

A desk with a mug, a pen, and a calendar, with a city skyline visible through a window in the background.

20

20

CALENDAR

2020 CALENDAR

JANUARY

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Healthy Workplaces

Healthy Minds at Work

You have a healthy
WORK-LIFE
BALANCE

Your JOB
DEMANDS are
reasonable

You are
SAFE
at work

Your employer
supports GROWTH
AND DEVELOPMENT

Your work is
CHALLENGING

You feel
VALUED AND
RESPECTED

Workplace support is key to maintaining
positive mental health

**CCOHS.ca**
Canadian Centre for Occupational Health and Safety

1-800-668-4284

january

New Year's Day

JANUARY						
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february



Safe Environments.
Healthy Workers.



Safety and Security is Everyone's Responsibility.
Know how to keep your workplace safe and secure.

For more information visit workplace-violence.ca

Public Services Health & Safety Association™

PSHSA.ca



Know your safety, security and emergency procedures



Know how to summon immediate help



Wear your identification badge



Do not allow strangers into unauthorized areas



Do not prop outside doors open



Always be alert and aware of your surroundings



Report suspicious persons and security hazards



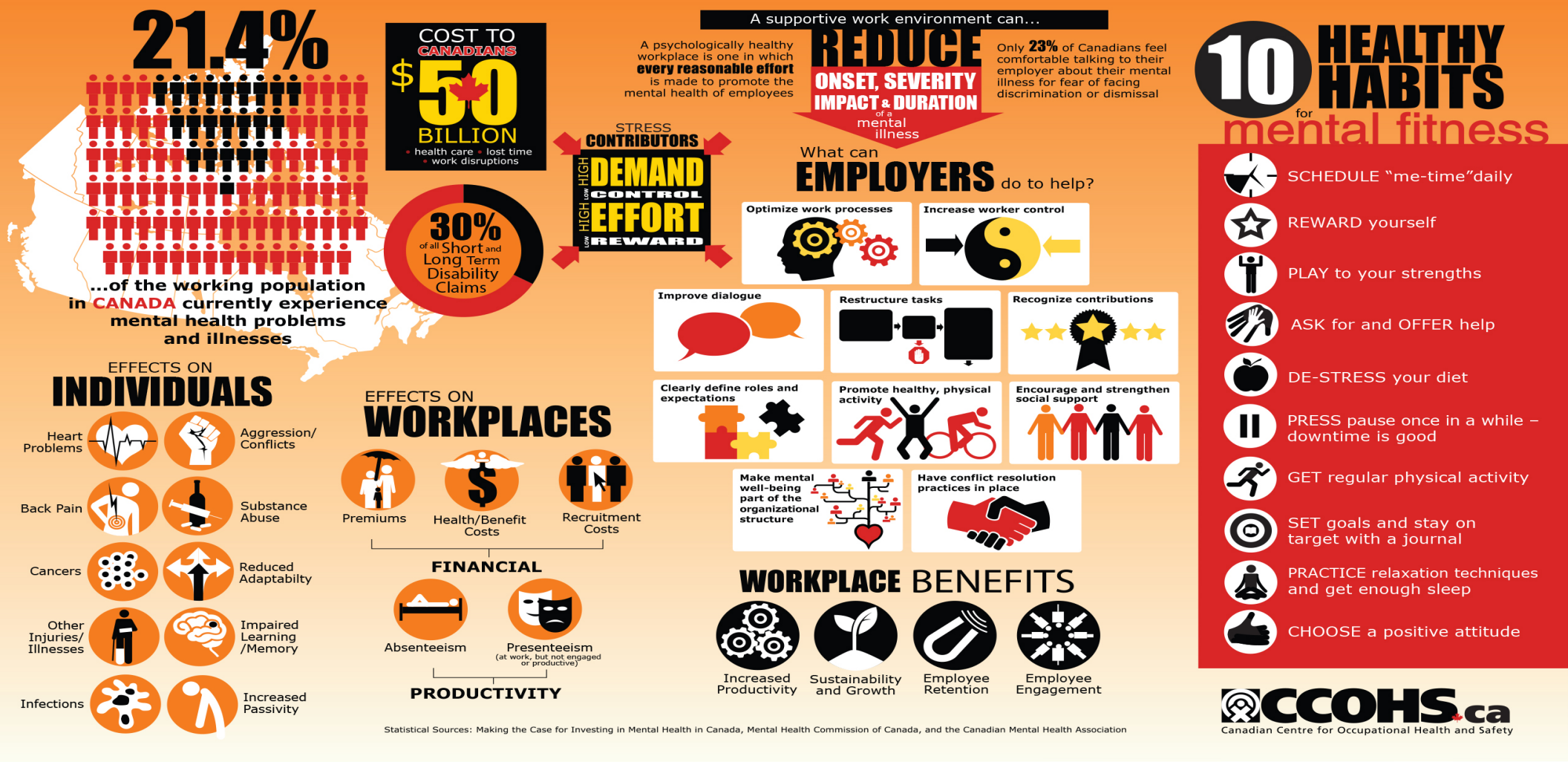
Lock up valuables

Family Day

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MENTAL HEALTH in the CANADIAN WORKPLACE



march

MARCH

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april

Taking Action on

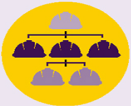
Workplace Stress



Some stress can be motivational, but constant feelings of pressure, worry, or tension at work can have a profound effect on our physical and mental health, and the performance of organizations.

Psychosocial hazards

workplace factors that have the potential to cause psychological or physical harm if not adequately eliminated or controlled



Organization of work: production pressures, lack of role clarity, poor change management, insufficient staffing



Management: poor communication and leadership, work life imbalance, inattention to worker needs and addressing unacceptable behaviour



Job design: work demands, little to no worker control, lack of resources

Outside factors

financial • family • health • community
can also impact workers

Use a framework such as the National Standard of Canada for Psychological Health and Safety in the Workplace

- Outlines a systematic approach to develop and sustain a psychologically healthy and safe workplace
- Focuses on psychological harm prevention and mental health promotion
- Intended for organizations and business groups of all sizes
