

Joint Health and Safety Committee (JHSC) Workplace Psychosocial Factors Definitions Sheet

Workplace psychosocial factors (organizational factors) are elements which impact workers' psychological response to work and work conditions. Psychosocial factors, as identified in the CSA Standard for Psychological Health and Safety in the Workplace (CSA Z1003, 2018), include the way work is carried out and the context in which work occurs. JHSC members can support worker participation for the effective planning, implementation, and evaluation of the psychological health and safety management system.

Workplace Psychosocial Factors

1. **Psychological Support:** A work environment where coworkers and supervisors are supportive of employees' psychological and mental health concerns and respond appropriately as needed.
2. **Organizational Culture:** The degree to which a work environment is characterized by trust, honesty and fairness.
3. **Clear Leadership & Expectations:** A work environment where there is effective leadership and support that help employees know what they need to do, how their work contributes to the organization, and whether there are impending changes.
4. **Civility & Respect:** A work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.
5. **Psychological Competencies & Requirements:** A work environment where there is a good fit between employees' interpersonal and emotional competencies and the requirements of the position.
6. **Growth & Development:** A work environment where employees receive encouragement and support in the development of their interpersonal, emotional and job skills.
7. **Recognition & Reward:** A work environment where there is appropriate acknowledgement and appreciation of employees' efforts in a fair and timely manner.
8. **Involvement & Influence:** A work environment where employees are included in discussions about how their work is done and how important decisions are made.
9. **Workload Management:** A work environment where tasks and responsibilities can be accomplished successfully within the time available. This is the psychosocial factor that many working Canadians describe as being the biggest workplace stressor.
10. **Engagement:** A work environment where employees feel connected to their work and are motivated to do their job well.



Safe Environments.
Healthy Workers.

11. **Balance:** A work environment where there is recognition of the need for balance between the demands of work, family and personal life.
12. **Psychological Protection:** A work environment where employees' psychological safety is ensured. This is demonstrated when workers feel able to put themselves on the line, ask questions, seek feedback, report mistakes and problems, or propose a new idea without fearing negative consequences.
13. **Protection of Physical Safety:** A work environment where management takes appropriate action to protect the physical safety of employees.

Two additional psychosocial factors have been identified by the Mental Health Commission of Canada for healthcare workers (MHCC, 2021). These two factors include **Protection from Moral Distress** (an environment where staff are able to do their work with a sense of integrity that is supported by their profession, employer, and peers), and **Support for Self-Care** (workplace where staff are encouraged to care for their own psychological health and safety).



PSHSA.ca

Public Services Health
& Safety Association