



Psychological



**Safety First**

Why Workplace Culture is Key

**Jonny Morris, CEO**

September 20, 2022

Greater Victoria Chamber of Commerce  
Business Leaders Luncheon



Canadian Mental  
Health Association  
British Columbia  
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# Territorial Acknowledgement

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# A Little Bit About Me

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## **Strategic Plan 2021–2025**

This year, we launched a revitalized strategic plan to steer our journey forward from 2021 to 2025. This plan is the result of work led by the CMHA BC Board and reflects the voices and input of CMHA BC's team members, colleagues, partners, and stakeholders from across the province.

In building the Strategic Plan, we sought to model strength-based advocacy, apply an intersectional lens, and ensure we leveraged the strengths of branches and non-profit partners. With those guiding principles in mind, three strategic priorities for CMHA BC emerged:



**REACH** all British Columbians throughout their lifespan to promote mental wellness and provide mental illness and substance use care by leveraging strengths.



**UPLIFT** the voices of BC's nonprofit organizations and people with lived and living experience to create positive change in our public and community-based systems of care.



**ADVANCE** our human right to our best possible mental health by calling for a comprehensive system of care that protects and promotes our rights to adequate housing, education, employment, community inclusion and health.



Throughout this report, we've highlighted some examples of our impact in these three priority areas.

Learn more at  
[www.cmha.bc.ca/strategic-plan](http://www.cmha.bc.ca/strategic-plan)

# **A Little Bit About Us**

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# Get to know your table –

# What are you most curious about today?



# Agenda

1. Understanding psychological health and safety
2. Identifying the steps you can take
3. Knowing how CMHA BC can help your business

Workplace pressure is the **#1** cause of stress  
for Canadian employees.

Each week,  
**30** out of every **1,000** Canadian employees  
are missing work for mental health reasons.

**70%** of Canadian employees are concerned about the psychological safety and health of their workplace.



**Mental ill-health accounts for:**

**30-40%** short-term disability claims

**30%** long-term disability claims

**70%**  
of disability  
costs



# What does psychological health and safety mean?

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“A state of well-being in which every individual realizes [their] own **potential**, can **cope** with the normal stresses of life, can work productively and fruitfully, and is able to make a **contribution** to [their] community.”

-World Health Organization

**Psychological safety** “deals with the risk of injury to psychological well-being. Improving psychological safety in a work setting involves **taking precautions to avert injury or danger** to employee psychological health that is **within the influence and responsibility of an employer**.”

**-Guarding Minds at Work**



A psychologically **unsafe** work culture  
will undermine any initiative you  
undertake toward health promotion...

...and otherwise.

# A psychologically safe and healthy workplace

Identifies and addresses **hazards** to employee wellbeing while also striving to promote **positive health**.

# Psychological Health



Psychological safety contributes to psychological health.

To build psychological safety, examine and address hazards.

# Psychological Safety





# Hazards

Some are obvious and/or severe.

Some are cumulative.

# Take a Moment

What are some of the hazards you are aware of?

Is there anything unique to your line of work?





# Hazards

Many are built into workplace culture.



