



OPRA – Web Based Tool

A new tool to assess job-based risk of psychological harm

OHCOW Mayday, Mayday!
May2024



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Safe Environments.
Healthy Workers.

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Safe Environments.
Healthy Workers.

Session Objectives

Participants will:

- Briefly Review Psychological Health and Safety and The Standard
- Review the Mental Health Continuum and Job-based Psychological Harm
- Learn How Job Factors can Impact Worker Mental Health
- Explore a New Tool to Assess and Control Risk of Psychological Harm on the Job
- Review JHSC role(s) within a Psychosocial Context



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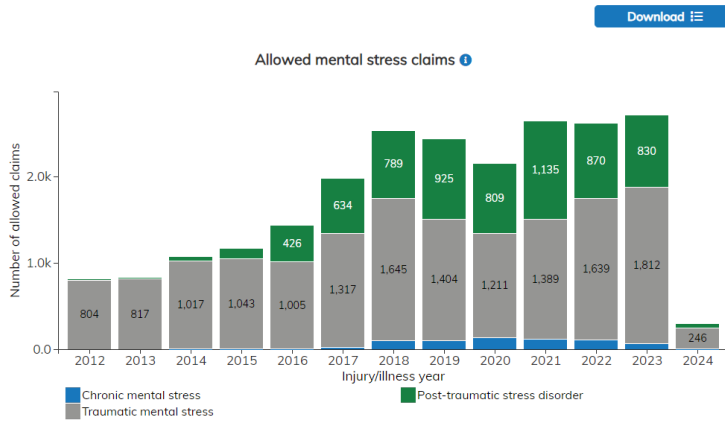
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- How would you rate your organization’s psychological health and safety program?
- Does a program exist?
- Are there efforts being taken to create and maintain one?
- Are efforts being made to address psychological harm in the workplace?



Why are we here today? Lagging indicators

Mental stress - Schedule 1 and 2
as of March 31, 2024





PSYCHOLOGICAL HEALTH AND SAFETY

A leader's role to support worker well-being

Senior Leaders

Middle Leaders

Frontline Leaders

Labour Leaders/JHSC

Workplace Psychological Health and Safety

CSA Z1003 – “The Standard”

A psychologically healthy and safe workplace is one that **actively works to prevent harm** to worker psychological health, including in negligent, reckless, or intentional ways, and promotes psychological wellbeing (CSA Z1003-13, 2018).

‘Psychological health and safety is embedded in the way people interact with one another on a daily basis and is part of the way working conditions and management practices are structured and the way decisions are made and communicated.’ (CSA Z1003-13, 2018)

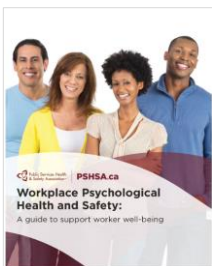
The Standard



+ 2
Healthcare





An Integrated Approach



<http://www.pshsa.ca/psychological>



 <p>PREVENTION</p> <p>Hazard Recognition and Control</p> <ul style="list-style-type: none"> Organizational Psychosocial factors assessed Job Specific psychological factors are identified Job Demands are identified JHSC monthly inspections include psychological hazards Safe work plan and procedures are developed and communicated for job tasks at risk of causing psychological harm <p>Training and Education</p> <ul style="list-style-type: none"> General Mental Health Awareness training provided Workplace-specific psychological health and safety training is provided on policies and procedures JHSC is trained on psychological health and safety Training provided specific to psychological hazards on the job Leaders are trained in roles and responsibilities for psychological health and safety 	 <p>INTERVENTION</p> <p>Incident Reporting and Investigation</p> <ul style="list-style-type: none"> Psychological incidents included in hazard and incident reporting Formal process in place for investigation of psychological incidents and injuries <p>Incident Response</p> <ul style="list-style-type: none"> Serious incident plan developed and communicated Crisis response plan developed and communicated Supervisors respond appropriately to psychological incidents <p>Workplace Supports</p> <ul style="list-style-type: none"> Community supports identified and communicated Employee and Family Assistance Program is in place On-site supports in place such as: Peer Support program Organizational psychologist 	 <p>RECOVERY</p> <p>Post-incident Response</p> <ul style="list-style-type: none"> Informal and/or formal de-briefing process developed and communicated <ul style="list-style-type: none"> initiation of EFAP initiation of Peer Support / other <p>Return to work and Stay at Work</p> <ul style="list-style-type: none"> RTW/SAW process for psychological injury/illness is established and communicated Workplace stakeholders trained on R&R and RTW process Suitable work is identified and provided in-line with worker cognitive/psychological ability
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Occupational Psychological Risk Assessment Tool

What is it?

