

Match Summary

Name of Match: **Psychologically Safe Workplaces – the Psychological Safety Standard**

Location of Match: Great-West Life Centre for Mental Health in the Workplace, Canada Life Building, 330 University Avenue, Toronto, Ontario

1. Brief summary of the outcomes of your match

- We are all at different stages of development in terms of psychological health and safety in the workplace, but everyone benefits from sharing models, tools, circumstances, considering the challenges and opportunities expressed. But it is a common journey – the solutions are appropriate to all of us.
- Don't go it alone – public, private partnerships – engaging and collaborating with others improves outcomes.
- Translational research – turning knowledge into action and practical tools.
- We have so many great resources. We know we need to streamline and focus on a few key, practical strategies at a time for each organization. We can draw on the rest when we need to.
- Show evidence of how the Standard has been put in practice. MHCC Case Study will help.
- Provide enablers to help organizations get started: Getting the right information to the right audience at the right time.
- Focus on prevention as part of a larger issue of population health. See the whole person within the workplace as an important part of a larger agenda. This should involve other sectors, governments, and agencies.
- The Canadians were reminded about the challenges we experienced early in our journey and are now more sensitized to considering the needs of those who are new to the concept of psychological health and safety. We all need to remember to start where organizations are at.
- Reframe the psychological safety discussion to include risk mitigation, productivity, reputation, employee wellness, recruitment and retention.
- Help all stakeholders understand their responsibility for maintaining and supporting mental health - including employers and employees.
- Show and support examples of recovery at work including peer support and lived experience.
- Recognize and support the need for self-care and resilience, especially for those of us in the field of workplace mental health.
- Look at developing more strategic models for various organizations and stages.
- Consider improved communication/marketing of the concepts.
- Participants were appreciative of the generosity of others in the match in sharing what they have experienced, what they know, and what they have developed.
- We have developed relationships and awareness of resources and strategies that can continue beyond this match.

2. Resources used in your match

Canada:

[Guarding Minds @ Work](#)

[Elements and priorities towards a Psychologically Safer Workplace](#)

[National Standard of Canada for Psychological Health & Safety](#)

[Psychological Health & Management System](#)

[Assembling the Pieces](#)

[MHCC 3 Year Case Study project](#)

[EAP Information for Employees](#)

[EAP Information for Employers](#)

[Healthy Break Activities](#)

[Building Emotional Intelligence](#)

[Excellence Canada](#)

[Managing Mental Health Matters](#)

[Working Through It](#)

[Mindful Employer Canada In-House](#)

[Dupont Bradley Curve](#) – considering how it could apply to psychological injury

[CARMHA](#)

Australia:

[Wellbeing Works](#)

[R U Ok? Day](#)

[SuperFriend](#)

[Communicorp](#)

[Sane](#)

[Mentally Healthy Workplace Alliance](#)

[NSW Mental Health Commission](#)

[Richmond PRA](#)

Psychologically Safe and Healthy Workplaces group on LinkedIn

[Black Dog Institute](#)

New Zealand:

[Allright?](#)

Swag – Staff Wellbeing Action Group

UK

[See Me](#) (Workplace Program)

[BeMindful.org](#)

[Mental Health Foundation](#)

3. Brief description of how your match has accelerated change towards mental health, well-being and inclusion

- The Canadians now have new ideas and language to target the private sector.
- Participants from Canada, UK, Australia, Sweden and New Zealand now recognize where each market is on the journey and understand that this is part of larger landscape that looks further into the future rather than just being a next step. This will take time and is well worth the effort.

- It's helpful to consider synergies with overall occupational health and safety: From farms to factories – damaged our bodies – developed a safety culture; from factories to knowledge work – damaged our minds – developing a psychological safety culture.
- There's a greater understanding of the need to forward the message that employees with mental illness can remain at work: Two continuums – many people who have a diagnosis but are high functioning, others with no diagnosis but are unhappy – languishing more likely to become disabled due to a mental health issue.
- There's agreement on the importance of focusing on ability rather than disability. Organizations should have strategies in place to keep people at work including ensuring managers have the skills to conduct conversations to support success.
- There is a shared agreement of the importance of leaders having skills and training to support and be accountable for workplace mental health.
- Measures for supporting psychological health and safety should be embedded in organizational processes and policies.
- We will leverage connections with others in the Psychologically Safe Workplaces Match as well as within our communities to sustain us as we move forward on the journey.
- All participants will benefit from using concrete tools, information and evidence that's available rather than working largely from instincts as Canada did early in the process.
- There's an understanding of the importance of continually assessing what is working, what is not working well, and what the next steps are to provide clarity on what we need to do.
- The sharing helped everyone refine plans and next steps depending on where they were at – just beginning or building on what they already had.

4. Brief description of how your match has built leadership for the future

- Participants from Sweden, including representatives from the Swedish Association of Local Authorities and Regions (SALAR) will be taking what they learned to over 20 regions and 290 local authorities.
- The representative from UK will be working to influence the Mental Health Strategy for Scotland by considering the framework and language provided in the National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard). This will include examining what can be done in the UK around embedding the Standard into 4 different nations (Scotland, England, Ireland and Wales) and looking for synergy within Public Health and the Department of Health action plans. This will include engaging civil servants in conversations.
- New Zealand plans to share content with colleagues and groups to expand what staff well-being means. They will be looking at tools and resources provided to see if they can be adapted for New Zealand. They will also check to see what has been learned by the Ministry of Health in New Zealand in its adoption of the National Standard of Canada.
- Australia will be sharing content with colleagues and groups to expand what staff well-being means and will be looking at tools and resources provided to see if they can be adapted for Australia. They will also be looking at the Standard and the website for the Great-West Life Centre in the Workplace: workplacestrategiesformentalhealth.com. Richmond PRA are finished a framework for Peer Workers and will share them with others. NSW Mental Health Commission are nearly finished their framework.
- A Canadian participant will share the Peer Support Accreditation Guidelines with Australian participants.
- Researchers who created the free tool Guarding Minds @ Work will be looking into requirements to implement the tool in Australia.

- A Canadian participant in the non-profit sector will be using the tools and resources provided to help create psychologically safe workplaces free from stigma and discrimination. The participant also plans to start looking for collaborative partners in the public and private sectors.
- Social networks are being established to allow the match participants to continue sharing and benefitting from the information, resources and knowledge of one another.