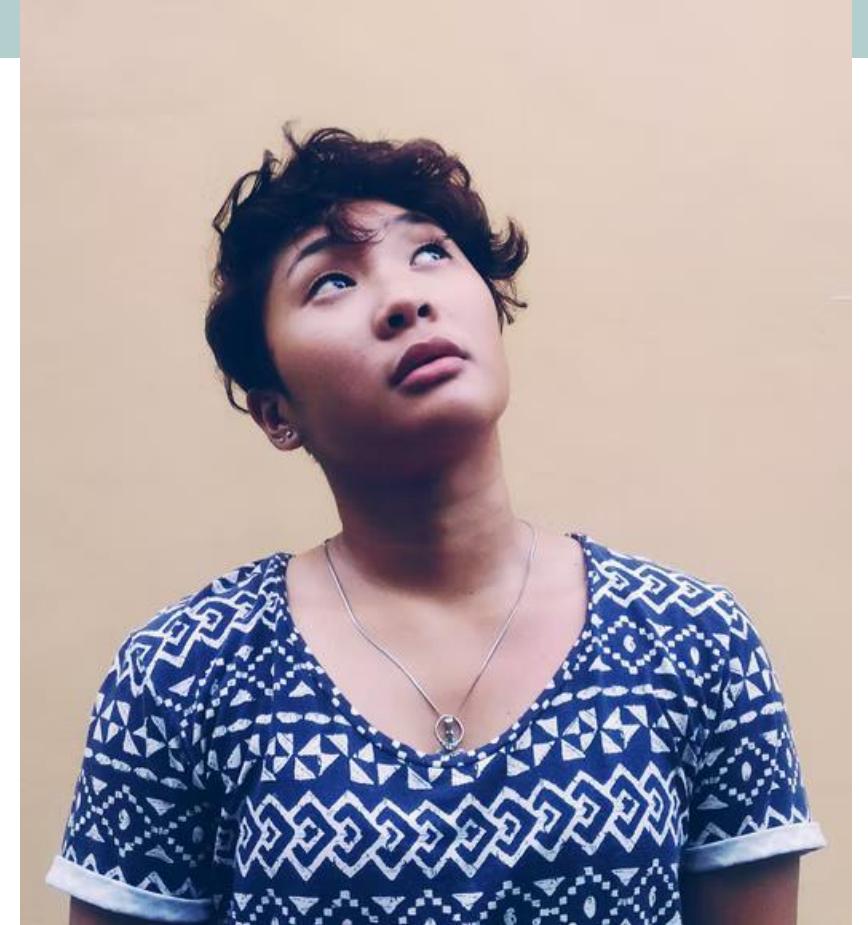
# Return on Investment

## Highest with:

- Support during short-term leave
- Return-to-work
- Leadership training

Not just about **why** people leave.

**What** are they coming back to?





# So, what do we do?

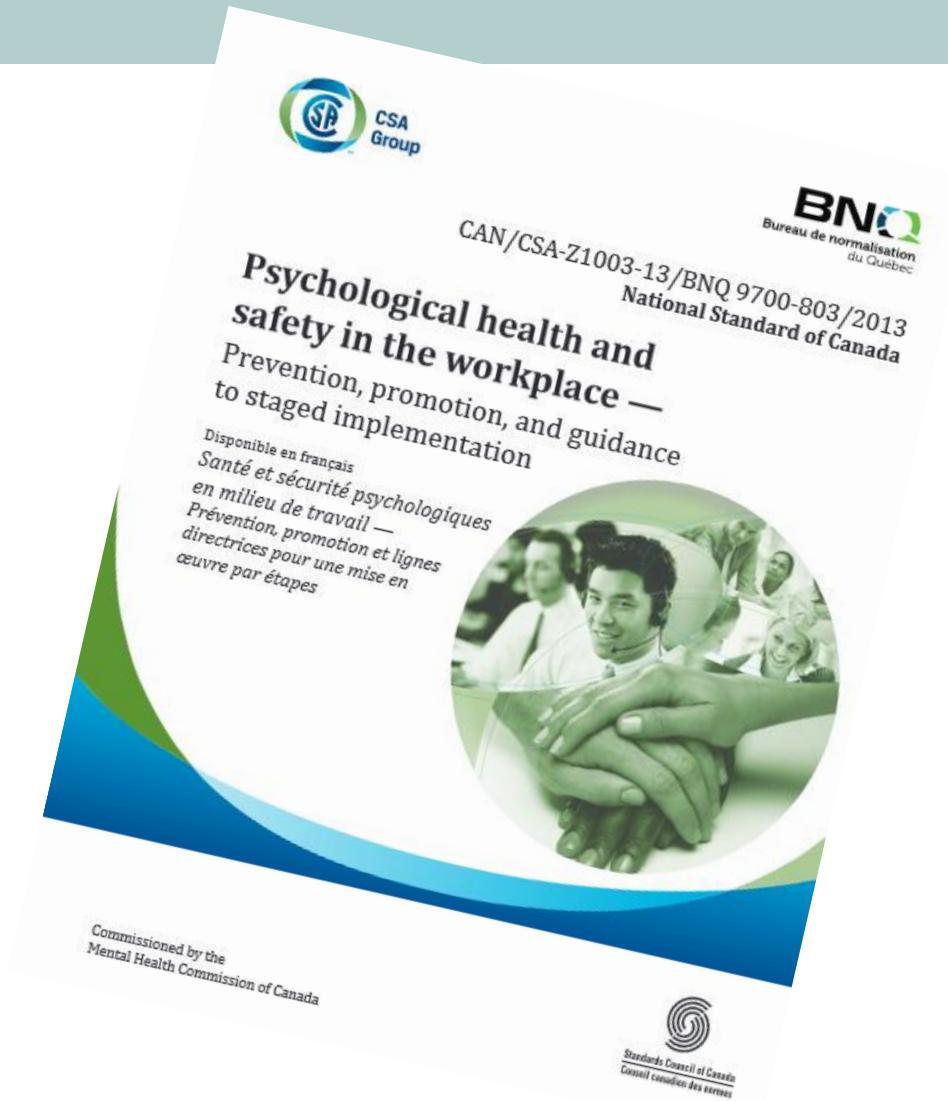
Leaders play an important **role**.

