

## Organizational Review Worksheet

### PSYCHOLOGICAL AND SOCIAL SUPPORT

**DESCRIPTION:** In a work environment with positive psychological and social support, all employees feel a sense of belonging and contribution.

#### What are the potential benefits of effectively addressing psychological and social support?

- Improved overall psychological health of employees
- Increased productivity
- Reduced costs from absenteeism and turnover
- Successful and sustainable return-to-work
- Improved teamwork and decreased conflict

#### What information may be helpful to refer to or collect?

- Trends in benefits utilization data such as drug prescriptions, employee and family assistance programs use, psychologists or other regulated mental health professionals
- Trends in absenteeism and turnover data
- Existing employee survey data such as that on stress or mental health concerns
- Return-to-work data
- Accommodation policies and procedures

#### Consider the extent to which the following are happening:

- Supervisors and managers are trained to identify and support distressed employees
- Employees are provided with education and information on mental health issues and resources
- Training is provided on stress management strategies
- Access to psychologists or other regulated mental health professionals is supported
- Employee and family assistance program or equivalent services are provided
- Benefits include:
  - Adequate access to counseling and therapy
  - Massage, acupuncture
  - Physiotherapy, chiropractic, naturopathic

- Prescription drugs
- Short-term and long-term disability
- Other
- Policies to assist employees who remain at work while dealing with stressful health or life situations
- Regular, supportive communication with off-work employees
- Formal return-to-work policies and programs
- Formal and effective accommodation processes for employees with disabilities

| Please respond to the statements below with respect to your workplace:                           | Always | Often | Sometimes | Rarely | Never |
|--|--------|-------|-----------|--------|-------|
| 1. When psychological risks are identified, management responds effectively.                     |        |       |           |        |       |
| 2. People in my workplace understand the importance of protecting employee psychological safety. |        |       |           |        |       |
| 3. People with mental health issues are supported to do their jobs effectively.                  |        |       |           |        |       |
| 4. People with physical health issues are supported to do their jobs effectively.                |        |       |           |        |       |
| 5. Management helps employees cope with workplace stress.  |        |       |           |        |       |
| 6. No employee feels lonely at work, including when working remotely.                            |        |       |           |        |       |

Do issues related to psychological and social support present a greater risk to particular groups of employees? For example, newer employees, certain job roles such as supervisors, shift-workers, immigrants, remote workers, etc.

What are the strengths in your workplace? What do you already do well and want to continue to do in terms of psychological and social support?

What could your workplace do to improve psychological and social support?

If there is a difference between the organizational review score and the survey score, what may be contributing to the difference in perception between employees and the leaders who did the organizational review?

Is further action required in this area?      Yes      No

If yes, see [Evidence-based actions](#) for psychological and social support.