- Voluntary standard – not legislated nor a regulation



aka THE STANDARD

1. Get senior leadership on board, involve key stakeholders, and identify a champion to help advance activities
2. Develop a policy statement and identify gaps around psychological health and safety
3. Analyze results and pick the key issues
4. Implement controls to reduce the risk of psychological harm
5. Evaluate and decide whether to continue the current course of action or explore new initiatives

What **employers** can do



Prevent stress at the source with job design and work practices



Create an organizational culture that values worker input (planning, policy making and setting goals)



Provide leadership training for managers and supervisors and ensure they support the organization's values



Balance job demands with workers' capabilities and resources



Foster opportunities for skill development, personal growth, and social interaction



Provide access to personal health resources, such as an Employee Assistance Program and benefits, to help workers manage stress

What **workers** can do



Seek help when needed and check to see what personal health resources are available



Participate in planning with your manager to balance workload and demands



Find a hobby or activity that helps you relax, then do it regularly



Share your feelings with someone you trust or in a journal



Develop healthy habits such as regular exercise and sleep, and a balanced diet



Get to know your stress triggers and what makes you happy. Acknowledge what you can and cannot change about yourself



Mental health problems and illnesses are estimated to account for nearly 30% of short and long-term disability claims in Canada.

Sairanen, S., Matzanke, D., & Smeall, D. (2011). The business case: Collaborating to help employees maintain their mental well-being. Healthcare Papers, 11, 78–84.

CCOHS.ca
Canadian Centre for Occupational Health and Safety

Good Friday
Easter Monday
Stress Awareness Month
National Day of Mourning (28)

APRIL


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may

See signs of violence
at your workplace?
Report it.

ARGUMENTS
SHOUTING
SHAKING
FISTS
PRANKS
VANDALISM
PROPERTY DAMAGE
DISPLAYS OF ANGER
VERBAL AND WRITTEN
THREATS
RUMORS
SPREADING LANGUAGE
PSYCHOLOGICAL TRAUMA
SABOTAGE
SWEARING
PUSHING
ACCIDENTS
ARSON
SEXUAL ASSAULT
THROWING OBJECTS
VIOLATING PERSONAL SPACE

CCOHS



Canadian Centre for Occupational Health and Safety

1-800-668-4284

www.ccohs.ca

Victoria Day

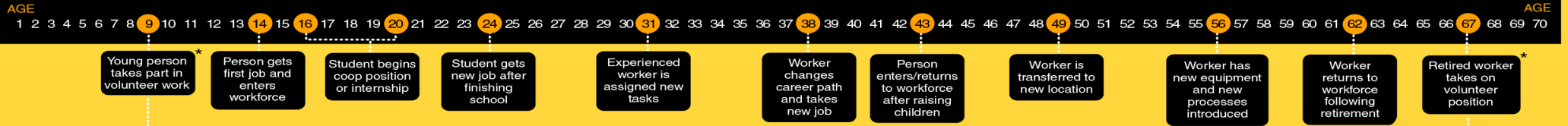
Safety and Health Week

Sexual Violence Awareness Month

Emergency Preparedness Week (May 3-10)

