

CLC WINTER SCHOOL WEEK 3 - PSYCHOLOGICALLY HEALTHY WORKPLACES

JANUARY 27TH, 2020 – “Suffering is Optional” quote from Rachael workshop Facilitator. Co Facilitator is Jackie



THIS IS A PSYCHOLOGICALLY & EMOTIONALLY HEALTHY PLACE TO WORK

Morning – Introductions & Dialogue amongst the group

Lunch till 1:30pm

Afternoon Session

Bullying & Harassment – Discussion

- Why is Bullying & Harassment a Health & Safety Issue?
- What is it? what is the risk? how much of it? and how do you regain control?
- <https://www.worksafebc.com/en/about-us/what-we-do/industry-initiatives/bullying-harassment-discriminatory-action?origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23q%3Dmental%2520health%26sort%3Drelevancy%26f%3Alanguage-facet%3D%5BEnglish%5D>
- Loss of confidence in the workplace for employees who are bullied
- Reviewed some cases in Canada and abroad where young workers died by suicide.
- Reviewed domestic violence cases where disgruntled ex partner murdered spouse and then killed them self.

Video shown in class:

- <https://www.worksafebc.com/en/resources/health-safety/videos/worker-to-worker-bullying-harassment?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23q%3Dbullying%2520and%2520harassment%26sort%3Drelevancy%26f%3Alanguage-facet%3D%5BEnglish%5D>

5.1 Mental Disorders definitions under the Work Safe Legislation

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- Predominantly caused by an event during employment
- Could be repeated exposures to events

Discussed Section 115 Employer Responsibility/Section 116 Worker Responsibility/Supervisor Responsibility

Section 4.24 on improper conduct by a worker

3. The Act and Occupational Health and Safety Regulation ("OHSR")

Section 115(1)(a), Act - General duties of employers

(1) Every employer must

(a) ensure the health and safety of

(i) all workers working for that employer, and

(ii) any other workers present at a workplace at which that employer's work is being carried out...

The Appendix to this policy contains other related sections of the Act and OHSR.

POLICY

Section 115(1)(a)(ii) gives every employer the duty to ensure the health and safety of any other workers present at a workplace at which that employer's work is being carried out.

Definition

"*other workers*" refers to workers other than those of the employer. This includes workers of other employers as well as persons deemed to be workers through signing up for Personal Optional Protection (POP).

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5.1 Mental disorder

- (1) Subject to subsection (2), a worker is entitled to compensation for a mental disorder that does not result from an injury for which the worker is otherwise entitled to compensation, only if the mental disorder
- (a) either
 - (i) is a reaction to one or more traumatic events arising out of and in the course of the worker's employment, or
 - (ii) is predominantly caused by a significant work-related stressor, including bullying or harassment, or a cumulative series of significant work-related stressors, arising out of and in the course of the worker's employment,
 - (b) is diagnosed by a psychiatrist or psychologist as a mental or physical condition that is described in the most recent American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders at the time of the diagnosis, and
 - (c) is not caused by a decision of the worker's employer relating to the worker's employment, including a decision to change the work to be performed or the working conditions, to discipline the worker or to terminate the worker's employment.

(1) Every worker must

- (a) take reasonable care to protect the worker's health and safety and the health and safety of other persons who may be affected by the worker's acts or omissions at work....

POLICY

Definition

<i>"bullying and harassment"</i>	<ul style="list-style-type: none">(a) includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but(b) excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.
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A worker's obligation to take reasonable care to protect the health and safety of themselves or others includes:

- (a) not engaging in bullying and harassment of other workers, supervisors, the employer or persons acting on behalf of the employer;
- (b) reporting if bullying and harassment is observed or experienced in the workplace; and
- (c) applying and complying with the employer's policies and procedures on bullying and harassment.

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2. The Act

Section 117(1):

Every supervisor must

- (a) ensure the health and safety of all workers under the direct supervision of the supervisor,
- (b) be knowledgeable about this Part and those regulations applicable to the work being supervised, and
- (c) comply with this Part, the regulations and any applicable orders.

