

Staff Mental Health and Mental Wellness

1. Introduction

1.1. Purpose

Through the adoption of this policy, Providence Health Care (PHC) articulates its commitment to staff mental health and mental wellness as a priority.

At PHC, we believe that our staff's mental health and mental wellness is essential to achieving personal wellbeing, high quality, safe patient care and organizational success. Consistent with our Mission, Vision and Values, PHC will act as a leader in supporting staff mental health and mental wellness in the workplace.

PHC will use the National Standard of Canada, Psychological health and safety in the workplace ('the Standard') as a framework to maintain a continued focus on strengthening the organization's role in supporting staff mental health and mental wellness and creating positive change.

The Standard identifies thirteen psychosocial factors (with the addition of 2 specifically for health care) which, if addressed effectively, have the potential to positively impact staff mental health and psychological safety. PHC's articulation and demonstration of this commitment is a critical first step in setting the stage for action.

1.2. Scope

This Policy applies to all [Staff](#) at PHC.

2. Policy

PHC will create and sustain a workplace that promotes staff mental health and mental wellness, and prevents harm to staff's psychological (mental) health.

2.1. Guiding Principles

- Psychological health and safety (referred to as mental health and mental wellness at PHC) is a shared responsibility among all workplace stakeholders.
- The workplace is based on mutually respectful relationships among the organization, its leadership, its staff and staff representatives.
- Success requires active participation by leadership and staff with a focus on continuous improvement.
- Individuals have a responsibility towards their own health and behavior.

- Organizational decision making incorporates psychological health and safety in the process.
- Legislative requirements associated with psychologically healthy and safe workplaces are adhered with.

3. Responsibilities

Staff

Staff are expected to take primary responsibility for their own health and have a responsibility to contribute to a psychologically healthy workplace.

Organization

Consistent with the Standard and its thirteen workplace factors, PHC will work towards:

1. Identifying and eliminating hazards in the workplace that pose a risk of psychological harm to staff;
2. Assessing and mitigating the risks in the workplace associated with hazards that cannot be eliminated
3. Implementing structures and practices that support and promote psychological health and safety in the workplace; and
4. Fostering a culture that promotes psychological health and safety in the workplace.

The focus will be on:

- prevention of harm (the psychological safety of staff)
- promotion of health (maintaining and promoting psychological health)
- resolution of incidents or concerns.

4. Compliance

The manager / supervisor will monitor compliance at the Department / Program level. Where staff contribute to creating an environment that negatively impacts the psychological health and safety of the workplace, disciplinary consequences will commence with a written warning. Further violations of this policy will be subject to additional actions, up to and including termination of employment.

5. Supporting Documents

5.1. Related Policies

[Alcohol & Drug Policy for Employees](#)

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[Attendance Promotion](#)

[Domestic Violence Policy for Employees](#)

[Reducing Consecutive Shifts to Minimize Fatigue, Errors and Injuries](#)

[Respect at Work](#)

[Right to Refuse Unsafe Work](#)

[Safety Commitment](#)

[Standards of Conduct](#)

[Violence Prevention in the Workplace](#)

6. Definitions

“Mental health” is defined as a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community. Synonym: psychological health.

“Psychological safety” means the absence of harm and/or threat of harm to mental well-being that a staff might experience.

“Psychological healthy and safe workplace” means a workplace that promotes staff’s psychological well-being and actively works to prevent harm to staff’s psychological health (mental health) including in negligent, reckless, or intentional ways.

“Staff” means all employees (including management and leadership), medical staff (including physicians, midwives, dentists, and nurses), residents, fellows and trainees, health care professionals, students, volunteers, contractors, researchers and other service providers engaged by PHC.

“The Standard” refers to the National Standard of Canada, Psychological health and safety in the workplace. The thirteen Factors of Psychological Health and Safety in the Workplace include:

1. Psychological Support - an environment supportive of staff’s psychological and mental health concerns, and responds appropriately.
2. Organizational Culture - a work environment characterized by trust, honesty, and fairness.
3. Clear Leadership & Expectations - effective leadership and support that helps staff know what they need to do, how their work contributes to the organization, and whether there are impending changes.
4. Civility & Respect - where interactions are respectful and considerate.

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5. Psychological Competencies & Requirements - a good fit between staff's interpersonal and emotional competencies and the requirements of the position.
6. Growth & Development - encouragement and support for the development of staff interpersonal, emotional and job skills.
7. Recognition & Reward - includes appropriate acknowledgement and appreciation of staff's efforts in a fair and timely manner.
8. Involvement & Influence - where staff are included in discussions about how their work is done and how important decisions are made.
9. Workload Management - where tasks and responsibilities can be accomplished successfully within the time available.
10. Engagement - where staff feels connected to their work and are motivated to do their job well.
11. Balance - where there is recognition of the need for balance between the demands of work, family and personal life.
12. Psychological Protection - where psychological safety is ensured, staff feel able to ask questions, seek feedback, report mistakes and problems, or propose a new idea without fearing negative consequences.
13. Protection of Physical Safety - where there is appropriate action to protect the physical safety of staff.
14. Protection from Moral Distress – where staff feel supported in doing their work in a manner consistent with their personal and professional values.
15. Support for Psychological Self-care – where staff are actively supported in caring for their own psychological health and safety.

“Workplace” means an area or location where a staff works for an organization, or is required or permitted to be present while engaging in service (including social events) on behalf of an organization.

7. References

National Standard of Canada, Psychological health and safety in the workplace – Prevention, promotion, and guidance to staged implementation. CAN/CSA-Z1003-13/BCQ 9700-803/2013

Assembling the Pieces: An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace. Mental Health Commission of Canada, CSA Group, 2014

Psychological Health & Safety, an Action guide for Employers. Mental Health Commission of Canada, January 2012

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	2	May 7, 2019	Minor editorial changes	Sandy Coughlin
	3	Sep 28, 2022	Addition of 2 psychosocial factors in healthcare	Conor MacPhee

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