People Working Well

Introduction to WorkSafeBC's Psychological Health & Safety Framework

Canadian Mental Health Association
British Columbia
Mental health for all

BRITISH COLUMBIA
Supported by the Province of British Columbia

In partnership with

go2HR

Today's Path

Intro to go2HR & Consultants

WorkSafeBC's PHS Framework

PHS Pulse Check tool

PWW Resources & Training

Questions

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

People Working Well

go2HR exists to drive **strong workforces** and **safe workplaces** to deliver world-class **tourism and hospitality** experiences in BC

go2HR Mental Health & Psychological Safety Consultants

Erin O'Byrne, PCC

Nicole Howlett, BA, OHS Dip

1:1 Support for BC Tourism & Hospitality Employers

- Answer questions related to workplace mental health and psychological health & safety (PHS)

- Provide resources to help address workplace mental health-related challenges (stress, burnout, etc.)

- Support to understand and integrate WorkSafeBC's PHS Framework for success within existing programs & policies

- Can help you conduct a ***Psychological Health and Safety Pulse Check*** – Initial assessment to help you get started!

At no cost!

WorkSafeBC's Psychological Health & Safety (PHS) Framework

Why the Framework exists

- Help manage psychological health and safety in the workplace

Why Tourism & Hospitality Employers should take note

- Current Regulations
- WorkSafeBC's Planned Inspection Initiatives
- Future Regulations
- Proactive Approach

WorkSafeBC's Psychological Health & Safety (PHS) Framework

PHS Framework

Principles (3)
-Leadership commitment
-Develop managers and supervisors
-Worker participation

Risk Management Model
-Interpersonal environment
-Job design
-Workplace conditions
-Employer supports
-Exposure to traumatic events

WorkSafeBC's PHS Framework

Principle 1: Leadership Commitment

- Set the tone for psychological health
- Train managers on psychological health needs
- Regularly review psychological health policies
- Engage workers for feedback
- Prioritize prevention activities

WorkSafeBC's PHS Framework

Principle 2: Developing Supportive Managers and Supervisors

- Influence workplace culture
- Enhance relationships with workers
- Develop communication, empathy, and problem-solving skills
- Promote self-care and well-being

