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COMMUNITY SOCIAL SERVICES
**Health & Safety
Association of BC**



**WORKPLACE
PSYCHOLOGICAL
HEALTH AND SAFETY
PULSE CHECK**

Background

This tool provides an overview of the key components of a workplace psychological health and safety system. It is designed to help you identify both strengths and potential gaps related to psychological health and safety in your workplace. It covers seven areas:

- Leadership and Engagement
- Risk Management
- Existing Policies and Procedures
- Training and Awareness
- Crisis Management
- Support and Resources
- The 13 Psychosocial Factors

How to Use the Pulse Check

1. Review each statement and rate your organization on a scale from 0 (Does not exist) to 3 (Fully established).
2. Use the Details/Findings column to provide insights and examples for each statement.
3. Once completed, email the results to the Workplace Psychological Health and Safety Consultant for review.
4. A consultant will reach out to schedule a complimentary 1:1 session to discuss your strengths, growth opportunities, resources and best practice recommendations.

Next Steps

Completing this pulse check is an important step towards improving psychological health and safety in your workplace. A CSSHSA Workplace Psychological Health and Safety Consultant will provide a written report summarizing your organization's strengths and offering evidence-based recommendations for growth, that will help enhance your workplace mental health outcomes.

Scoring Rubric

Score on a Scale from 0 (Does not Exist) to 3 (Exists and is complete)

Rating	0	1	2	3	Details/ Findings
Leadership and Engagement					
There is leadership commitment to psychological health and safety accompanied by a policy statement	Leaders are not trained on Psych Health and Safety and there is no existing policy statement.	Leaders have some training on Psych Health and Safety but there is no existing policy statement.	Leaders are trained on Psych Health and Safety and there is a policy statement but it has not been revised or reviewed regularly.	Leaders are trained on Psych Health and Safety. There is a documented policy statement which is regularly revised and reviewed.	
The organization actively involves employees in the development, implementation, and review of psychological health and safety policies and initiatives. For example, rewards and recognition programs, workload policies, stress management and resilience building programs.	Employees are not involved in the development, implementation, and review of psychological health and safety policies and initiatives. E.g. through focus groups, surveys, committees etc.	Employees have limited opportunities to participate, with some input provided but not consistently sought or utilized.	Employees are somewhat involved, with structured opportunities to contribute, but engagement is not widespread or consistently acted upon.	Employees are fully and actively involved in the development, implementation, and review of psychological health and safety policies and initiatives.	
Risk Management & Existing Policies					

<p>There are strategies in place for identifying and managing psychological risk factors such as workload management, workplace culture etc.</p>	<p>There are no strategies in place for identifying and managing psychological risk factors such as workload management, workplace culture etc. Examples could include employee surveys, risk assessment, etc.</p>	<p>There are some strategies in place but are not being utilized.</p>	<p>There are some strategies in place that are being utilized but when risks are identified, it is not followed up with action planning- such as risk mitigation and controls</p>	<p>There are strategies in place that are being utilized and followed up with action planning and risk mitigation and controls.</p>	
<p>Employees are actively involved in the risk assessment process, including the identification and reporting of psychosocial risks.</p>	<p>Employees are not involved in the risk assessment process at all. They have no role in identifying or reporting psychological risks. For example through surveys, meetings, committees etc.</p>	<p>Employees have limited involvement in the risk assessment process, with few opportunities to identify or report psychosocial risks.</p>	<p>Employees are somewhat involved in the risk assessment process, with structured opportunities to identify and report psychosocial risks.</p>	<p>Employees are fully and actively involved in the risk assessment process, with comprehensive and regular opportunities to identify and report psychosocial risks</p>	
<p>Accommodations and return to work policy incorporate mental health (HR policies and processes)</p>	<p>Accommodations and return to work policy does not incorporate/ consider mental health best practices e.g. job modification, flexible work arrangements, access to mental health resources etc.</p>	<p>Accommodations and return-to-work policies provide limited mental health support and lack comprehensive measures such as job modification, flexible work arrangements, or access to mental health resources.</p>	<p>Accommodations and return-to-work policies include basic mental health considerations, such as offering some flexibility in work arrangements. However, they do not comprehensively address all aspects</p>	<p>Accommodations and return-to-work policies exemplify best practices for mental health, including comprehensive measures such as job modification, flexible work arrangements, and robust access to mental health resources.</p>	

			of mental health best practices.		
Training and Awareness					
There is training on workplace mental health available to workers	No mental health training currently available to staff on content such as mental health best practices, recognizing and addressing mental health issues, and accessing mental health resources.	Mental health training is currently under development, with plans to include content on workplace mental health best practices, recognizing and addressing mental health issues, and accessing mental health resources.	There is some mental health training available to employees, offering basic information on mental health awareness and resources.	Comprehensive training on workplace mental health is available to all employees, covering a range of topics including recognizing mental health issues, supporting colleagues, and accessing mental health resources.	
There is specialized training for managers and supervisors on how to support employee psychological health	Managers and supervisors receive no training on psychological health on topics recognizing signs of mental health issues, providing effective support, and facilitating access to mental health resources.	Managers and supervisors receive basic training on psychological health, covering fundamental topics such as awareness of mental health issues and initial support strategies.	Specialized training for managers and supervisors on supporting employee psychological health is currently in development. The planned training will include detailed guidance on topics such as recognizing mental health issues, providing support, and accessing resources.	Managers and supervisors receive specialized training on supporting employee psychological health, including recognizing signs of mental health issues, providing effective support, and facilitating access to mental health resources.	
Crisis Management					