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NEW WORKER SAFETY IN CANADA



*Although not always covered under the Health and Safety Act, organizations may still have responsibilities regarding the health and safety of volunteers. Consult with your jurisdiction.

NEW is NEW – regardless of age

Know Your RIGHTS

- ✓ The **right to know** what hazards are present on the job and how to protect yourself.
- ✓ The **right to participate** in keeping your workplace healthy and safe, and a right to report unsafe conditions and practices.
- ✓ The **right to refuse** dangerous work, making sure to follow specific procedures when doing so.



WHY?

This is partially due to:

- higher risk jobs, or
- jobs with a higher degree of physical effort.

What can WORKERS do?



KEEP an eye out at your interview for signs that the employer takes safety seriously. Look for warning signs in hazardous areas, employees wearing protective equipment, safety posters, etc.

ASK experienced employees and/or your supervisor about safety hazards.

ASK for a copy of the safety rules, if you aren't given one.

FOLLOW all safety precautions.

REPORT any accidents or unsafe conditions to your supervisor immediately.

ASK your employer to go over any procedures or practices you are unsure of. Have them watch you perform tasks to make sure you are doing them correctly.

IF YOU ARE UNSURE OF ANYTHING ...



KNOW how to wear your personal protective equipment (PPE) properly.

Breaking it down by age group, the risk of a lost-time injury is **HIGHEST** among new workers

OVER 45 years of age [1]

ALL WORKERS, regardless of age, have 5 to 7 times the risk of injury in the first month on the job. [2]

21%



What can EMPLOYERS do?

BE A SAFETY LEADER

DEVELOP a comprehensive health and safety program with clear and measurable goals.

PROVIDE opportunities for employees to participate in making the workplace safer.

IDENTIFY and **CORRECT** hazards, and

EVALUATE your safety program to ensure continuous improvement and success.

ASSIGN suitable work. Avoid assigning jobs to new workers that require:

- long training times,
- a great deal of responsibility,
- critical or risky tasks,
- working alone.

TELL workers not to perform any task until they have been properly trained.

PROVIDE detailed training on equipment, safety features, and control systems.

COMMUNICATE with the new worker about the job tasks clearly and frequently, repeating and confirming this training over the first few weeks of work.

ENCOURAGE workers to think in a safety-minded way about all of their work. Tell workers that if they don't know or are unsure about something, to ask someone first.

TRAIN workers on what to do in case of fire, injury, or other emergency.

Just **one** in **five** workers in Canada received safety training in their first year with a new employer. [3]

TIMELY, EFFECTIVE TRAINING is ESSENTIAL

Learning on the job, or waiting several months for a classroom course are **NOT** good options.

EFFECTIVE TRAINING METHODS include:



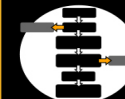
HANDS-ON (without being in the actual workplace)



MENTORING by experienced workers



APPRENTICE programs



WRITTEN PROCEDURES that are short, clear, concise



PRACTICE time and opportunity



ACTIVE VOICE with clear instructions

GROUP equipment or tasks with similar functions
REAL-WORK CONTEXT

CCOHS.ca
Canadian Centre for Occupational Health and Safety

Statistical Sources:
[1] Institute for Work and Health (IWH 2012) • [2] Institute for Work and Health (IWH 2003)
[3] Smith P, Mustard C. How many employees receive safety training during their first year of a new job? Injury Prevention, 2007; 13:37-41
<http://www.iwh.on.ca/highlights/only-one-in-five-new-workers-receive-safety-training-in-canada>
[4] Institute for Work and Health (IWH 2003 and 2009)

june

National Safety Month

JUNE

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Employers

a more positive workplace culture begins with you!



Define civility
Engage everyone in conversations and educational opportunities, like discussion groups, about what civility means to them. Consider posting a code of conduct that outlines respectful and civil behaviour, relating it back to your organization's values and ethics.