Section 117(2):

Without limiting subsection (1), a supervisor must

- (a) ensure that the workers under his or her direct supervision
 - (i) are made aware of all known or reasonably foreseeable health or safety hazards in the area where they work, and
 - (ii) comply with this Part, the regulations and any applicable orders,
- (b) consult and cooperate with the joint committee or worker health and safety representative for the workplace, and
- (c) cooperate with the board, officers of the board and any other person carrying out a duty under this Part or the regulations.

4.24 Definition

In sections 4.25 and 4.26,

"improper activity or behaviour" includes

- (a) the attempted or actual exercise by a worker towards another worker of any physical force so as to cause injury, and includes any threatening statement or behaviour which gives the worker reasonable cause to believe he or she is at risk of injury, and
- (b) horseplay, practical jokes, unnecessary running or jumping or similar conduct.

Note: Worker means a worker as defined under the *Workers Compensation Act*, and includes a supervisor or other representative of the employer (see [Part 3, Division 1, section 106](#)).

4.25 Prohibition

A person must not engage in any improper activity or behaviour at a workplace that might create or constitute a hazard to themselves or to any other person.

4.26 Investigation

Improper activity or behaviour must be reported and investigated as required by Part 3 (Rights and Responsibilities).

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January 28th, 2020

Morning Session

Morning welcome and reconnect w the group

Class Student council rep reminded us on the alternate meals for dinner

Canadian Charter of Rights & Freedoms Section 15

- Everyone is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, color, religion. Sex, age, or mental or physical disability

Page 29 of the workbook - Bullying & Harassment WorkSafe Policy

BC Human Rights Code

- The BC Human Rights Code is an important law that protects people from discrimination, including Harassment
- The code protects persons in the area of:
 1. Accommodation, services, facility
 2. Property/tenancy
 3. Employment,
 4. Membership in union/association
- In BC, discrimination occurs when someone is treated differently and poorly because of certain personal characteristics
- These characteristics are also referred to as prohibited grounds

Prohibited Grounds under the BC Human Rights Code

- Race
- Color
- Ancestry
- Place of Origin

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- Political Belief
- Religion
- Marital Status
- Family Status
- Physical/Mental Disability (Ability)
- Gender Identity/Expression
- Sex
- Sexual Orientation
- Age
- Criminal or Summary Conviction offence

What is Harassment?

- Harassment is a form of discrimination
- Harassment occurs when a person is subjected (often repeatedly) to unwelcome comments or behaviour that is insulting or demeaning or it is otherwise offensive because of any of the grounds such as race, religion, or sexual orientation



A reasonable person is defined as:

“... a person who exercises the degree of attention, knowledge, intelligence and judgement that society requires of it's members for the protection of their own and others' interests. The reasonable person acts sensibly, does things without serious delay and takes proper but not excessive precautions...”



Three main causes of Bullying:

1. Organizational Factors
2. Organizational Culture
3. Individual Factors



Group Work: Identify the factors that contribute to Bullying in the Workplace.

Intention : Discrimination/harassment does not have to be intentional to be against the law. This means that even if the person responsible for the action or comment did not "mean it," it is still discrimination/harassment according to the law.

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Instead of calling a person a “victim of bullying”, we can reframe it as a “target of bullying” instead. So, we can attempt to break the cycle of victimization.

Grey Areas Quiz

LUNCH

Afternoon Session

Go over the Grey Areas Quiz with the group

“It’s not the intent it’s the impact”



Intent vs. Impact:
your intentions do not determine or excuse your impact

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- Discussion on privilege is required for the group



