

Taking the Lead (to Fortify)

Supporting Workplace Stress & Anxiety Through
Uncertain Times & Beyond

Fortify Conference – November 15th, 2023

Presenters:

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WORK SAFE BC



for Workplace
Mental Health



Canadian Mental
Health Association
British Columbia
Mental health for all

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Land Acknowledgement

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WORK SAFE BC

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BC's
hub
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Mental Health

WHO WE ARE



go2HR is BC's
tourism and
hospitality human
resource and
health & safety
association.



Health & Safety



Human Resources



Industry Training



Research and Strategy

GROUP GUIDELINES

- Use person-first language
- Respect Confidentiality
- Phones on silent
- Leave to take a call
- Stand/move around if needed
- Casual - speak up if you have questions



Photo credit DBC & Mathew Strain



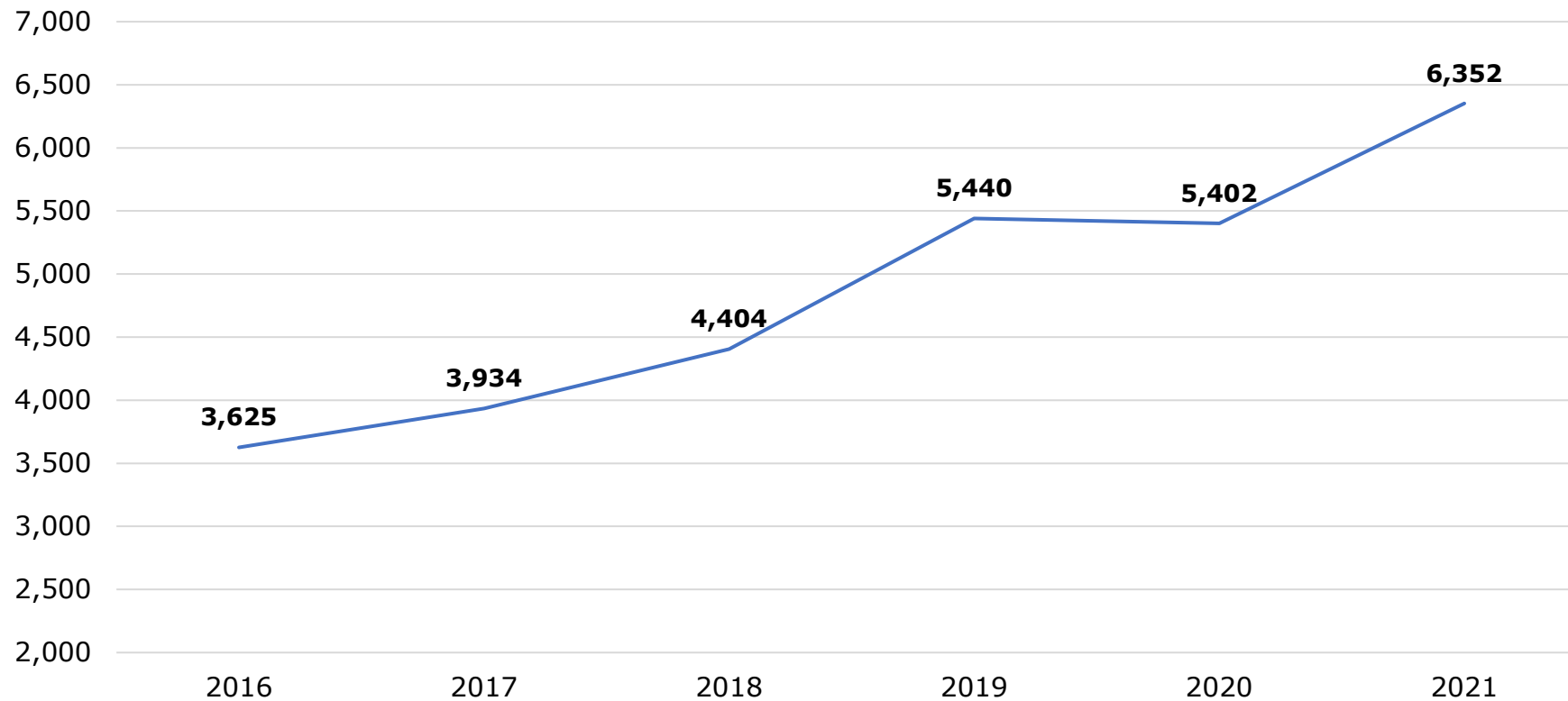
Agenda

1. Workplace psychological safety
2. Let's talk about stigma
3. The mental health continuum
4. Healthy coping strategies
5. The evolving regulatory landscape