Train and develop
Provide training and resources on listening, giving feedback, conflict resolution, interacting with customers, recognizing uncivil behaviour and how to address it.



Incorporate civility and respect in communications
Adopt non-discriminatory language and maintain the confidentiality of personal information in all communications. Ensure that communications are easy to find and accessible to all.



Address uncivil behaviour
Create and enforce policies detailing consequences for inappropriate behaviour. Allow for constructive problem-solving. Manage conflicts in an effective and timely fashion, and follow-up with all parties involved.



Be a role model
Promote and reinforce respectful leadership behaviour and recognize everyone's respectful behaviours. Provide managers, supervisors and staff with ongoing training and supports, and ensure that they are available, present, and in contact to recognize and resolve issues.

CIVILITY and RESPECT in the Workplace

Where everyone is **respectful** and **considerate** in their interactions with one another, as well as with customers, clients and the public.



Tips for everyone



Give your full attention
Focus on the conversation at hand. Turn off your cell phone or any distracting device.

Value others' time
If you're going to be late for a meeting, let the organizer know in advance.

Say "hello"
Next time you pass a colleague in the hallway, say hello. Acknowledgement and courtesy help build positive morale.

Use respectful language
Simple words such as 'please,' 'thank you,' 'excuse me,' and 'I'm sorry' are easy ways to establish civility.

Be considerate when you speak
Before making a joke, consider the audience. Humour is great but may not be appropriate in all situations.

Be inclusive
Bridge social barriers by looking for opportunities to include others. Invite them to lunch, chat about the weekend, or ask for their input.

Practice humility
Elevate people around you by giving them credit when they do a good job. Share in the satisfaction.



july


Canada Day

JULY

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Healthy Workplaces

Break the habit




If you smoke – quit.

Step it up




Take the stairs.

Make it good




Eat healthy food.

Walk it off




Park further away and take the walk.

Get moving



Exercise during your lunch break.

Healthy Living @ Work

CCOHS

Canadian Centre for Occupational Health and Safety

1-800-668-4284

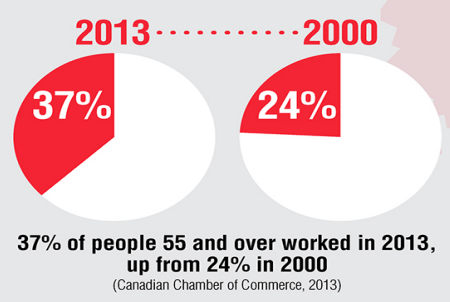
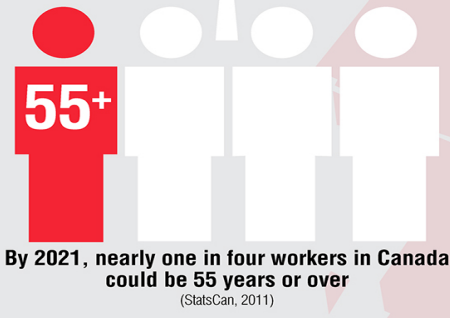
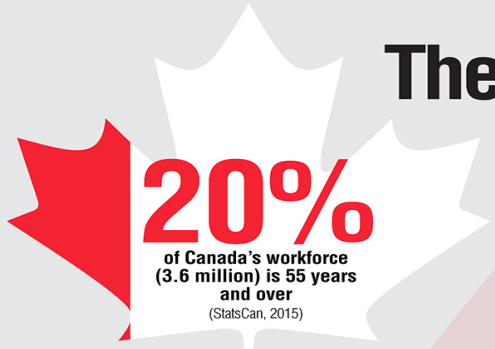
www.ccohs.ca

August

Heritage Day
National Relaxation Day (15)

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The Aging Workforce in Canada



- Older workers tend to have:**
- ✓ Lower turnover
 - ✓ Emotional maturity
 - ✓ Workplace loyalty
 - ✓ Less need for supervision
 - ✓ Lower absenteeism

Compared to younger workers...

Older workers suffer fewer job-related injuries, but their accidents can be more severe with a longer recovery period.

Older workers may work slower or make decisions less quickly but their work tends to be more accurate.



