

Appendix E

MAUREEN GRACE

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Exploring the New Standard
A Committee's Journey

Presenters

- **Kerilyn Zielinski**
Safety and Training Coordinator
Environmental Health and Safety
Services – Red River College
- **Maureen Grace**
Hamilton Grace and Associates –
WCB RWIP Grant recipient

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History

- **Managing Mental Health in the Workplace workshops for managers at RRC**
- **Interest in exploring the New Standard; Psychological Health and Safety in the Workplace**
- **WCB RWIP Grant application**
- **Project (2 year) started April 2016**

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Canadian Standards Association

- **Around since 1919**
- **National consensus of producers and users**
- **Often adopted by municipalities, provincial, and federal governments in their regulations in the field of health and safety**



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Mental Health Commission of Canada

- **Catalyst in creating this standard**
- **Standard is to protect all....not just those living with mental illness**
- **Workplace stress is one of 4 risk factors for mental illness**
- **Goal of prevention**



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Considering solutions



- **At the source**
- **Along the path**
- **At the worker**

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Primary Prevention

- **Psychologically Safe Workplace** a workplace that promotes and protects employees' psychological well-being and safety



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Factors of Psychological Health and Safety

- **13 factors of Psychological Health and Safety**

www.csa.ca


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Psychological Safety Factors

- Psychological Job Fit
- Clearly defined duties & leadership expectations
- Employee involvement and influence
- Work Life balance
- Respect and civility
- Workload management
- Growth & development
- Employee recognition
- Psychological support and protection
- Organizational Culture
- Engaged Employees
- Physical safety



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Steps

- **Advisory Committee**
- **Project shared with 2 main JWS&H Committees**
- **GM@W survey – RRC Ethics Committee**
- **Training sessions**
- **Survey**
- **Results reported to JWS&H Committees**
- **Chosen factor to work on**
- **Working Group**

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Guarding Minds @ Work Survey

- **Developed, well researched, anonymous, free**
- **Ethics Committee**
- **Concerns**

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Training Sessions

- **Half day**
- **Explained New Standard – 13 factors**
- **Shared plans for the project**
- **Solicited interest**
- **12 sessions – approx. 150 participants (May – Sept.)**

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GM@W Survey

- **Develop parameters**
- **Write invitation letter**
- **Distributed early October 2016 randomly to over 850 staff**
- **2 weeks to complete**
- **40% return rate**

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Results

- **Survey shows areas of strengths and concerns related to the 13 factors**
- **Results shared with JWS&H Committees and stakeholders**
- **JWS&H Committees decided on which factor to work on**

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Making the Choice

- **Serious concerns, significant, minor, strengths**
- **Most serious**
- **Easiest to change**
- **Add to one already working on**
- **Have most control over**
- **Respect and Civility was chosen as the factor to focus on**

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Respect and Civility

- **Created a Working Group of interested people**
- **Charter/terms of reference**
- **Ideas/strategies**
- **Build on what has already started**
- **Integrate Respect and Civility into existing programs**
- **Report to JWS&H Committee**

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Communication

- **Share results and project update with all staff**
- **Update sessions offered to all (more to come)**
- **Written report in newsletter/blogs**
- **JWS&H Committee members**
- **Other**

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Possible Strategies

- **Respect and Civility policy and promotion**
- **Video**
- **Conflict Resolution skills workshops, Verbal de-escalation**
- **Respect and Civility self awareness**
- **Integration into existing programs**

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Learnings

- People want to be involved and to learn about “new” hazards
- The role and responsibilities of the JWS&H Committees is not understood by everyone
- Process is important
- The JWS&HC is an existing vehicle to promote/advance safety and health

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Pros/Cons of JWS&H Committee as the Lead

Activity:

1. What are the strengths of your JWS&H Committee to lead the New Standard in your organization?
2. What would be a concern?

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Tips

- Get buy-in from leadership
- Use all your resources
- Get all stakeholders at the table
- Educate
- Know what you want to change
- Baby steps – start small
- Remember it takes longer than you think

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Resources

- www.csa.ca
- www.guardingmindsatwork.ca
- www.workplacestrategiesformentalhealth.com
- www.mflohc.mb.ca
- www.winnipeg.cmha.ca and www.central.cmha.ca
- www.safemanitoba.com – Mental Health Toolkit
- www.mherc.ca
- www.mentalhealthworks.ca
- www.mentalhealthcommission.ca/English/national-standard
- <http://www.notmyselftoday.ca>

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Resources cont'd

- Mental Health Crisis Centre - 204-940-1781
- Assembling the Pieces – An Implementation Guide to the National Standard
- Workplace Education and Training:
www.vitalife.ca
www.hamiltongraceandassociates.ca
 or maurengrace@shaw.ca
www.mflohc.mb.ca

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Thank You!

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