

AV3000 – PSYCHOLOGICAL HEALTH AND SAFETY IN THE WORKPLACE

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dākelh Dené, Ktunaxa, Nlaka’pamux, Secwépemc, St’át’imc, Syilx, and Tšilhqot’in Nations, where we live, learn, collaborate and work together.

Interior Health recognizes that diversity in the workplace shapes values, attitudes, expectations, perception of self and others and in turn impacts behaviors in the workplace. The dimensions of a diverse workplace includes the protected characteristics under the human rights code of: race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, sexual orientation, gender identity or expression, age, criminal or summary conviction unrelated to employment.

1.0 PURPOSE

Interior Health (IH) recognizes that workplace factors can contribute to a Worker’s psychological health. While it is understood that there are varying degrees of stress inherent in work, using the National Standard on Psychological Health and Safety in the Workplace (The Standard) as a guide, IH is committed to:

- Adopting and aligning the Psychological Health and Safety Management System (PHSMS) to IH’s organizational values and ethics, and upholding the principles of mutual respect, confidentiality and cooperation.
- Ensuring there are sufficient resources (human and financial) to support the PHSMS.
- Engaging a cross-section of Workers or their representatives in developing, implementing and improving the PHSMS.
- Establishing and implementing a process to evaluate the system’s effectiveness and to implement changes as required.
- Supporting the [Interior Health Declaration of Commitment to Psychological Health and Safety in Healthcare](#)

2.0 DEFINITIONS

TERM	DEFINITION
Psychological Health and Safety Management System (PHSMS)	<p><i>A proactive and coordinated approach that embeds safety into everyday practice. PHSMS includes the following five elements:</i></p> <ul style="list-style-type: none"> • <i>Commitment, leadership, and participation</i> • <i>Planning</i> • <i>Implementation</i> • <i>Evaluation and corrective action</i> • <i>Management review</i>¹

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Date Approved: December 17, 2019	Date(s) Reviewed-r/Revised-R: May 2024 (R)
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Psychologically Healthy and Safe Workplace	<i>A workplace that promotes a Worker's psychological well-being and actively works to prevent harm to a Worker's psychological health in negligent, reckless or intentional ways.¹</i>
Psychological Safety	<i>The absence of harm and/or threat to mental well-being that a Worker might experience.¹</i>
The Standard	<i>The National Standard on Psychological Health and Safety in the Workplace (CSA-Z1003-13) specifies requirements for a documented and systematic approach to develop and sustain a Psychologically Healthy and Safe Workplace.¹</i>
Worker	<i>A person employed by IH or a person under the day-to-day control of IH, whether paid or unpaid and includes: staff; supervisors; managers; leaders; contractors; subcontractors; medical staff; service providers; volunteers; students or other parties actively engaged in undertaking activities for IH's benefit.</i>

3.0 POLICY

3.1 Workers Covered

This policy applies to all Workers and all Workers are expected to comply with the policy.

3.2 Psychosocial Factors

Psychosocial Factors that can positively or negatively impact a Worker's psychological responses to work and work conditions. These include the following:

- Psychological and social support
- Organizational culture
- 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
- Other chronic stressors as identified by Workers such as systemic racism.

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3.3 Workplaces Covered

This policy applies to any area or location where a Worker is required or permitted to be present while engaging in service (including social events) on behalf of IH.

4.0 PROCEDURES

4.1 IH

Consistent with The Standard and its identified psychosocial factors, IH will work towards promoting a Psychologically Healthy and Safe Workplace for Workers. This will be achieved by:

- Identifying and eliminating hazards in the workplace that pose a risk of psychological harm to Workers.
- Assessing and mitigating the risks in the workplace associated with hazards that cannot be eliminated.
- Implementing structures and practices that support and promote a Psychologically Healthy and Safe Workplace.
- Fostering a culture that promotes a Psychologically Healthy and Safe Workplace.

The focus will be on:

- The Psychological Safety of Workers.
- Maintaining and promoting psychological health.
- Support for and resolution of incidents or concerns.

4.2 Workers

Consistent with The Standard and its identified psychosocial factors, Workers will contribute to a Psychologically Healthy and Safe Workplace by:

- Communicating ideas regarding psychological health, safety, and wellness to managers, supervisors and Joint Occupational Health and Safety committees (JOHSC).
- Being knowledgeable of the systems and processes to communicate issues regarding psychological health, safety, and wellness to managers and supervisors.
- Participating in initiatives, activities and the mitigation of any concerns related to psychological health and safety.
- Taking reasonable care to protect their own and other people's psychological health and safety in the workplace.
- Modelling the behaviours and actions that are consistent with a Psychologically Healthy and Safe Workplace, including but not limited to, respect, inclusiveness, open communication, and non-judgmental behaviour.

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- Reporting all work-related psychological health and safety incidents, including near misses, using the process outlined in [AV1100 - Employee Incident Reporting & Investigation](#).
- Non-IH employed Workers, medical staff, students, and volunteers - refer to processes and procedures established by your employer, supervisor, or educational institution.

5.0 REFERENCES

1. Canadian Standards Association (2013). Psychological Health and Safety in the Workplace – CSA Z-1003-13. Canadian Standards Association. Source: https://www.csagroup.org/documents/codes-and-standards/publications/CAN_CSA-Z1003-13_BNQ_9700-803_2013_EN.pdf
2. Psychological Health and Safety in the Workplace (2014). Great West Life Centre for Mental Health in the Workplace.
3. Lowe, Graham (2010). Creating Healthy Organizations: How Vibrant Workplaces Inspire Employees to Achieve Sustainable Success. Toronto: University of Toronto Press.
4. CSA Group (2014). Assembling the Pieces: An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace. Mental Health Commission of Canada.
5. IH Resources and Related Policies:
 - [AD0200 – Aboriginal Cultural Safety & Humility](#)
 - [AK0400 – Recognizing and Responding to Hazards, Near Misses and Adverse Events](#)
 - [AU1000 – Workplace Environment](#)
 - [AU2100 – Diversity](#)
 - [AU2200 – Anti-Racism Policy](#)
 - [AV0100 – Occupational Health and Safety Program](#)
 - [AV1100 - Employee Incident Reporting & Investigation](#)
 - [Declaration of Commitment to Psychological Health and Safety in Healthcare](#)
 - [Employee Guide to Incident Reporting](#)
 - [Guide to Supporting Team Psychological Health and Safety](#)
 - [IH Indigenous Health & Wellness Strategy 2022-2026](#)
 - [Manager’s Guide to Incident Reporting and Investigation](#)
 - [Unsafe Work Refusal Guidelines](#)
 - [Workplace Environment Guide](#)
 - [Workplace Psychological and Social Supports - Overview of Resources for Leaders \(includes Critical Incident Stress Debriefing Process\)](#)

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