Older workers can do the same tasks as younger workers, but are more likely to experience different types of injuries:

- Falls – poor balance, slower reaction times, visual issues
- Cardio-pulmonary – loss of heat, cold tolerance, over-exertion
- Health-related – diabetes, cancer, osteoporosis, hypertension
- Strains and sprains – loss of strength, endurance, flexibility

What workplaces can do

- Conduct risk assessments that take into account aging factors
- Provide education and training
- Develop safe work procedures
- Keep equipment in good working condition
- Consider workplace improvements: mechanical assets, workstation design, floor surfaces, hand rails/grips
- Promote active living, healthy eating, stress management, and work-life balance initiatives



Minimize
distractions

Tips for training older workers

- Incorporate past experience
- Provide context for information
- Allow more practice and classroom training for new situations
- Use short, active, and clearly written procedures
- Group equipment or tasks with similar functions



Reduce
multi-tasking
and activities



Workers of any age are more likely to be attracted to work and remain working if they feel their work environment is safe and healthy. **A well-designed workplace benefits everyone.**



september

Labour Day

SEPTEMBER

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Work-Life Balance

Creating a balance between work demands and the healthy management and enjoyment of life outside work

Healthy workplaces make good business sense



Attract new employees



Help retain staff



Reduce sickness and absenteeism



Improve morale



Increase production and satisfaction

What workers can do

The Average Worker spends
50.2 hours
Work-related activities per week
Just over half take work home to finish outside regular hours.
2012 National Study on Balancing Work and Caregiving in Canada

10
Tips for Employers



Treat all employees in a fair and respectful manner



Allow workers to have control and input as much as possible



Recognize workers' results and skills



Provide workers with the training, skills and resources they need



Clearly define roles and responsibilities



Set schedules that work with life outside the job

- Assess the risks of work-related stress and take action
- Match the workload to workers' capabilities
- Design meaningful jobs that allow workers to use their skills
- Provide opportunities for social, wellness and volunteering activities

Take breaks, even small ones



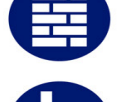
Make to-do lists



Unplug from technology once in a while



Build downtime into your schedule



Choose activities that positively impact your work or personal life



Work factors



• Unreasonable demands • Uncomfortable physical environment



3.7 million workers in Canada go through a regular day feeling a high level of stress. Statistics Canada, General Social Survey, 2010.

CCOHS.ca
Canadian Centre for Occupational Health and Safety

october

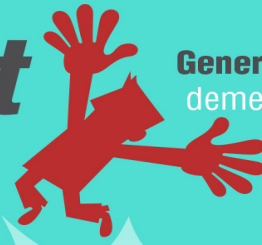
Thanksgiving
Fire Prevention Week (4-10)
National Work-Life Week
[Healthy Workplace Month](#)

OCTOBER

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november

Bullying and Harassment in the Workplace



Generally defined as any behaviour that demeans, embarrasses, humiliates, annoys, alarms, or verbally abuses a person that is known or would be expected to be unwelcome.

What workplaces can do

Encourage everyone at the workplace to act towards others in a respectful and professional manner.



Develop a workplace policy and program that includes a reporting system.



Educate everyone about what is considered bullying and harassment, and whom they can go to for help.



Treat all reports seriously, and investigate them promptly and confidentially.



Try to work out solutions before the situation gets serious or "out of control".



Train supervisors and managers how to follow up on problem situations, whether or not a formal report has been filed.



Have an impartial third party help with resolution, if necessary.



Bullying is both obvious and subtle

Bullying usually involves a pattern of behaviours with repeated incidents

What the law says



Most Canadian jurisdictions have specific workplace violence prevention and/or harassment legislation. In some situations, human rights legislation will apply. All employers have a general duty to take all reasonable precautions to protect the health and safety of employees.



If you think you are being bullied or harassed

report your concern to the person identified in your workplace policy or your supervisor.

CCOHS.ca
Canadian Centre for Occupational Health and Safety

Remembrance Day
Bullying Awareness Week (15-22)
Family Violence Prevention Month

NOVEMBER

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December

Awareness

Workers in Canada have Three Basic Rights

Right to Know

You have a right to know what hazards are present in the workplace, and be given the information, training, and supervision you need to protect yourself.

Right to Participate

You have a right to participate in keeping your workplace healthy and safe, which may include selecting or being a health and safety representative or committee member. You also have a right to report unsafe conditions and practices.

Right to Refuse

You can refuse work that you believe to be dangerous to yourself or your co-workers. When you exercise your right to refuse work, you must follow the proper procedure.

Know your rights





1-800-668-4284 www.ccohs.ca

Christmas Day
Boxing Day
Human Rights Awareness Month

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