Psychological Safety Definition

- **Psychological safety:** The situation where hazards and risks to psychological well-being are assessed and steps taken to eliminate, where possible, and minimize where elimination is not possible, the impacts of those risks.
- The CSA defines:
- **A psychologically healthy and safe workplace as one in which:**
 - Psychological health and well-being are protected and promoted.
 - No harm to worker mental health is allowed to occur in negligent, reckless, or intentional ways.

Psychological Health by the Numbers



Mental disorder claims reported to WorkSafeBC include claims where the psychological injury is the primary injury on the claim and claims where the psychological injury develops as a consequence of a physical injury.

Psychological Health by the Numbers

The impact of Psychological Health by numbers in Canada:

1 in 5 Canadians will experience a mental health issue or illness.

Economic cost in Canada is estimated at **\$51 Billion** per year.

47% of workers consider work to be the most stressful part of daily life.

Approximately **25%** of Canada's working population is affected by psychological health issues.

Only **23%** of workers feel comfortable talking to their employer.



STIGMA

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TYPE	Impact on Individual	Workplace Impact
<p>Self-Stigma</p>	<ul style="list-style-type: none"> • They believe the negative judgements. • Negativity is internalized which leads to decrease in self-esteem. • Fear of disclosing at work. 	<ul style="list-style-type: none"> • Employees who: <ul style="list-style-type: none"> ○ Do not seek help ○ Do not seek promotion ○ Do not seek recognition
<p>Peer / Public</p>	<ul style="list-style-type: none"> • You notice how others with similar challenges / disabilities are treated • You are believed to be lazy or even violent (the opposite is true) 	<ul style="list-style-type: none"> • Difficulty building relationships with peers or leadership • Will not be offered opportunities to not “put pressure on them”
<p>Structural</p>	<ul style="list-style-type: none"> • Not enough funding for research • Fewer mental health services compared to other health care sectors. 	<ul style="list-style-type: none"> • Outdated policies /practices and programs that limit opportunities • High cost of disability claims • Recruitment challenges • Retention challenges

Strategies to combat stigma in the workplace:



- Have an open door policy
- Share your story with mental health challenges
- Be aware of your attitudes / behaviours.
- Educate yourself / your teams about mental health issues
- Use person-first language

Strategies to combat stigma in the workplace:



Stereotype people with mental health issues?

Trivialize or belittle people with mental health conditions or the condition itself?

Offend and insult people with mental health issues?

Patronize people with mental health issues by treating them as if they are not as good as other people?

← THE MENTAL HEALTH CONTINUUM →

	Healthy	Reacting	Injured	Ill
	Normal Functioning	Reversible Distress	Significant Impairment	Clinical Disorder
Mood	Normal Mood Fluctuations Calmness Ability to take things in stride	Irritability Nervousness Sadness Overwhelm	Anger Anxiety Pervasive sadness or hopelessness	Angry outbursts High anxiety or panic Depression Suicidal thoughts
Attitude	Good sense of humour Good performance	Displaced sarcasm Procrastination Forgetfulness	Negative attitude Poor performance Poor concentration	Inability to perform duties, control behavior and concentrate
Sleep	Normal Sleep patterns Few sleep difficulties	Trouble sleeping Intrusive thoughts Nightmares	Restless or disturbed sleep Recurring nightmares	Inability to fall or stay asleep Sleeping too much / too little
Physical Health	Physically Well Good energy Levels	Muscle tension Headaches Low energy	Increased aches and pains Increased fatigue	Physical illness Constant fatigue
Activity	Being physically and socially active	Decreased activity or socializing	Avoidance Withdrawal	Not going out Not answering phone
Habits	Limited or no substance use or gambling	Regular but controlled substance use and gambling	Increased or hard to control substance use or gambling	Substance use disorder Gambling disorder



