

Building Block 8: **EXCELLENCE**



Learning Objectives

- ❑ **Frame** – A management system to promote psychological health and safety
- ❑ **Explore** – How to leverage the National Standard (CSA Z1003) for making decisions in facilitating a psychologically safe workplace
- ❑ **Identify** – The level of commitment to adopt the National Standard



Goal: Support employers who want to align with the National Standard

Psychological Safety: A ROADMAP

GETTING STARTED

- Foundation
- Support
- Planning

GAINING MOMENTUM

- Leadership
- Culture
- Connections
- Prevention

RAISING THE BAR

- Excellence



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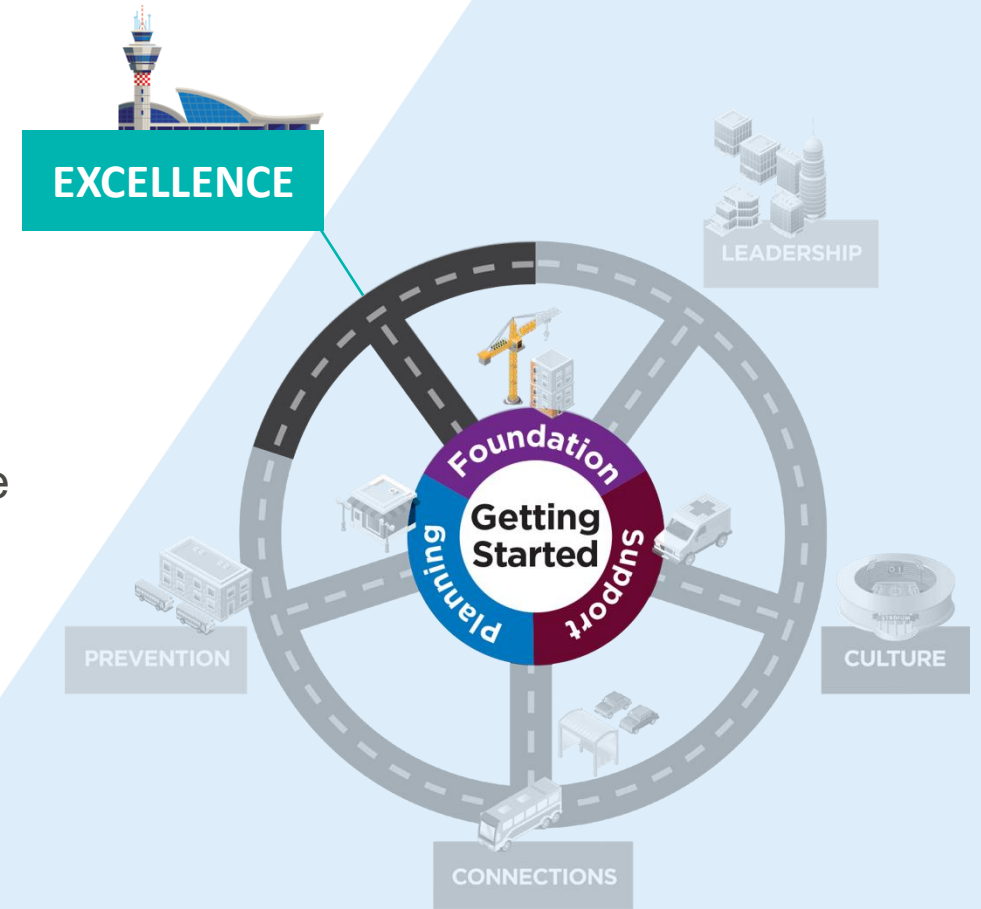
Excellence

Purpose of the **Roadmap Excellence Building Block 8** is to:

- Implement a management system with checks and balances and focus on continual improvement
- Build on the basics and address additional elements to achieve the level of rigour required

Each building block leverages the Plan – Do – Check – Act cycle to gain familiarity with the management system approach.

The following slides will assist in making decisions and plans to facilitate a program that fits your organization's need to prevent mental harm and promote mental health.



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PDCA Cycle

P

Plan – Determine what you will do and how you will go about doing it.