Group Work Exercise – In Pairs

One person is an artist and one person is the describer

Describer gets a picture

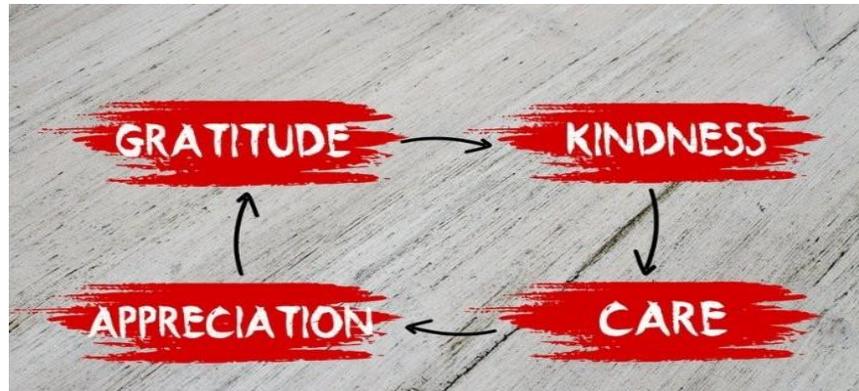
Can only describe by 3 ways only:

- lines
- lengths
- directions

Describe your ideal workplace – GROUP INPUT (in one word if possible)

- welcoming
- respectful
- supportive
- work life balance
- harmonious
- appreciation for staff
- positive culture
- consistent
- collaborative

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January 29th, 2020

Morning Session

Jackie asked the group to reduce the usage of devices in the room.

Mental Injury Survey was given to the room to fill out

- There was discussion about the ranking of the categories and the correlation.

Gord Lechner (BC FED OH&S Director) came to discuss the Stress Assess (Links in next page)

Excessive demands. Risk of violence. No control over workload. Lack of support. Stressors at work - also called psychosocial hazards - can affect your mental and physical health. This survey is designed to help you identify these psychosocial factors at your organization so you can take steps to improve the psychosocial climate in your workplace.

This survey is being conducted for the Occupational Health Clinics for Ontario Workers (OHCOW).

It was developed in partnership with the Mental Injury Tool Group (MIT)

More information is available at:

www.ohcow.on.ca/mit



A survey of the psychosocial factors
in your workplace

This survey is based on the Copenhagen Psychosocial Questionnaire (COPSOQ) and has been customized to address concerns within the Canadian workplace.

MORE ABOUT

Icons representing various workplace factors: a group of people, a person falling, a person running, a person standing, a building, a person with arms raised, and a hand.

<https://www.ohcow.on.ca/stressassess.html>

<https://www.ohcow.on.ca/mental-injury-toolkit.html>

<https://stressassess.ca/>

StressAssess is a free, evidence-based online survey tool designed to assist workplaces in identifying psychosocial hazards that can lead to stress and mental injury, providing suggestions and pathways to address them, and thus preventing harm. It is simple to use, fosters a team approach, and includes a Wizard to support preparation, implementation and subsequent problem solving. StressAssess is particularly timely given the recognition of Chronic Mental Stress as compensable in Ontario as of January 1, 2018. Plus, reducing stress and promoting Workplace Mental Health is good business on many levels.

The StressAssess Survey is based on the latest version of the internationally recognized Copenhagen Psychosocial Questionnaire (COPSOQ III), along with additional questions generated by the OHCOW (and partner) developed [Mental Injury Toolkit](#). The survey compares workplaces against a validated Canadian dataset generated by Ekos Research under the direction of OHCOW and the Institute for Work and Health in 2016. For more information on the dataset see [this presentation](#) from the Canadian Association for Research on Work and Health.

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<https://www.ohcow.on.ca/measure-workplace-stress.html>

With generous help from the [Canadian Centre for Occupational Health and Safety \(CCOHS\)](#), we have produced a smartphone application (app) which will allow the user to fill out the Copenhagen Psychosocial Questionnaire (COPSOQ) and have their responses automatically scored.

After initiating the app, the user is asked to respond to 25 screens of questions about work demands, organizational factors, relationships, workplace values, health & safety concerns, stress symptoms and offensive behaviours. On the results page, each item is scored in comparison to a reference population so you can see how you compare. For items where your score is worse than the reference population, you can click on an icon that takes you to a pop-up that describes some ideas on dealing with that particular factor.