<p>Management has developed documented procedures to handle foreseeable emergencies that may affect the workplace such as traumatic workplace events, workplace violence and other critical incidents.</p>	<p>Management has not developed or documented emergency procedures that address key foreseeable risks such as traumatic workplace events, workplace violence and other critical incidents</p>	<p>Management has documented basic emergency procedures for handling foreseeable risks, including traumatic workplace events, workplace violence and other critical incidents. However, the procedures are only partially communicated to staff</p>	<p>Management has developed documented emergency procedures that address some key foreseeable risks such as traumatic workplace events, workplace violence and other critical incidents These procedures have been communicated to staff.</p>	<p>Management has developed comprehensive, documented emergency procedures that address key foreseeable risks such traumatic workplace events, workplace violence and other critical incidents. These procedures have been communicated to staff</p>	
<p>The organization incorporates comprehensive workplace bullying training into its crisis management framework to proactively address and mitigate bullying incidents.</p>	<p>The organization does not offer any specific training or resources related to workplace bullying. There are no established protocols or support mechanisms for addressing bullying incidents.</p>	<p>The organization offers basic workplace bullying training, but it is not regularly updated or comprehensive. There is some recognition of bullying within the crisis management framework, but it lacks clear protocols for addressing incidents.</p>	<p>The organization has a comprehensive workplace bullying training program that is updated periodically. The training is partially integrated into the crisis management framework, with some established protocols for managing and mitigating bullying incidents.</p>	<p>The organization has a robust, fully integrated workplace bullying training program that is a core component of the crisis management framework. The program includes proactive measures to prevent bullying, clear protocols for addressing incidents, and regular updates and assessments to ensure effectiveness.</p>	

Support and Resources

<p>There are mental health champions and/or health and safety champions.</p>	<p>The Organization has no mental health champions and/or health and safety champions</p>	<p>The organization is in the early stages of implementing mental health and health and safety champions.</p>	<p>The organization has designated mental health and health and safety champions who are responsible for promoting mental health awareness and ensuring safety standards are met. There may be opportunities to enhance their visibility and impact within the organization</p>	<p>The organization has established active mental health champions or health and safety champions who play a key role in promoting and supporting psychological health and safety. These champions are well-trained, visible within the organization.</p>	
<p>The organization allocates funding and resources to support workplace mental health initiatives, including community employee mental health programs and Employee Assistance Programs (EAPs).</p>	<p>The organization allocates no funding to workplace mental health initiatives. There are no community employee mental health resources or EAP services available within the organization. Employees have no access to mental health support through the organization.</p>	<p>The organization allocates minimal funding and resources to workplace mental health initiatives. The organization is in the early stages of developing an EAP/other community mental health resources.</p>	<p>The organization allocates some funding and resources to support workplace mental health initiatives. It provides mental health and EAP resources. Resources are not regularly promoted, and there isn't a high level of confidence that the average employee knows how to access resources.</p>	<p>The organization allocates substantial funding and resources to support workplace mental health initiatives. It provides mental health and EAP resources that are proactively integrated into the workplace culture. Resources are widely accessible, regularly promoted.</p>	

Assessment of Psychological Factors

In this section, you will rate your organization on 13 different factors. This is less about precise metrics and more about assessing your overall impression of where your organization stands in relation to these factors.

Factors	0	0.33	0.66	1	<u>Comments/Findings</u>
<p>Organizational Culture (Watch Video Here)</p> <p>The degree to which a work environment is characterized by trust, honesty and fairness. Organizational trust is imperative for any positive and productive social processes within any workplace.</p>	<p>The culture is harmful, with widespread disrespect and unfairness.</p>	<p>Some positive elements exist, but significant issues remain.</p>	<p>Generally positive, with occasional issues.</p>	<p>The culture is fully supportive, respectful, and inclusive</p>	
<p>Psychological Support (Watch Video Here)</p> <p>A work environment where co-workers and supervisors are supportive of employees' psychological and mental health concerns, and respond appropriately as needed.</p>	<p>The organization offers no psychological support to employees.</p>	<p>Limited support is available, often informal or inconsistent.</p>	<p>Support is present and somewhat integrated into the workplace culture.</p>	<p>Comprehensive support is available, consistently applied, and embedded in the culture.</p>	

