Appendix E

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Exploring the New Standard
A Committee's Journey

Presenters

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  Hamilton Grace and Associates – WCB RWIP Grant recipient

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

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

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

Considering solutions

• At the source
• Along the path
• At the worker
Primary Prevention

- Psychologically Safe Workplace ...... a workplace that promotes and protects employees’ psychological well-being and safety

Factors of Psychological Health and Safety

- 13 factors of Psychological Health and Safety
  - www.csa.ca

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

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

Guarding Minds @ Work Survey

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

Training Sessions

- Half day
- Explained New Standard – 13 factors
- Shared plans for the project
- Solicited interest
- 12 sessions – approx. 150 participants (May – Sept.)
GM@W Survey
- Develop parameters
- Write invitation letter
- Distributed early October 2016 randomly to over 850 staff
- 2 weeks to complete
- 40% return rate

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

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

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

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

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
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

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?

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

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.mhere.ca
• www.mentalhealthworks.ca
• www.mentalhealthcommission.ca/English/national-standard
• http://www.notmyselftoday.ca

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.vitallife.ca
  www.hamiltongraceandassociates.ca
  or maureengrace@shaw.ca
  www.mflohc.mb.ca

Thank You!
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