Ideally, this survey should be done on a group basis but this app lets the user get a “feel” for what is in the survey plus gives ideas on how to improve workplace psychosocial conditions.

Introduction: Worker Call to Action

Part 1 — Why Should We Care?

Workers and employers are busy enough, so why should anyone take action to deal with either the causes of or effects of workplace stress? Well, workers care because workplace factors can cause, contribute to, or worsen our mental distress, which may affect our physical or mental health. Employers care because they want their workers to be well, because when workers are not well the business is affected.

Part 2 — “Workplace Stress”: Assumptions, Terminology, and Approaches

What does workplace stress mean? Let’s clarify some assumptions, words, and approaches to workplace stress.

Part 3 — What Are Other Jurisdictions Doing?

There is growing attention on addressing workplace stress in Canada and across the world.

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Part 4 — What Are My Rights And Legal Protections? (Focus on Ontario)

In general, legal protections for workers fall into four broad areas, fair treatment at work, protection of health and safety, duty to accommodate and income replacement.

Part 5 — Workplace Action Plan

Work and workers are all different, but no matter how different they are, it is possible for workers to take some steps to understand and address the causes of mental distress at work. This section provides a worker, JHSC or Union with tools to address the prevention of mental injuries in their workplaces.

- [Tip Sheet for Workers](#)
- [Tip Sheet for JHSC](#)
- [Tip Sheet for Union Leaders](#)

About the MIT Survey Tool:

- How we chose the Copenhagen Psychosocial Questionnaire (COPSOQ), [click here](#)
- To access the survey materials, [click here](#)
- To access - MIT Video series [click here](#)
- To see how the COPSOQ survey would be used in a workplace, [click here](#)

Part 6 — Resources

There are literally thousands of resources available about workplace stress. We've selected some online resources, articles, and books for your reference. Please note that this list is not exclusive, nor do we have copyright of any of these resources.

- [Online resources for the assessment and control of psychosocial hazards](#)
- [References \(used in this document\)](#)
- [Additional reading list](#)

For the complete mental injury prevention resource, [click here](#)

These tools are not clinical diagnostic tools. They are not meant to diagnose medical or psychological conditions or to be used by a physician to these ends. These tools are designed to identify problems that may exist within the workplace and provide possible avenues to address them.

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This resource kit and tools are provided with a focus on the Ontario jurisdiction – workers in other provinces or in federally regulated workplaces should refer to their own legal framework.

<https://www.youtube.com/watch?v=LREe5M5Q8co>

Next Survey option – Guarding Minds at Work



<https://www.guardingmindsatwork.ca/about/about>

<https://www.guardingmindsatwork.ca/resources>

Discussion of the Hierarchy of Control





Get ready to #GetLoud about

what **MENTAL HEALTH** really is.



CMHA Mental Health Week

May 6-12, 2019

Visit mentalhealthweek.ca for info and tools!

<https://mentalhealthweek.ca/>



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Canadian Mental Health Association Reports:

- 15% of workers suffer from depression & anxiety
- 40% of workers illness and turnover is due to job stress
- Workers who report stress are 30% more likely to have incidents or accidents

Afternoon Break Session

Why Mental Health Issues are often Hidden

FEAR:

- Of losing employers respect
- Of losing ones job
- Of not being promoted
- Of being isolated or shamed
- Of asking for an accommodation
- That long term career goals may be affected
- Of an illness

Bell Videos - 5 videos on the January 28th

- Words between women at work
- Male job site
- Voicemail
- Text ignoring
- Isolation

What I can do to Help?

