

# Psychological Hazard Assessment

As per Alberta Occupational Health & Safety legislation, all workers have the right to know about hazards in their workplace and the controls used to eliminate or mitigate those hazards. This Psychological Hazard Assessment lists hazards and controls that apply to all employees and works in conjunction with a position hazard assessment.

**If there are other, regularly-occurring psychosocial hazards for your job position that are not listed, contact your direct supervisor or Environmental Health & Safety ([ehs@mtroyal.ca](mailto:ehs@mtroyal.ca)).**

Area of Concern	Hazard(s) and Potential Adverse Outcome(s)	Mitigations	MRU Resources
<b>Organizational Factors</b>			
Working in a diverse environment (possible lack of communication skills and cultural awareness).	<ul style="list-style-type: none"> <li>Stress affecting physical and mental health</li> <li>Micro aggressive behavior.</li> </ul>	<ul style="list-style-type: none"> <li>Stay alert, remain calm</li> <li>Create an open line of communication</li> <li>Project a neutral expression, react appropriately</li> <li>Be mindful of body language (Relax your body so you don't look tense)</li> <li>Speak in a neutral tone at a moderate speed and volume (Avoid negative language or creating blame)</li> </ul>	<ul style="list-style-type: none"> <li>Contact your Supervisor, or Manager</li> <li>MRU Office of Equity, Diversity and Inclusion</li> <li>EDI Awareness and Skills Training</li> <li>Conflict management training. (When possible utilize employees with different cultures backgrounds, that can help assist difficult interactions)</li> <li>Canadian Center for Diversity and Inclusion</li> </ul>
Conflict Resolution at work (Dealing with difficult people, finding a peaceful resolution while validating different opinions), protesters / demonstrators	<ul style="list-style-type: none"> <li>Stress affecting physical and mental health by:               <ul style="list-style-type: none"> <li>- Having difficult conversations</li> <li>- Managing internal vs external expectations</li> <li>- Interpersonal conflict</li> </ul> </li> <li>Workplace violence and harassment</li> </ul>	<ul style="list-style-type: none"> <li>Stay alert, remain calm</li> <li>Create an open line of communication</li> <li>Project a neutral expression, react appropriately</li> <li>Be mindful of body language (relax your body so you don't look tense)</li> <li>Speak in a neutral tone at a moderate speed and volume (avoid negative language or creating blame)</li> <li>Ask for help if required</li> <li>Contact Security if required</li> <li>Contact 911 if required</li> </ul>	<ul style="list-style-type: none"> <li>Contact your Supervisor, or Manager</li> <li>MRU H.R. Business Partner</li> <li>MRU Workplace Violence and Harassment Prevention Policy</li> <li>MRU Mental Health Coach</li> <li>GreenShield Health Tranquility</li> <li>GreenShield Health Manager Consultations (for leaders)</li> </ul>

<p>Manager, Supervisor, Peer Conflict</p>	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by: <ul style="list-style-type: none"> <li>- Having difficult conversations</li> <li>- Managing internal vs external expectations</li> <li>- Interpersonal conflict</li> </ul> </li> <li>● Workplace violence and harassment</li> </ul>	<ul style="list-style-type: none"> <li>● Stay alert, remain calm</li> <li>● Create an open line of communication</li> <li>● Project a neutral expression, react appropriately</li> <li>● Be mindful of body language (relax your body so you don't look tense)</li> <li>● Speak in a neutral tone at a moderate speed and volume (avoid negative language or creating blame)</li> <li>● Ask for help if required</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager or security services</li> <li>● MRU H.R. Business Partner</li> <li>● MRU Workplace Violence and Harassment Prevention Policy</li> <li>● MRU Protected Disclosure (Whistleblower) Policy</li> <li>● MRU Mental Health Coach</li> <li>● GreenShield Health Tranquility</li> <li>● GreenShield Health Manager Consultations (for leaders)</li> <li>●</li> </ul>
<p>Dealing with emergency situations (first aid, life safety, alarms, etc.),</p>	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by: <ul style="list-style-type: none"> <li>- Dealing with difficult situations</li> <li>- Reacting to life and death situations</li> <li>- Having difficult conversations</li> <li>- Dealing with public, employees, students, family, first responders</li> </ul> </li> <li>● Physical exhaustion</li> <li>● Trauma caused by past events</li> <li>● Acute physical injury, short or long term disability</li> </ul>	<ul style="list-style-type: none"> <li>● Be calm in your approach</li> <li>● Be aware of the risk to yourself and others when responding to an emergency</li> <li>● Protect yourself first</li> <li>● Recognize the emotional and physical needs of everyone involved, including your own.</li> <li>● Ask for Help if required</li> <li>● Contact Security if required (blue phone)</li> <li>● Contact 911 if required</li> <li>● MRU Emergency Response (Blue Book)</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● GreenShield Health Crisis Number 1 855 933 0103</li> <li>● MRU Mental Health Coach</li> <li>● GreenShield Health (Wellness Hub)</li> <li>● Utilize Sunlife Health Benefits</li> <li>● MRU Employee Wellness</li> <li>● MRU Wellness Services</li> <li>● Counselor debriefing from GreenShield Health</li> </ul>
<p>Dealing with bullying &amp; harassment, and interpersonal situations.</p>	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by: <ul style="list-style-type: none"> <li>- Dealing with difficult situations</li> <li>- Having difficult conversations</li> <li>- Dealing with public, employees, students</li> <li>- Interpersonal conflict</li> </ul> </li> <li>● Acute physical injury, short or long term disability</li> </ul>	<ul style="list-style-type: none"> <li>● Be calm in your approach</li> <li>● Be aware of the risk to yourself and others when responding to an emergency</li> <li>● Recognize the emotional and physical needs of everyone involved, including your own</li> <li>● Contact Security if Required (blue phone)</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● MRU Workplace Violence and Harassment Prevention Policy</li> <li>● MRU Mental Health Coach</li> <li>● Office of Safe Disclosure</li> <li>● MRU Employee Wellness</li> <li>● MRU H.R. Business Partner</li> </ul>