WorkSafeBC's PHS Framework

Principle 3: Ensuring Worker Participation

- Involvement in discussions and decisions
- Opportunities to provide feedback
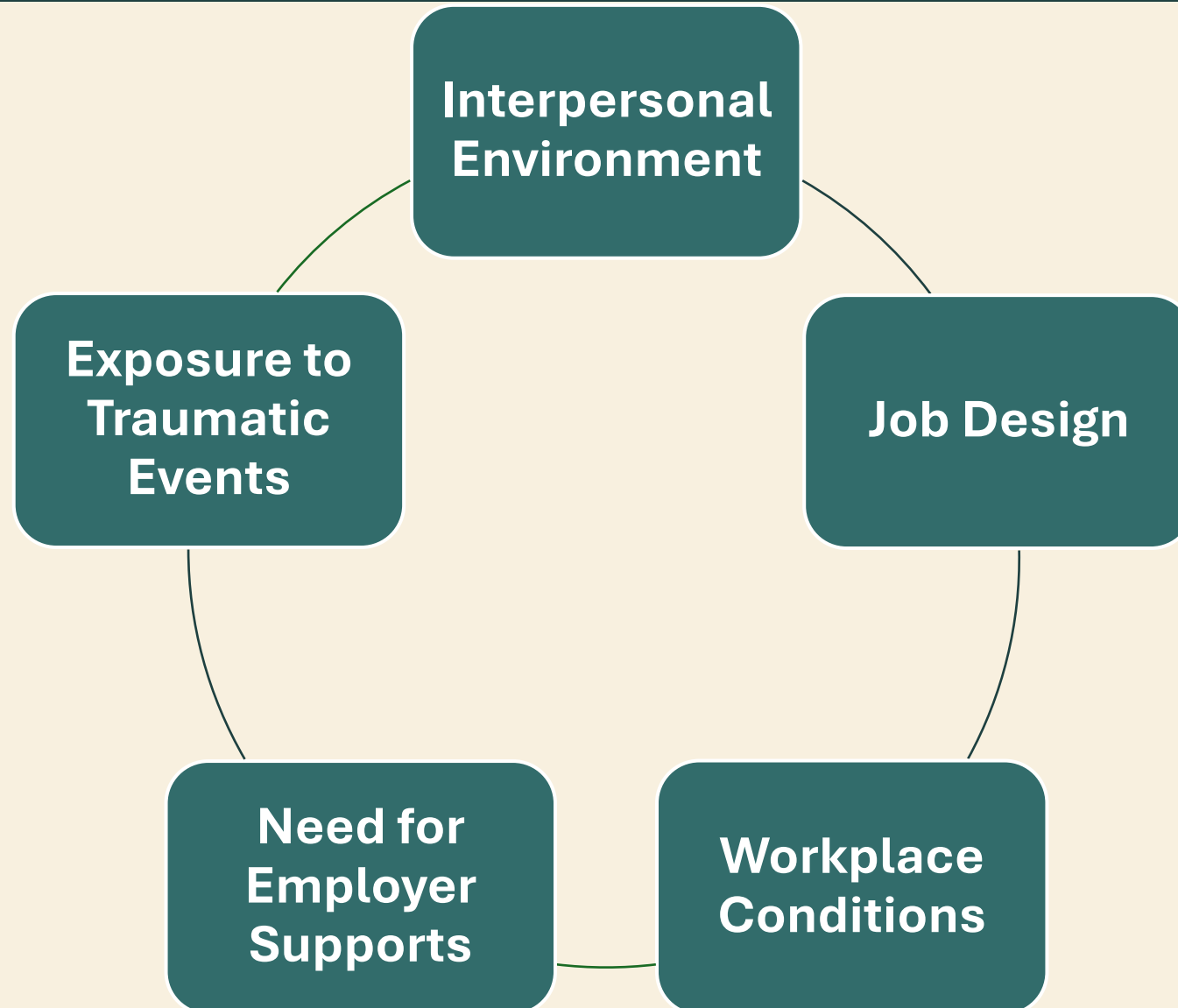- Active participation in safety initiatives
- Support and encouragement from management

Risk Management Model

Similar approach to physical health and safety:

- Understand risks
- Implement safety measures
- Communicate information
- Monitor effectiveness

Psychosocial Hazards

- Interpersonal Environment
- Job Design
- Workplace Conditions
- Need for Employer Supports
- Exposure to Traumatic Events

Pulse Check Tool

Purpose

- Assess foundational components of workplace PHS

How to Use

- Mark status checkboxes for each component

Next Steps

- Connect with one of our consultants for a 1:1

Pulse Check Tool

go2HR

WORKPLACE MENTAL HEALTH PULSE CHECK	Status (✓)				Enter your notes or questions for your Mental Health & Psychological Safety Consultant in this section
	In Place & Documented	In Place & Not Documented	Needs Support	Not Applicable (N/A)	
Existing Resources					
Leadership commitment to psychological health & safety (workplace mental health)					
Policy statement including psychological health & safety (PH&S) as a core value					
Accommodation and return to work policy incorporate mental health (HR policies and processes)					
Employee/HR policies are in place that support work-life balance (e.g. staff scheduling, vacation, sick days, etc.)					
Crisis response policy or processes					
Policies consider the unique needs of diverse populations and solicit their input including stigma reduction strategies. (Equity, Diversity & Inclusion (EDI) policies included in HR and onboarding documents)					
PH&S is incorporated Health & Safety processes such as hazard identification and JHSC meetings					
Mental Health Champions and/or Health & Safety Champions					
EAP and/or community employee mental health resources available					
Leadership / Management mental health awareness and skills training					
Worker mental health awareness training					