- Just because you can't see it doesn't mean that it isn't there
- Sometimes people just don't know how to respond
- Song called "Buy me flowers"
- Author Alicia Elliot ..."mind spread out on the ground"

Module 2 – Mental Health Issues

Mental Health First Aid

- Recognize the signs and symptoms of mental health problems
- Provides initial help
- Guide a person to appropriate professional help
- Preserve life where a person may be a danger to themselves or others
- Provide help to prevent mental health problem from developing into a more serious situation
- Promote the recovery of good mental health
- Provide comfort to a person experiencing a mental health problem

Types of mental health Issues

Mood disorders, Anxiety disorders, psychotic disorders, Substance related disorders

Signs vs symptoms

Sign is a visible indicator; Symptom is a result of something

Mood Disorders

Depression

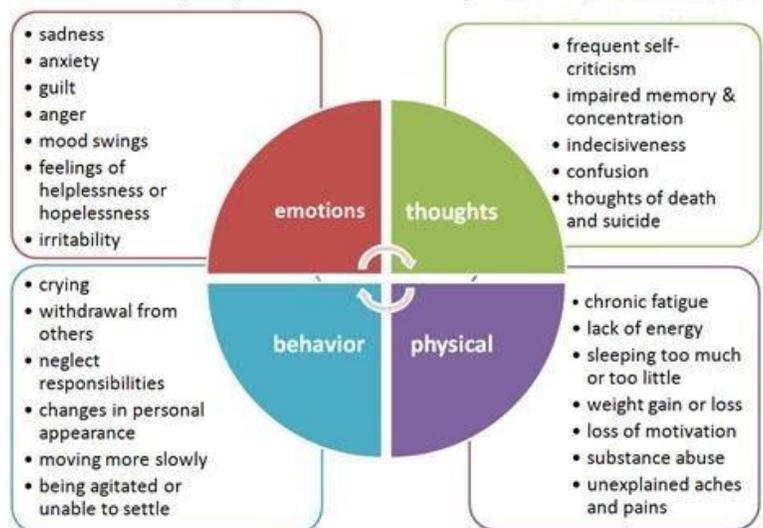
DEPRESSION SYMPTOMS

- ISOLATION
- NO ENERGY
- NO CONCENTRATION
- SADNESS
- NO APPETITE
- ANGER
- ALCOHOL AND DRUG ABUSE
- SLEEP PROBLEM
- THOUGHTS OF DEATH
- GUILT

TREATMENT

- TRAVEL
- DOCTOR
- VITAMINS
- COMMUNICATION
- POSITIVE THOUGHTS
- CREATIVITY
- ANTIDEPRESSANTS
- SLEEP MIN 8H
- YOGA
- BATH
- MUSIC
- SCHEDULE