**Actions and words.**

# The National Standard

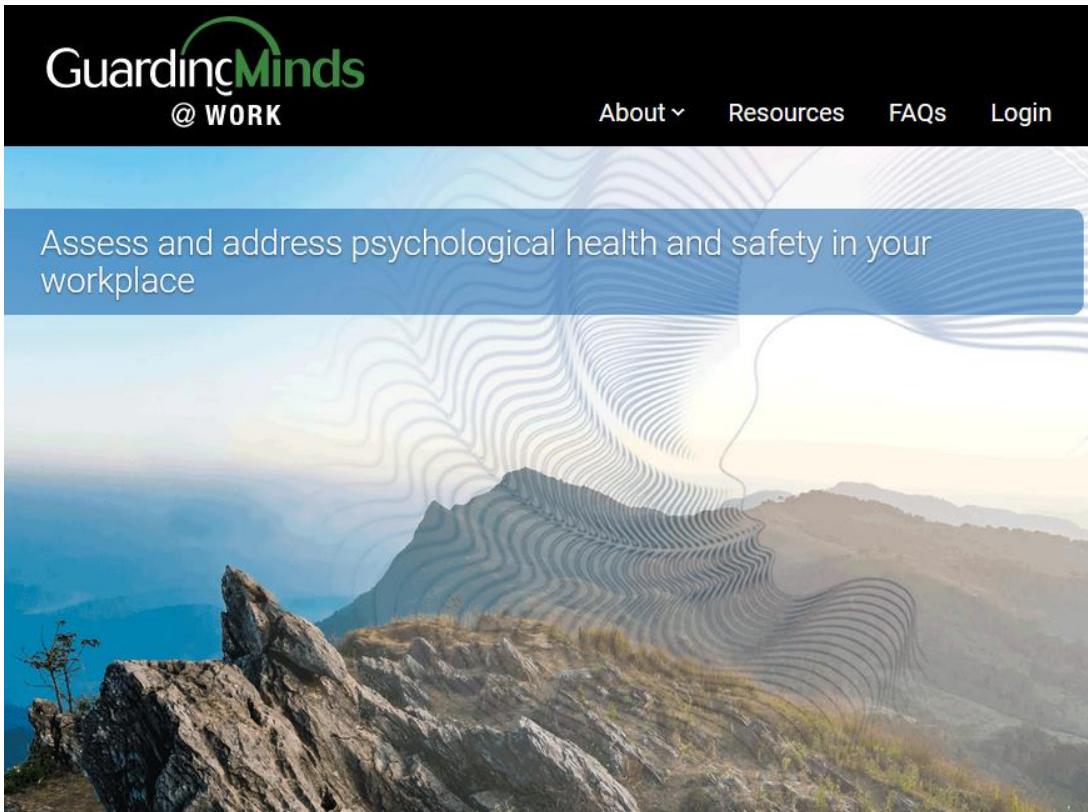
Published in 2013

- Mental Health Commission of Canada
- Canadian Standards Association
- Bureau de normalisation du Quebec



# 13 Factors

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



# GM@W

A tool to help assess  
psychological health and  
safety.