ACTIONS TO TAKE AT EACH PHASE OF THE CONTINUUM

SELF-CARE AND SOCIAL SUPPORT		PROFESSIONAL CARE	
Healthy	Reacting	Injured	Ill
Normal Functioning	Reversible Distress	Significant Impairment	Clinical Disorder
<ul style="list-style-type: none"> Focus on task at hand Breaks problems into manageable tasks Identify and nurture support systems Maintain healthy lifestyle 	<ul style="list-style-type: none"> Recognize limits Identify & minimize stressors Engage in healthy coping mechanisms Get proper nutrition, sleep, rest and exercise 	<ul style="list-style-type: none"> Seek professional help Identify and understand own signs of distress Seek social support and talk to someone rather than 	<ul style="list-style-type: none"> Seek consultation as needed Follow healthcare provider recommendations Regain physical and mental health

Healthy coping strategies

Deep Breathing

- Inhale for 4 counts
- Hold for 4 counts
- Exhale for 4 counts
- Hold for 4 counts

Visualization

- Create vivid and positive images of desired outcomes in our minds.
- Prepare yourself for “What if” scenarios.

Thinking Traps

- Overgeneralization
- Mind Reading
- Catastrophizing

Typical workplace hazards:

Safe Guarding

Lockout

Fall Protection

Chemical Exposure

Examples of Psychological Hazards

Bullying & harassment

unwanted, offensive, intimidating behaviours (sexual or non-sexual) about one or more specific characteristics of the targeted individual.

Career development

career stagnation and uncertainty, under-promotion or over-promotion, lack of opportunity to develop.

Civility & Respect

lack of trust, honesty, respect, civility and fairness.

Harm

incidents involving an explicit or implicit challenge to health, safety or well-being.

Interpersonal Relationships

poor relationships between managers, supervisors, co-workers, and clients or others.

Job Demands

unrealistic expectations of a worker's competence or responsibilities.

Job security

uncertainty regarding work availability, including work without set hours.

Leadership

lack of clear vision and objectives.

Recognition and reward

efforts are not recognized in a fair and timely manner.

Remote work

occupations where access to resources or communications is difficult (farmers, night shifts, offshore work, etc.).

Roles & expectations

role ambiguity, role conflict, frequent changes to tasks.

Workload

work overload or underload, high levels of time pressure.

Regulatory requirements

Bullying and Harassment

Violence and Workplace Conduct

Working Alone

New/Young Worker Orientation

Monthly Meeting/JOHSC

First Aid Procedures

Fatigue and Impairment

Safe Work Procedures

Reporting Unsafe Work Conditions

OHS Programs



How to involve workers:

Do no Harm to worker health

- Ask workers about psychological health risks at the workplace.
- Tools that might better support them.
- Discussions in safety meetings and anonymous surveys.
- Designated workplace mental health champion/peer support

How to involve workers

- Be a constructive influence
- Don't let stigma hold you back
- Set an example



Workplace Mental Health - Tourism & Hospitality

- go2HR partnership with the Canadian Mental Health Association – BC Division (CMHA BC)
- Industry-specific mental health supports, resources and training for front line employees, supervisors, managers and senior leaders:
 - Workplace PH&S Coaches
 - Workplace CARE certificate courses
 - [Online Resources](#) – BC’s Hub for workplace mental health



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Workplace Psychological Health & Safety (PH&S) Coach

Do you need resources, have questions or require support to address specific employee mental health challenges?

Want to create a psychologically health & safe workplace but don't know where to start?

Contact Valerie Lister
vlister@go2hr.ca
604-256-6175



Workplace Mental Health Training

CARE

Compassionate and Respectful Employer



[Learn more & register](#)



for Workplace Mental Health

Featuring:

- Industry specific mental health and PH&S focused articles & resources
- Workplace CARE training
- 3-5 minute Safety Talk videos [and more!](#)

www.workmentalhealthbc.ca

BC's Hub for Workplace Mental Health



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go2HR Health & Safety Support & Resources

Support Services:

- Safety Basics for employers
- Resource Library with tools and templates
- Sector-specific and topic-specific initiatives
- 1:1 employer advisory services
- Webinars, presentations, roundtables

Online Learning:

- Safer Spaces (sexual harassment training)
- OHS Program Fundamentals
- Foundations of Workplace Safety
- WHMIS

Contact: safety@go2hr.ca



**“Seek first to understand, then to be understood.”
- Stephen R. Covey**

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Photo credit to DBC Kari Medig



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Sources:

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