D

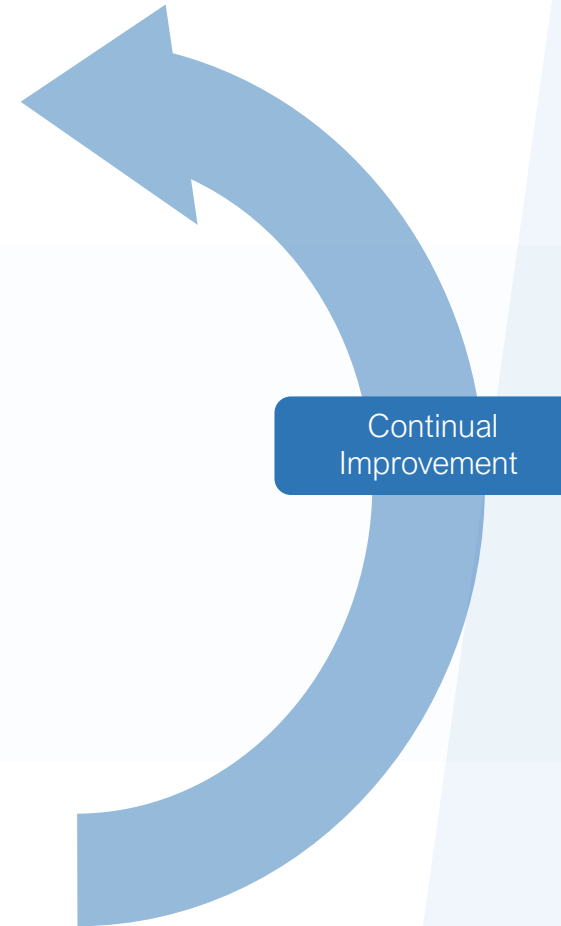
Do – Implement what was planned.

C

Check – Assess performance relative to the plan.

A

Act – Take appropriate action to correct and improve.



What You Need to Know About the National Standard

Voluntary guide for facilitating decisions to develop a mental health strategy utilizing a management system.



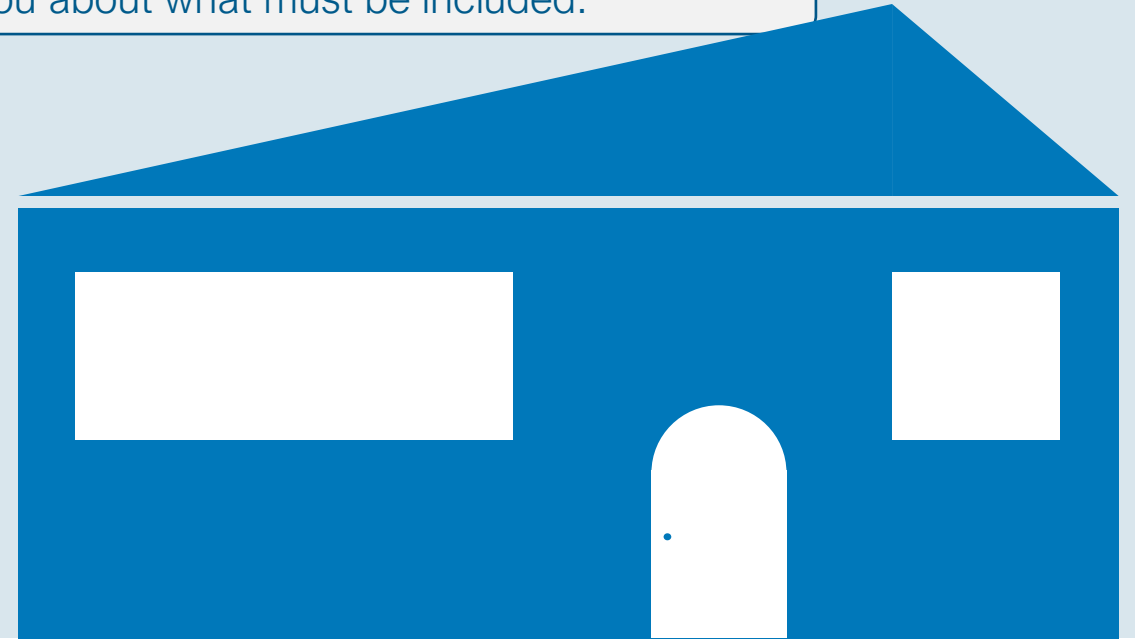
Adopting/adapting the National Standard is in essence, making decisions to build your blueprint (e.g., project plan that outlines various phases, quality control, continual improvement, auditing, investigation process, conformity checks and reporting).