Pulse Check Tool

	Implemented & Doing Well	Implemented & Needs Improvement	Needs Support	Not in Place	Enter your notes or questions for your Mental Health & Psychological Safety Consultant in this section
Psychological Health & Safety (PH&S) Categories					
Healthy Life / Work Balance (Watch this short video for definition**)** *Positive indicators include flexibility, breaks, work planning, pace of work, reasonable deadlines, work schedules shared in advance.*					
Reasonable Job Demands (Watch this short video for definition**)** *Positive indicators include training on clear communication, involving workers in workload management, continuous improvement, job design, clear role expectations that are reasonable and matched to skills.*					
Being Valued and Respected (Watch this short video for definition**)** *Positive indicators include employees speaking up, sharing ideas, common understanding of civility and respect, recognition.*					
Challenging and Engaging Work (Watch this short video for definition**)** *Positive indicators include belief in the work, intellectual, interesting, strong relationship with co-workers, connection between worker to the importance of their role.*					
Feeling Safe at Work (Watch this short video for definition**)** *Positive indicators include preventing discrimination and harassment. Safe to bring up issues and admit mistakes, can voice ideas against the norm, value honesty, respect, trust and open communications.*					
Growth and Development (Watch this short video for definition**)** *Positive indicators include recognition and opportunities for development, including mentorship, training, job shadowing and career development plans. Giving and receiving feedback.*					

Pulse Check Tool

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Pulse Check Tool

Developing Managers & Supervisors

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Pulse Check Tool

Worker Engagement

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People Working Well Website

Resource Highlight

People Working Well — Setting Healthy Boundaries
Safety Talk — Employee Resource

Being Clear is Being Kind!

It's hard to say no sometimes – when you're asked to take that extra table but you're already at maximum capacity, or when your friend needs a shift covered on your day off. It's great to be a team player and do everything you can to help your teammates. You may even be rewarded for going above and beyond for your team.

At the same time, when you stretch yourself beyond what you're comfortable with it can erode your personal boundaries, making it challenging to meet your own needs. This could reduce your capacity to take care of yourself and your mental health.

Communicating your needs and setting clear boundaries contributes to a more sustainable working experience and can help prevent burnout. Communicating your boundaries is an essential part of building a psychologically safe workplace.

Needs-based Communication

- **Take stock of what you need to thrive in this work.** Are any of these needs unmet? Are any needs incompatible with the job?
- **Open the dialogue.** Visualize the conversation: calm, matter-of-fact, needs-based
- **Be prepared for outcomes.** Your needs may be incompatible with your employer's needs. Try to find solutions that work well for everyone

Be a Champion

- Model needs-based communication with your teammates
- Respect others' needs and boundaries
- Speak up when you hear unsafe language
  - One person's joke is another person's trauma trigger
- Some needs are non-negotiable
  - Everybody needs to be safe from bullying and harassment

Start the Conversation

Talk about a time when you noticed yourself/someone operating outside of your/their own boundaries. Why didn't you/they say 'no'?

When is it appropriate to speak up when you experience a violation of your personal boundaries at work, or a co-worker's personal boundaries?

What are some barriers you might encounter when asserting your boundaries in your workplace?

Additional Resources

Crisis Lines: 1-800-784-2433 or 9-8-8
Mental Health Support Line: 310-6789
Drug and Alcohol Info and Referral: 1-800-663-1441
Mental Health Services: helpstartshere.gov.bc.ca
Mental Health Information: heretohelp.bc.ca
Free Wellness Program: bouncebackbc.ca

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People Working Well Courses

Free, flexible, bite-sized, interactive courses for people working in tourism and hospitality

Mental Health Training
for BC's Tourism
& Hospitality Industry

Workers

BC Tourism & Hospitality - Workers

Mental Health Training
for BC's Tourism
& Hospitality Industry

Supervisors

BC Tourism & Hospitality - Supervisors & Managers

Where to Start

Supervisors and Managers

- Introduction to Psychological Health and Safety

- Introduction to Workplace Mental Health

- Addressing Mental Health Stigma

Workers

- Introduction to Workplace Mental Health

- Addressing Mental Health Stigma

- Work-life Balance