Symptoms of Depression



Depression Symptoms



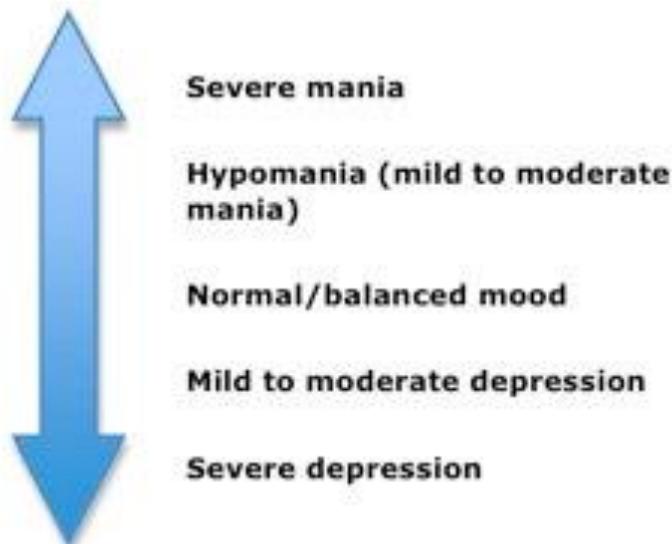
“

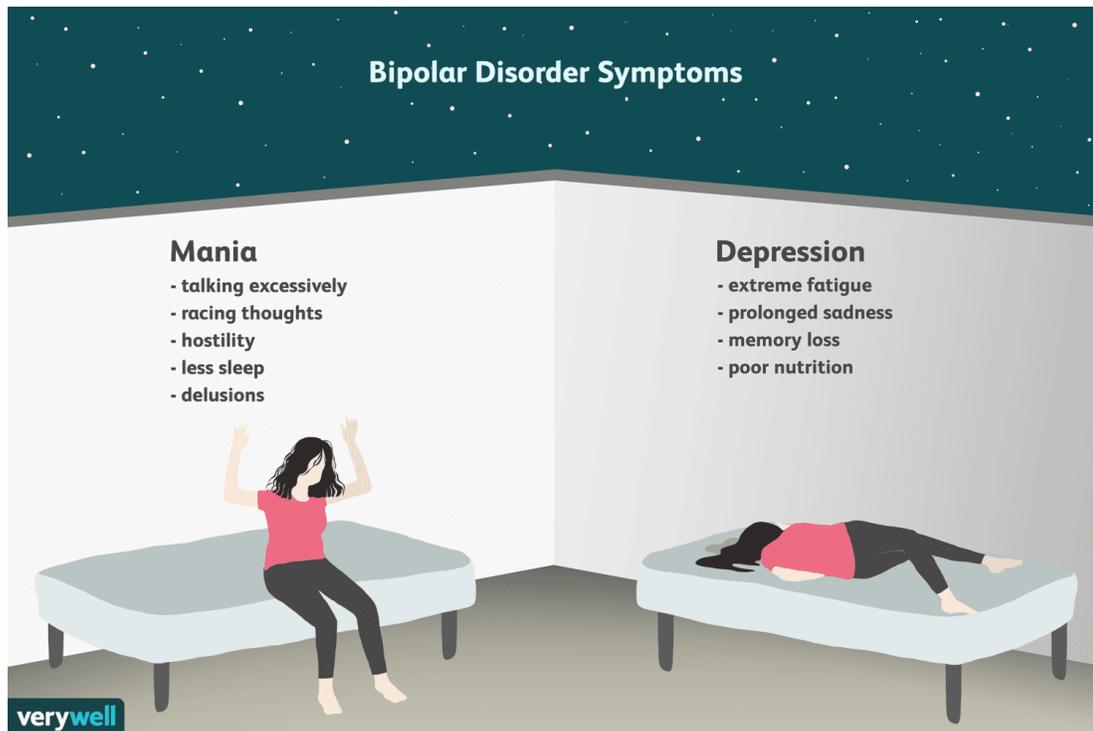
Depression is a cruel disease that can affect anyone. It is very easy, once the symptoms begin, for a person to slide down the black hole of depression where the symptoms spiral and feed off of each other, increasing in severity.

”

- Michelle London, PsyD,
Weiss Memorial Hospital in Chicago

Bipolar





COMMON BIPOLAR TREATMENTS

MOOD STABILIZERS

These aptly named meds help even out the swings, lessening the chance of high highs and low lows. Give 'em time to work: They take few weeks to kick in.



ANTIPSYCHOTICS

These faster acting drugs begin easing symptoms within a few hours, so they can have your back while mood stabilizers are doing their slow-and-steady thing.



ECT

When medication just isn't working well, electroconvulsive therapy can be a good option for people with bipolar. It's even safe to do during pregnancy.



TALK THERAPY

Working with a therapist helps you better understand your emotions while learning important strategies to help you cope with your condition.



Anxiety

Generalized Anxiety Disorder

Agoraphobia

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January 30th, 2020

Obsessive Compulsive Disorder

Post Traumatic Stress Disorder (PTSD)

Acute Stress Disorder

Schizophrenia

Substance-Induced Psychotic Disorder

Substance Related Disorders

- Alcohol
- Prescription Drugs
- Recreational Drugs
- Stimulants

CSA Standard – Module 3

<https://www.csagroup.org/article/canca-s-z1003-13-bnq-9700-803-2013-r2018/>

500,000



Canadians, in any given week, are unable to work due to mental health problems or illnesses.

What is the Standard?

The National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard) – the first of its kind in the world, is a set of voluntary guidelines, tools and resources intended to guide organizations in promoting mental health and preventing psychological harm at work.