Two Houses



These two houses were built with the instructions that they must have 2 windows, a door, a roof, and 4 walls. It's clear that although given the same information, the two builders interpreted that differently.

The Standard is meant to provide the necessary information to start building your psychological health & safety management system by informing you about what must be included.



Proposed Next Steps

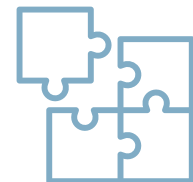
1. Download the **National Standard** and familiarize yourself with the content



2. Complete the **WSPS Gap Analysis Tool** to help shape the plan to bring the organization into conformance with the National Standard



3. Read **Assembling the Pieces**, an implementation guide for the National Standard, for additional ideas



Level of Commitment: There Is No Goal Line

- ▶ Establish your VISION of where you're going
- ▶ Be realistic with your ENERGY (resources, budget)
- ▶ Decide on ACCOUNTABILITY and oversight
- ▶ ALIGN your occupational health & safety systems and human resources & wellness initiatives
- ▶ Integrate “The Standard’s” GUIDING PRINCIPLES into your strategy.
- ▶ Train psychologically safe CHAMPIONS



The National Standard's Guiding Principles



Employees
responsible for
their own
health



Mutually
respectful
relationships



Integration of
mental health
& safety in all



Shared
responsibility



Commitment
from senior
leadership



Focus on
health, safety,
awareness &
promotion



Active
participation by
all



Identify and
comply with
legal
requirements

A Psychological Health & Safety Management System



Purpose of a Psychological Health & Safety Management System (PHSMS)

To ensure that the current mental health strategy is intentionally aligned to the National Standard for Psychological Health and Safety in the Workplace.



Putting the Standard to Work



This section will introduce some of the considerations to ensure you are on track to adopting the National Standard.

Ensure you are incorporating the psychological health and safety management system PDCA considerations, such as:

- Commitment
- Conformity
- Full gap analysis
- Incident reporting
- Internal audit, preventive measures
- Corrective action
- Management review



What Does This Mean for Your Organization?



The possibilities and benefits of implementing the National Standard

- Facilitating psychological health & safety in a way that is sustainable, repeatable, supported by process, and evaluated on a regular basis.
- Supporting employers on how they can make decisions that positively influence the employees' experience by mitigating mental harms and promoting mental health.
- Humanizing the workplace: Engaging the employer and employee in a partnership of two-way accountability, with a defined purpose of creating a space that is safe, welcoming, and inclusive.



Key Components of the National Standard

- Strives to have organizations build a Psychological Health & Safety Management System (PHSMS) so that you can identify psychological hazards contributing to mental harm, as you would for physical hazards in your OHS strategy
- The PHSMS has 3 main goals:
 - 1) Prevention of psychological harm
 - 2) Promotion of mental health
 - 3) Resolution of Incidents or concerns

*Have you
completed
your PHSMS
gap analysis?*

Commit to a PDCA approach *to continually evaluate and align your goals*

Psychological Health & Safety Management System

**Commitment
Leadership
Participation**

1

- Confirmed intent
- Expectations

Planning

2

- Data collection
- Risk assessment
- Project plan
- Change management

Implementation

3

- PHS committee actions
- Education, awareness and communication
- Critical events (individual and organization)
- Reporting and investigations

**Evaluation and
Corrective Action**

4

- Monitoring and measurement
- Internal audit
- Preventive and corrective action

**Management Review,
Continual Improvement**

5

- Review process
- Performance evaluation
- Opportunities for improvement

Implement

Action steps to consider	How will each element be implemented?
Project management	
Communication plan	
Scheduling	
Facilitation strategy	
Employee feedback strategy	
Change management	
Training plan	



Monitor

Define success metrics, for example:	Be specific
Desired key performance behaviours (KPBs)	
Target key performance indicator (KPI) results	
Desired outcomes/results	
What data will be collected/available (e.g. qualitative or quantitative data)?	
What reporting will be completed?	

Correct and Improve

- Have we met our targets or goals?
- Do we need to make any adjustments?
- Are there opportunities for continual improvement?

What This Means is....

- Have we done what we said we would do?
- Is it working?
- Can we prove it?
- What are our next steps for continual improvement?