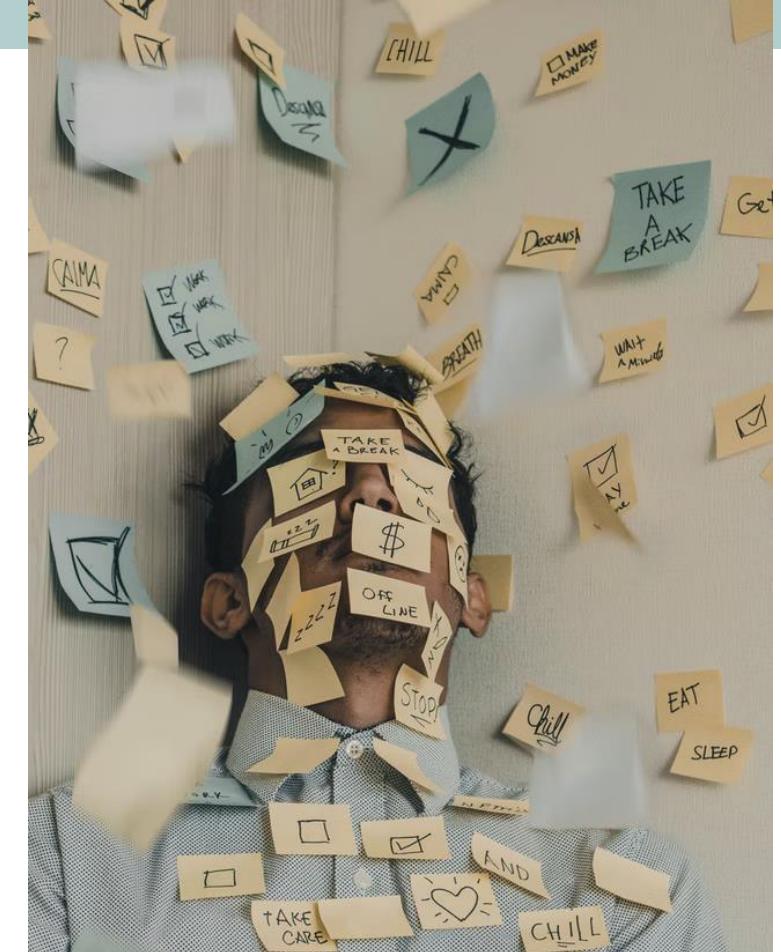
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# As Safety Improves

Counterintuitively, you may become aware of more complaints or concerns.





# Team Safety

- Speaking up
- Interpersonal risk taking
- Troubleshooting
- Creativity

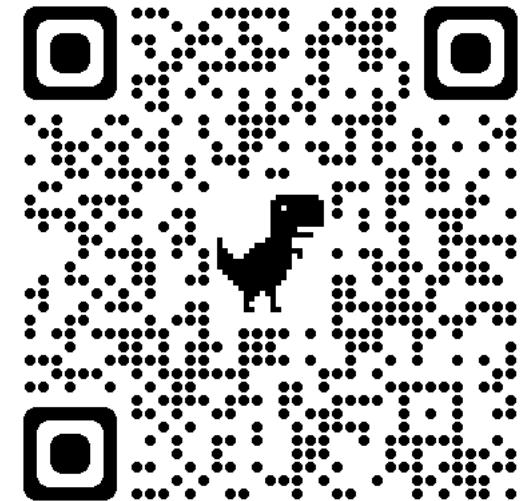


# Other Signs of Safety

- Higher morale
- Benefit of the doubt
- Better able to manage change

# Workplace Mental Health

Let us help you build a mentally healthier workplace



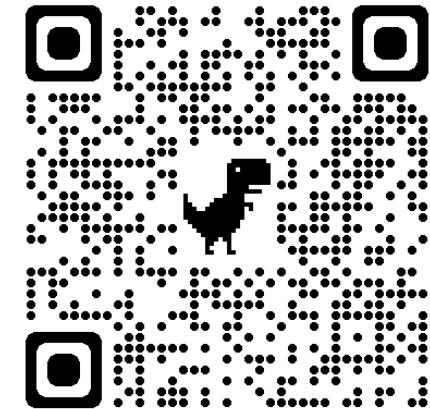
# Workplace mental health has never been more important. BC's Hub for Workplace Mental Health is here to help.

No matter where you're working, the coronavirus pandemic has probably had a big impact on how you work. Things continue to change, and the uncertainty is difficult.

