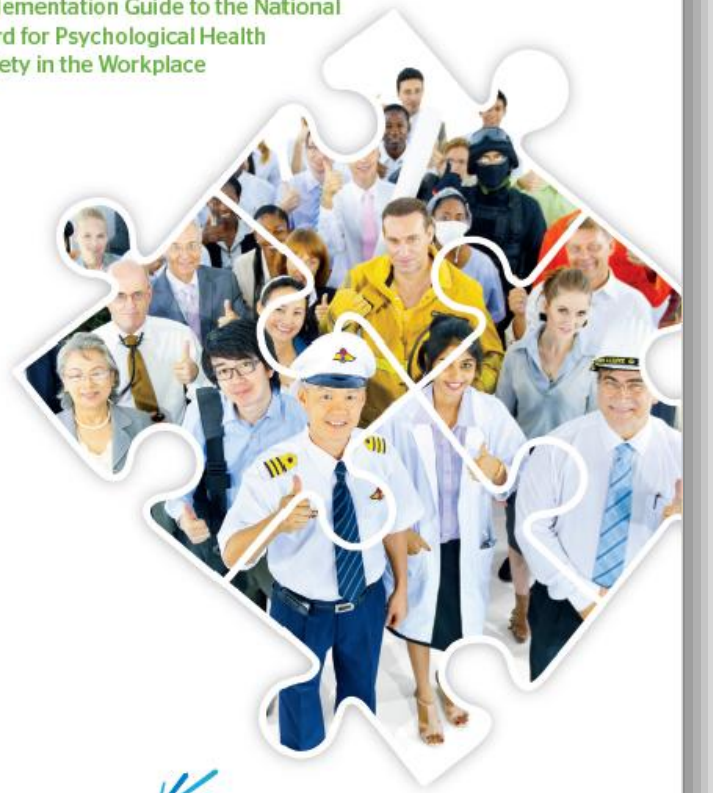
Disponible en français
Santé et sécurité psychologiques en milieu de travail — Prévention, promotion et lignes directrices pour une mise en œuvre par étapes

Commissioned by the
Mental Health Commission of Canada

Standards Council of Canada
Conseil canadien des normes

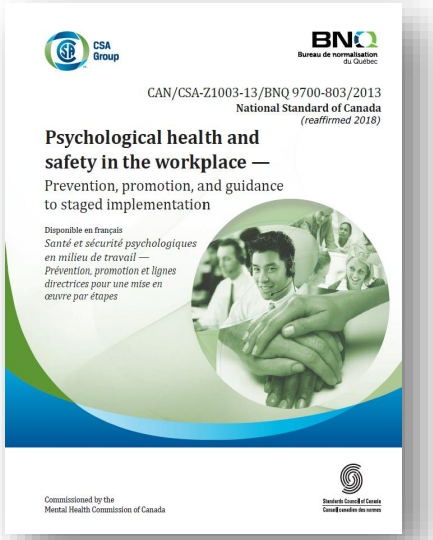
Assembling the Pieces

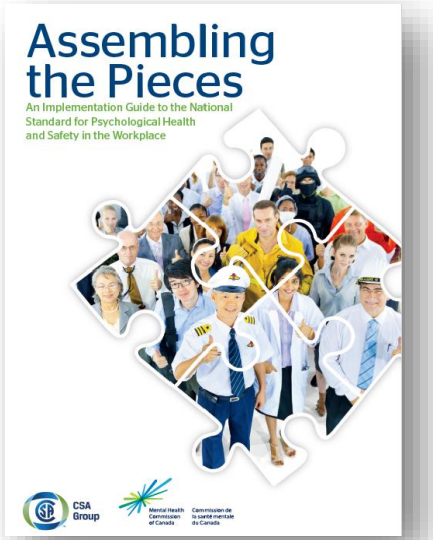
An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace



CSA Group

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





Element	CSA Standard	Assembling the Pieces
Type	Formal Standard	Practical Guide
Purpose	Define *what* to do	Explains *how* to do it
Audience	Policy makers, leaders	Implementers, HR, Front-line Managers
Content	Requirements and principles	Tools, checklists, real-world examples

The Importance of the Standard

Adopting the Standard can help organizations with:

- Productivity
- Financial Performance
- Risk Management
- Organizational Recruitment
- Employee Retention

What are the...

13 Psychological Factors

Physical Safety
Organizational Culture
Civility & Respect
Clear Leadership & Expectations
Involvement & Influence
Engagement
Growth & Development
Recognition & Rewards
Workload Management
Balance
Psychological Demands
Psychological Protection
Psychological Support

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.

WHAT HAPPENS?

Organizational Culture

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 impending changes.

WHY?

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

WHAT HAPPENS?