<p>Clear Leadership and Expectations (Watch Video Here)</p> <p>A work environment where there is effective leadership and support that helps employees know what they need to do, how their work contributes to the organization, and whether there are impeding changes.</p>	<p>Leadership is unclear, and expectations are not communicated. For example through on boarding, weekly check-ins, regular communication etc.</p>	<p>Expectations are communicated, but inconsistently or ambiguously.</p>	<p>Leadership is generally clear, with expectations mostly understood.</p>	<p>Leadership is clear, and expectations are communicated and understood by all.</p>	
<p>Civility and Respect (Watch Video Here)</p> <p>A work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.</p>	<p>Interactions are frequently disrespectful and uncivil.</p>	<p>Some civility and respect are present, but issues are common.</p>	<p>Civility and respect are generally practiced.</p>	<p>Civility and respect are core to all workplace interactions.</p>	
<p>Psychological Demands (Watch Video Here)</p> <p>A work environment where there is a good fit between employees' interpersonal and emotional competencies and the requirements of the position they hold.</p>	<p>Demands are overwhelming and not addressed.</p>	<p>Demands are high, with some support but insufficient management.</p>	<p>Demands are manageable with support.</p>	<p>Demands are appropriate and well-managed with adequate support</p>	
<p>Growth and Development (Watch Video Here)</p> <p>Opportunities for employees' personal and professional growth and development.</p>	<p>There are no opportunities for growth and development.</p>	<p>Few opportunities exist, often inaccessible.</p>	<p>Opportunities are available but not fully optimized.</p>	<p>Growth and development opportunities are widely available and encouraged.</p>	

<p>Rewards and Recognition (Watch Video Here)</p> <p>A work environment where there is appropriate acknowledgement and appreciation of employees’ efforts in a fair and timely manner.</p>	<p>Contributions are not recognized or rewarded. There are no recognition and rewards programs</p>	<p>Limited recognition, rewards and appreciation programs are in place and Managers are not trained on how to recognize employees</p>	<p>Recognition, rewards and appreciation programs are present but may be inconsistent.</p>	<p>Employees are consistently recognized, rewards and appreciated by through a well-established recognition program. Managers are trained on best practices</p>	
<p>Involvement and Influence (Watch Video Here)</p> <p>Employees are included in discussions about how their work is done and how important decisions are made.</p>	<p>Employees have no opportunities for involvement or influence on employer decisions that impact their day to day work</p>	<p>Employees have Minimal opportunity for involvement or influence over decisions that impact the work that they do</p>	<p>Employees have opportunities for involvement and influence to an extent</p>	<p>Employees have a plethora of opportunity to get involved and have significant influence.</p>	
<p>Workload Management (Watch Video Here)</p> <p>A work environment where tasks and responsibilities can be accomplished successfully within the time available.</p>	<p>Workloads are unmanageable. Managers do not review workloads with employees</p>	<p>Some attempts are made to manage workloads with employees, but issues with workload persist</p>	<p>Workloads are generally manageable, with occasional issues.</p>	<p>Workloads are well-managed. Managers review workload with employees regularly and provide flexibility</p>	
<p>Engagement (Watch Video Here)</p> <p>A work environment where employees feel connected to their work and are motivated to do their job well</p>	<p>Employees are disengaged and uninspired. Managers do not have not have the tools to increase engagement.</p>	<p>Engagement is minimal, with limited motivation. Managers have limited knowledge on how to keep employees engaged</p>	<p>Employees are generally engaged, but some lack full commitment. Managers have some tools to increase engagement</p>	<p>Employees are fully engaged, motivated, and committed. Managers have the tools to keep employee engaged through check-ins and values driven work</p>	

<p>Balance (Watch Video Here)</p> <p>A work environment where there is recognition of the need for balance between the demands of work, family and personal life.</p>	<p>The organization does not support work life balance through initiatives such as flexible work arrangements, encouraging breaks and vacations</p>	<p>Some support for work-life balance exists, but issues are common.</p>	<p>Work-life balance is generally supported, but occasional issues arise.</p>	<p>The organization actively supports and encourages a healthy work-life balance, minimizing issues</p>	
<p>Psychological Protection (Watch Video Here)</p> <p>A work environment where employees’ psychological safety is ensured.</p>	<p>Employees are not protected from psychological harm, with no measures such as policies and procedures for harm, harassment and discrimination</p>	<p>Some measures are in place, but they are insufficient or inconsistently applied.</p>	<p>Protections are in place, but there are gaps that need to be addressed.</p>	<p>The organization effectively protects employees from psychological harm through comprehensive and consistently applied measures.</p>	

Score Sheet

Category	Category Name	Possible Score	Actual Score	% in Category
1	Leadership and Engagement	6		
2	Risk Management	3		
3	Existing Policies and Procedures	6		
4	Training and Awareness	6		
5	Crisis Management	6		
6	Support and Resources	6		
7	Thirteen Psychosocial Factors	13		
	Total	46		