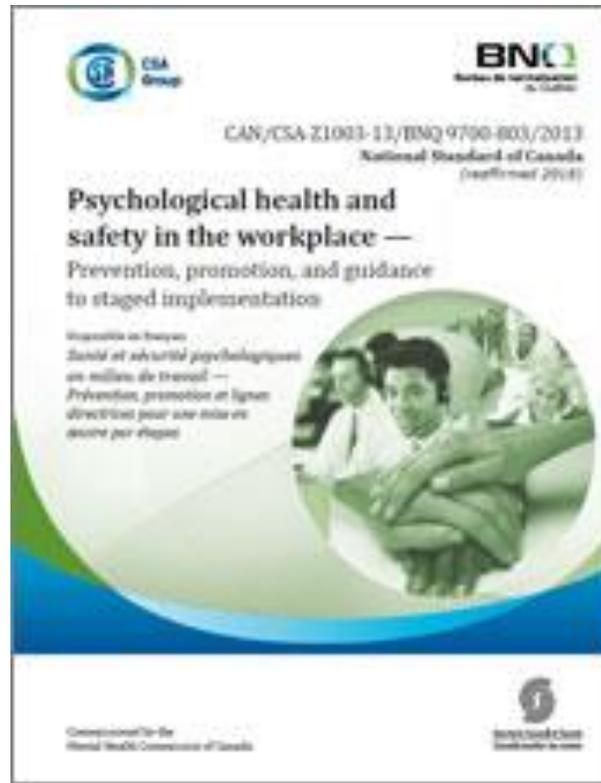
Launched in January 2013, it has garnered uptake from coast to coast to coast, internationally and across organizations of all sectors and sizes.

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[Watch this video](#) to learn more about the Standard and why it is important to take action today.

<https://www.mentalhealthcommission.ca/English/what-we-do/workplace/national-standard>

<https://www.mentalhealthcommission.ca/English/media/4183>



CAN/CSA-Z1003-13/BNQ 9700-803/2013 – Psychological Health and Safety in the Workplace

Psychological health and safety (PHS) is embedded in the way people interact with one another on a daily basis, it is part of the way working conditions and management practices are structured. Bearing this in mind, mental health is a significant consideration across workplaces. The Canadian Mental Health Commission has reported that, in any given year, one in five people in Canada will experience a mental health problem or illness, with a cost to the economy well in excess of 50 billion dollars.

CAN/CSA-Z1003-13/BNQ 9700-803/2013 – Psychological Health and Safety in the Workplace is a voluntary standard that specifies requirements for a documented and systematic approach to develop and sustain a psychologically healthy & safe workplace.

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How does the Standard work?

The Standard provides a comprehensive framework to help organizations of all types guide their current and future efforts in a way that provide the best return on investment.

Adopting the Standard can help organizations with:

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

[Download the Standard for free](#)

[Download the Implementation Guide](#)

[Read frequently asked questions \(FAQ\) on the Standard](#)

Workplace Factors Affecting Psychological Health (13 Factors)

- **Organizational Culture**
- **Psychological and Social Support**
- **Clear Leadership and Expectations**
- **Civility and Respect**
- **Psychological Demands**
- **Growth and Development**
- **Recognition and Reward**
- **Involvement and Influence**
- **Workload Management**
- **Engagement**
- **Balance**
- **Psychological Protection**
- **Protection of Physical Safety**



A.2 Basic human needs and mental health at work

Note: This information comes from a variety of research studies and has been agreed to through the consensus process of the Technical Committee to assist in the implementation of this Standard.