PDCA Cycle

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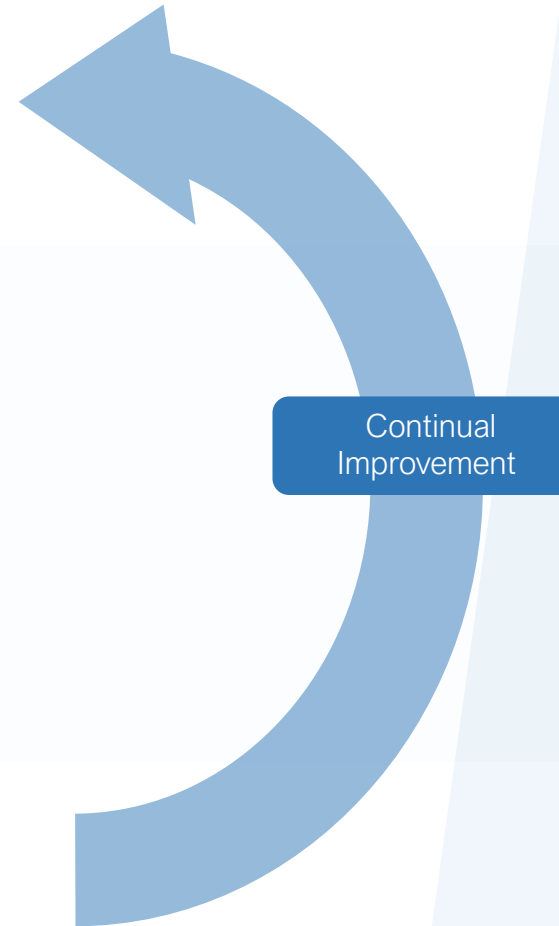
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WSPS Resources

- [WSPS Gap Analysis Tool](#)
- Sample Action Plan from Think Mental Health.ca
 - [Raising the Bar](#)
- For consulting support services, please contact WSPS at roadmap@wsps.ca



It is recommended that the organization have its own copy of the National Standard (free download available from [CSA Group](#)).

Additional Resources

[Psychological health and safety certification](#)

[The CSA National Standard for Psychological Health and Safety in the workplace](#)

[Assembling the Pieces](#)

An implementation guide to the National Standard

[Implementation resources](#) from the Mental Health Commission of Canada



Opportunity for Integration

What it is:

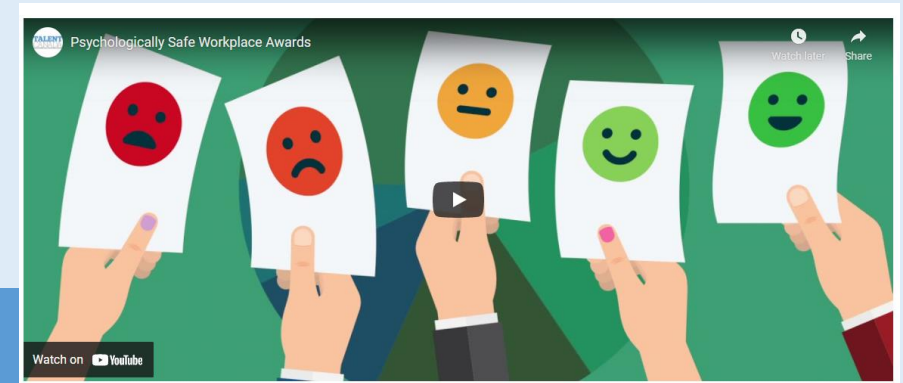
- Provides you with aggregate dashboard of your organizations overall charge score
- Identifies psychological health and safety gaps to inform strategic decision-making
- Promotes two-way accountability and establishes employee and organizational health baseline measures.
- May be eligible to receive Psychologically Safe Workplace award distinction

What you get:

- Aggregate dashboard report for the organizations including scores pertaining to program participation and impact, psychological health and safety, mental fitness and employee experience
- Each employee receives an individualized report and resources to improve their mental fitness

Go to the website to watch the video and learn more:

<https://www.psychologicallysafeworkplace.com/faq/>



Psychologically Safe Workplace Award: MFI Fee guide

Less than 100 employees	\$499 + tax
100-500 employees	\$799 + tax
More than 500 employees	\$999 + tax

Congratulations!

Take some time to acknowledge and celebrate your commitment, efforts, and achievements towards creating a psychologically healthy and safe workplace.

