



## 13 Factors of Psychological Health and Safety

The 13 Psychosocial Factors are found in the National Standard developed by the Mental Health Commission of Canada. 12 of the Factors are adapted from **GuardingMinds@Work** with the 13th factor, Physical Safety, being added during the development of the Standard.

The 13 Factors are:

- 1. Organizational Culture** A mix of norms, beliefs, and expectations that group members hold in common. A good culture is built on trust, honesty, and fairness.
- 2. Psychological and Social Support** This comprises all social interactions at work that are supportive. When workers feel supported at work, they believe that the organization values their contribution.
- 3. Clear Leadership and Expectations** This means that the organization clearly communicates expectations to workers, and supervisors work to inspire their workers.
- 4. Civility and Respect** Is based on showing esteem and consideration for others; adopting a value of care for people who interact within the work environment — including the public!
- 5. Psychological Demands** Dictate how an organization implements protective processes for an activity that might be harmful to a worker's health. When a hazard is identified the organization seeks to minimize it.
- 6. Growth and Development** Presents itself in an environment that sees workers receiving encouragement and support. These workplaces provide opportunities for workers to increase their competencies, and pursue interests.
- 7. Recognition and Reward** A mentally healthy workplace recognizes the efforts of its employees, and rewards both success and effort.
- 8. Involvement and Influence** This is present when workers are included in the discussion about how their work is done; workers are able to inform upon changes in the work environment.
- 9. Workload Management** This is present when assigned tasks can be accomplished in the time allotted — impossible goals are not set. In addition, workers are given the necessary resources.
- 10. Engagement** Is present in an environment where the worker feels connected to, and enjoys, their work. There is motivation to do the job, and they view work as an energizing experience.



**11. Balance** Means that there is acceptance of a need for harmony between home and the office or work environment. Management encourages employees to take time for other interests and families.

**12. Psychological Protection** Is present in a workplace where the worker's psychological safety is ensured. This workplace promotes emotional wellbeing, and stress management, while mitigating risk.

**13. Protection of Physical Safety** Is the care taken by employers to protect the physical health and safety of their employees. It means recognizing the risks in the environment, and mitigating or eliminating them.

### CMHA Waterloo Wellington offers:

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For more information, contact [education@cmhaww.ca](mailto:education@cmhaww.ca) or 1-844-264-2993 ext 2036.