Human needs related to basic physiological and security needs must first be identified and controlled in order that factors related to higher level human needs can be satisfied. The framework for establishing and sustaining a psychologically healthy and safe workplace should ensure that these human needs are included in all aspects of the managed approach to meet the intent and requirements of this Standard. The human needs for consideration in this standard framework include, as a minimum, the following:

Human needs	Workplace needs met	Workplace needs unmet
Physical and psychological safety	Workers feel that they are in a working environment that meets their psychological and physical health and safety needs. Managers and co-workers work together proactively to develop and implement measures so that legitimate health and safety needs, rights, and risks are recognized and accommodated to a reasonable degree.	When there are consistent failures to recognize and accommodate the legitimate health and safety needs, and the rights and claims of workers, risks to psychological health can arise. Perceptions of such failure can lead to feelings that the work is inherently unsafe and risks are ignored or inadequately controlled by choice or ignorance by workplace decision makers. Herzberg et al. (2009) (see Annex G) refers to these needs as maintenance factors that need to be in place to allow the individual to strive for higher level human needs. When not present, the need to regain physical safety and security becomes paramount, preventing the individual from satisfying higher level human needs.
Self-worth, esteem, and social justice	Workers' skills are engaged to the point at which they experience challenge. This point of optimal stress or equilibrium has been widely documented and accepted. Also, workers perceive that work is distributed in an equitable manner [see Fairness, Clause A.3.2 d].	Where job demands consistently and chronically exceed worker skill levels or exploit them beyond what would be considered reasonable for the type of undertaking, or where work is distributed inequitably, risks to psychological health can arise.

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Human needs	Workplace needs met	Workplace needs unmet
Self-efficacy, accomplishment, and autonomy	Workers have sufficient discretion over and participation in decisions about the means, manner, and methods of their work consistent with the intrinsic nature of the work sufficient to allow them to feel part of the enterprise and not just cogs in a wheel. Control in this context includes “voice”, meaning the perceived freedom to express views or feelings appropriate to the situation or context.	When discretion over the means, manner, and methods of their work (including voice) is withheld from workers for no good business reason, risks to psychological health can arise.
Self-esteem	Workers feel rewarded in terms of praise, recognition, and acknowledgement of and credit for their contributions.	When praise, recognition, and acknowledgement/credit are withheld from workers for no good business reasons, risks to psychological health can arise.
Social justice or self-worth	Workers feel that they are treated with fairness and respect by their managers and co-workers in that their reasonable needs, rights, and claims are recognized and accommodated to a reasonable degree consistent with the expected norms of the business or industry.	When there are consistent failures to recognize and accommodate the legitimate needs, rights, and claims of workers, risks to psychological health can arise. Perceptions of such failure can arise from feelings that the work is inequitably distributed and that decisions leading to this distribution are biased.
Belonging	Workers experience support from supervisors and colleagues with regard to advice, direction, planning, and provision of technical and practical resources and information (to the extent that they are available within the organization) and this is offered as a matter of course without prejudice or favour.	When such support is withheld from workers by choice rather than because of some systematic constraint within the organization, risks to psychological health can arise.



Implementing the Standard



Get up to Standard

with mental health in your workplace



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



Brought to you by the Mental Health Commission of Canada in collaboration with the Canadian Mental Health Association.

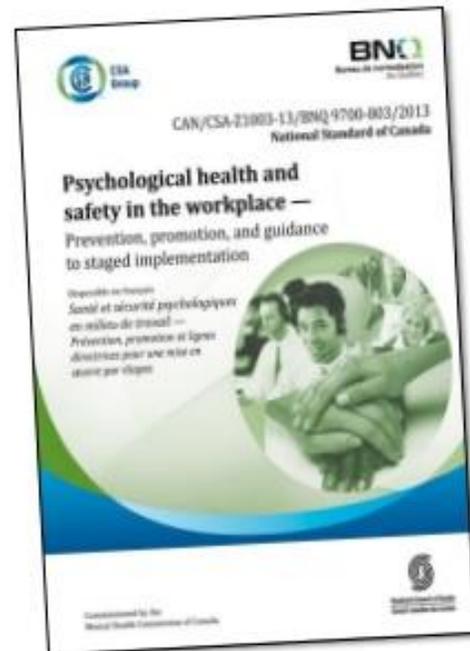
<https://cmha.ca/takeaways>

THE NATIONAL STANDARD

Purpose Of The Standard

Prevent psychological harm from conditions in the workplace

Promote psychological health in the workplace through support



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