A collaborative solution for assessing risk of psychological harm on the job.

The OPRA tool uses a shared, participatory approach to review job factors that impact worker mental health, rate subjective risk of psychological harm and collectively identify solutions to support worker wellbeing.



What makes the OPRA tool **unique**?



The OPRA tool takes a *job-based* approach to recognize, assesses, and control factors that directly impact workers and may cause psychological harm. Using core principles of:

- Engagement
 - Empowerment
 - Inclusion
 - Diversity
- Creates awareness of psychological hazards and risk.
 - Determines if existing control measures are adequate or if future controls are required.
 - Prevents injuries or illnesses through job design and planning.
 - Informs the development of safe work practices.
 - Supports job-orientation and onboarding practices.
 - Helps prioritize actioning control measures.
 - Promotes and fosters vertical trust.



When do we assess job-based risk of psychological harm?



Organizational readiness for a full psychosocial assessment is not supported or realistic.



A completed organizational assessment identifies **lower scoring psychosocial factors** in certain job groups.



Jobs or role profiles are identified as a concern due to **absenteeism and injury rates, chronic mental stress, or traumatic mental stress.**



A **solution is required** at the **job-level** to address a specific concern *or*



To meet other identified organizational needs.



Supports key components of the CSA Standard for **Psychological Health and Safety in the Workplace (CSA Z1003)**



OPRA: Key Concepts

- Mental Health and the Mental Health Continuum
- Psychological Harm
- Job Factors – What Are They?
- Rating Risk of Psychological Harm
- Reducing Risk of Harm
- Action planning





Key Concepts:

Mental Health

A state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community – WHO

Key Concepts:

The Mental Health Continuum Model

	Healthy	Reacting	Injured	Illness
MOOD	Normal mood fluctuations Calm & takes things in stride	Irritable/impatient Nervous Sadness/overwhelmed	Anger Anxiety Pervasively sad/hopeless	Angry outbursts/aggression Excessive anxiety/panic Depressed/suicidal
ATTITUDE & PERFORMANCE	Good sense of humour Performing well In control mentally	Displaced sarcasm Procrastination Forgetfulness	Negative attitude Poor performance/workaholic Poor concentration Poor decision making	Overt insubordination Can't perform duties, control behaviour or concentrate
SLEEP	Normal sleep patterns Few sleep difficulties	Trouble sleeping Intrusive thoughts Nightmares	Restless disturbed sleep Recurrent images Recurrent nightmares	Can't fall asleep or stay asleep Sleeping too much/little
PHYSICAL HEALTH	Physically well Good energy levels	Muscle tension Headaches Low energy	Increased aches and pains Increased fatigue	Physical illness Constant fatigue
SOCIAL WELLBEING	Physically and socially active	Decreased activity Reduced socializing	Avoidance Withdrawal	Not going out or answering phone
SUBSTANCE USE & GAMING	No or low risk use of alcohol/cannabis/gambling/gaming	Alcohol/cannabis/gambling/gaming increasingly used to relieve tension/cope with stress	Difficulties limiting use of alcohol/cannabis / gambling/gaming	Unable to control use of alcohol/cannabis/gambling/gaming

Key Concepts:

Psychological Harm
*Adverse impact to a
person's mental health
and wellbeing*



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Job Factors that impact worker mental Health

- Job Demands
- Job Control
- Job Support

- *Job Factors can be:*
 - **Protective or...**
 - **Cause Psychological Harm**



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18 job factors: What are they?