From worries about job security and layoffs to the risks of stress and burnout due to overwork, the coronavirus pandemic has affected all of us.

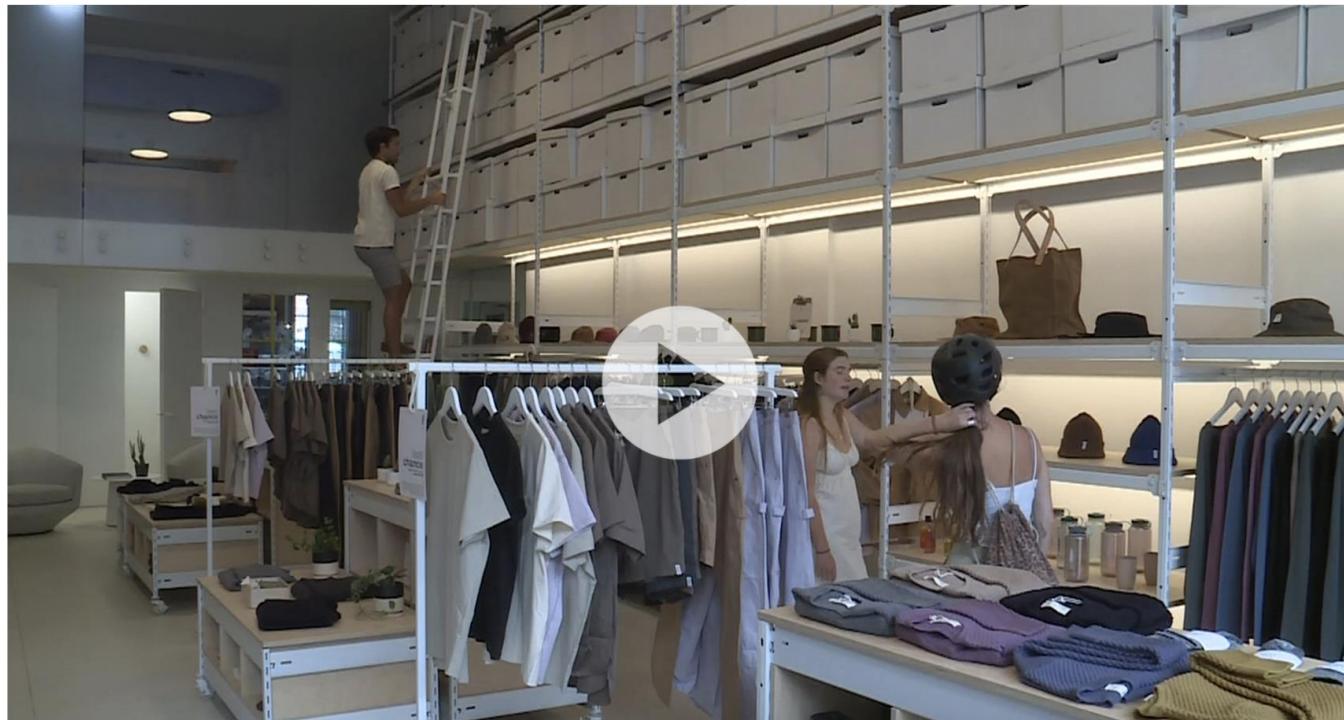
And you're not alone.

We're here to support you. If you're looking for help, training, or community, think of us as your companion along the way.



# De-escalation training offered to retail workers in downtown core

Posted: Aug. 9, 2022 5:31PM



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# What are some next steps ..?

1. Plan – identify one step you can take to improve psychological safety in your workplace.
2. Do – experiment and take that step.
3. Check – did your step actually work?
4. Act – keep going with your plan and adapt.

# We'd be happy to help ...

1. Individual workplaces, employers, and senior leaders can book us directly to deliver tailored workshops for their teams
2. Smaller businesses or organizations with multiple departments can collaborate to cost-share to bring us in
3. Associations and large businesses are welcome to sponsor workshops for their audiences

# Commitment Wall

What is one commitment you're prepared to make to improve psychological health and safety in your workplace?



[www.menti.com](https://www.menti.com) and use the code 2160 1423

# Stay in Touch

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See you on LinkedIn!