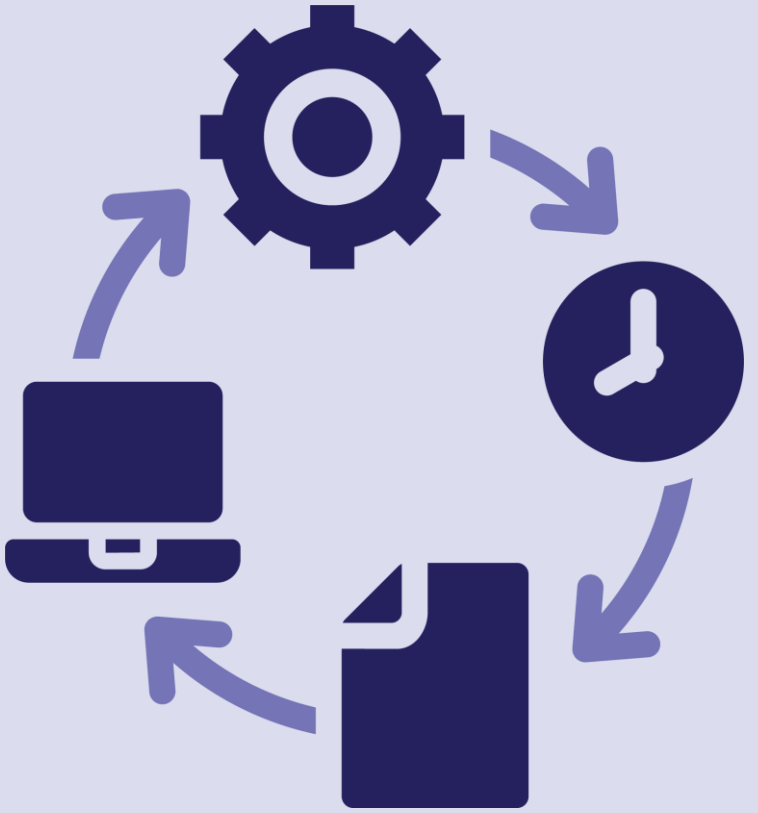
A work environment where tasks and responsibilities can be accomplished successfully within the time available.

WHY?

There is a unique relationship between job demands, intellectual demands, and job satisfaction.

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

WHAT HAPPENS?



Workload Management

Balance

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

WHY?

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.

WHAT HAPPENS?

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.

WHAT HAPPENS?

Psychological Support

Establishing a Baseline

Activity:

On the provided handout, choose two factors

Answer the Question

"What questions would you ask to assess this factor?"

- How to determine the baseline:
- Surveys (Guarding Minds @ Work, or internal)
- Focus Groups/Interviews
- Existing Data (absenteeism, turnover)
- Observation

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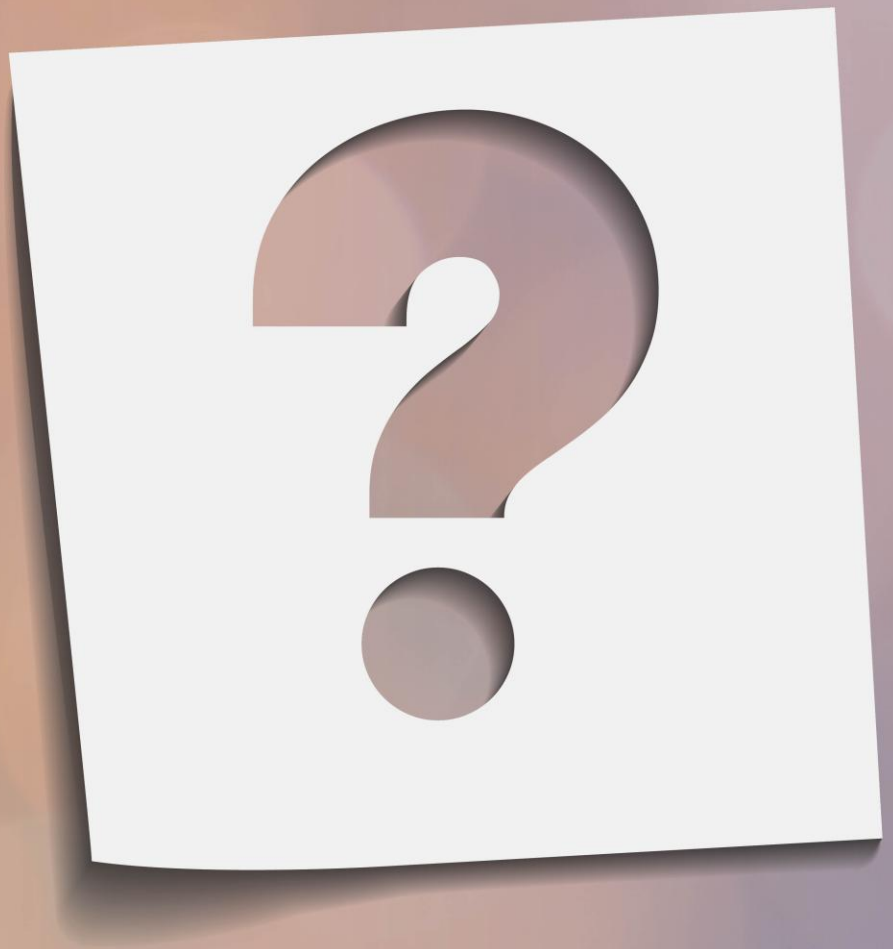

Service Hospitality

Thank You!

Service
Hospitality