Job Demands

- Cognitive
- Physical
- Environmental
- Psychological
- Emotional

Job Control

- Worker's ability to influence their work environment
- Includes:
 - Autonomy
 - Scope of work
 - Morals, Ethics and Values

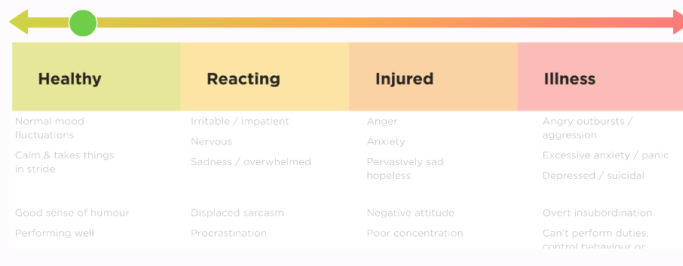
Job Support

- Practical tools
- Materials
- Equipment
- Emotional support
- Knowledge, skills, training and ability

Supportive Supervisor

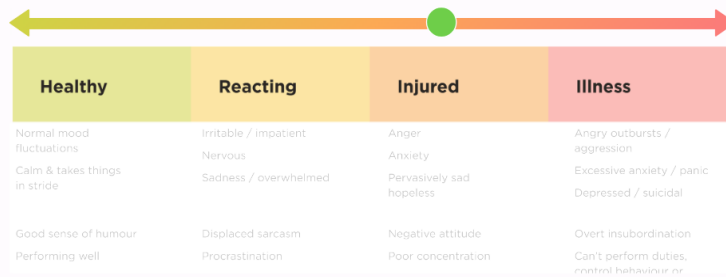
A supervisor may promote worker well-being by providing sufficient instrumental support, role clarity, and reasonable job expectations. Additionally, they might also attend to the emotional needs of their workers by providing attention, empathy, and compassion when discussing work-related concerns.

These various forms of support from a supervisor **can help prevent psychological harm, and move a worker toward a healthy state on the Mental Health Continuum.**

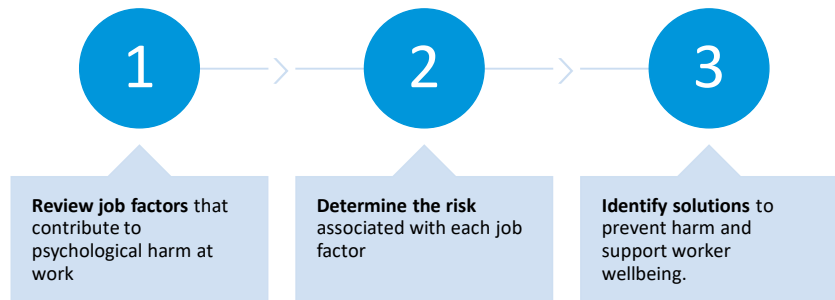


Non-supportive Supervisor

A supervisor who dismisses worker concerns, micro-manages tasks, or lacks effective communication skills may contribute to psychological harm, moving workers toward an injured or ill state on the Mental Health Continuum.



Rating Risk of Psychological Harm



Risk Matrix

The Risk Matrix –
Rating Risk of
Psychological Harm

Probability	Impact			
	Catastrophic	Critical	Minor	Negligible
Very likely	High	High	High	Low
Likely	High	High	Moderate	Low
Possible	High	Moderate	Low	Very Low
Unlikely	Moderate	Moderate	Low	Very Low
Highly unlikely	Low	Low	Low	Very Low

After the OPRA

- Download assessment report/summary
- Create an action plan (E-Tool) with stakeholders
 - OHS team, JHSC, HR, Workers, Leaders, Union Representatives etc.
- Review effectiveness



Untapped Resource: Joint Health & Safety Committee Members

The OPRA taps into in-house expertise within JHSC committees:

- General hazard recognition and control within OHSA **s.9(18)**
- Job Familiarity/perform the job themselves
- Trusted by employees
- Regularly survey workers
- Knowledge of organizational culture and sub-cultures
- Assist with creating the action plan and/or recommendations

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Healthy Workers.

Occupational Psychological Risk Assessment Tool

- Available for Free – **2024 (coming soon!)**
- User account sign-up + e-mail verification
- Available e-learning through the tool to help train facilitators
- PSHSA Consultants are available to facilitate OPRA tool



What jobs would you assess?



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SEEK SPECIALIZED CONSULTING SUPPORT

- Training – R2
- Risk Assessments – including the OPRA
- OSIR
- Policy and Procedure Development
- PHS Audits
- Program Building
- Job Demand Description Updates
- Cognitive Demand Analysis



Thank You!

Questions?



OPRA eTool - Completing an Assessment

- **Business profile is created**
 - Sector, sub-sector, size
- **Foundational eLearning modules are completed**
- **Assessment is created**
 - One assessment created per job title
 - Multiple assessment sessions created if desired (employer and/or worker groups)
- **Assessment completed**
 - Job factors reviewed, risk of psychological harm rated, solutions selected, and assessment exported