Shift work, varying schedules and night work employee attrition	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health By: <ul style="list-style-type: none"> <li>- increased workload</li> <li>- Exhaustion</li> <li>- Mood regulation (irritability)</li> <li>- The feeling of uncertainty / dread</li> </ul> </li> <li>● Impaired decision-making and judgment</li> </ul>	<ul style="list-style-type: none"> <li>● Take breaks occasionally in between work</li> <li>● Good diet</li> <li>● Rest after shift</li> <li>● Use Stress reduction techniques to boost energy</li> <li>● Use the four pillars of health (sleep, nutrition, exercise and stress management)</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● MRU Mental Health Coach</li> <li>● GreenShield Health (Life Transitions)</li> <li>● GreenShield Health (Career Coaching)</li> <li>● Utilize Sun Life Health Benefits</li> <li>● MRU Employee Wellness</li> <li>● MRU H.R. Business Partner</li> </ul>
Organizational & technological changes	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by: <ul style="list-style-type: none"> <li>- Increased workload</li> <li>- Routine changes</li> <li>- Change in workload</li> <li>- New training requirements</li> <li>- Mood regulation (irritability)</li> </ul> </li> <li>● Headaches / frustration</li> <li>● Absenteeism</li> <li>● Substance Abuse</li> </ul>	<ul style="list-style-type: none"> <li>● Take training and upskilling opportunities</li> <li>● Encourage open and honest communication</li> <li>● Prioritize Tasks</li> <li>● Work with your leader to find new opportunities</li> <li>● Creation of change management plan</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● MRU Mental Health Coach</li> <li>● GreenShield Health (Career Coaching)</li> <li>● Utilize Sun Life Health Benefits</li> <li>● MRU Employee Wellness</li> <li>● MRU H.R. Business Partner</li> </ul>
Job uncertainty, lack of job satisfaction, remuneration issues	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by: <ul style="list-style-type: none"> <li>- Increased workload</li> <li>- Staff Shortages</li> <li>- Presenteeism</li> <li>- Mood regulation (irritability)</li> <li>- The feeling of uncertainty / dread</li> </ul> </li> <li>● Headaches / Frustration</li> <li>● Absenteeism</li> <li>● Substance Abuse</li> </ul>	<ul style="list-style-type: none"> <li>● Take training and upskilling opportunities</li> <li>● Encourage open and honest communication</li> <li>● Prioritize Tasks</li> <li>● Work with your leader to find new opportunities</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● MRU Mental Health Coach</li> <li>● GreenShield Health (Career Coaching)</li> <li>● Utilize Sun Life Health Benefits</li> <li>● MRU Employee Wellness</li> <li>● MRU H.R. Business Partner</li> </ul>

Area of Concern	Hazard(s) and Potential Adverse Outcome(s)	Mitigations	MRU Resources
<b>Environmental Factors</b>			

World / Local events	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by: <ul style="list-style-type: none"> <li>- Mood regulation (irritability)</li> <li>- The feeling of uncertainty / dread</li> <li>- Family ties to area</li> <li>- The feeling of helplessness.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Contact emergency response authority of the area (for updates and family contact)</li> <li>● Use the four pillars of health (sleep, nutrition, exercise and stress management)</li> <li>● Contact Family and Friends to give and receive support</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● MRU Mental Health Coach</li> <li>● GreenShield Health (Tranquility)</li> <li>● GreenShield Health (Wellness Hub)</li> <li>● GreenShield Health (Healthy Habits)</li> <li>● Utilize Sun Life Health Benefits</li> <li>● MRU Employee Wellness</li> </ul>
Unpleasant Noise/ Lighting / Smell	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by: <ul style="list-style-type: none"> <li>- Mood regulation (irritability)</li> </ul> </li> <li>● Headaches</li> </ul>	<ul style="list-style-type: none"> <li>● Frontline Work request (for broken and damaged equipment)</li> <li>● Work with your manager to see if the offending issues can be resolved (Possible Use of Prescription glasses, noise canceling headphones)</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● Environmental Health &amp; safety.</li> <li>● MRU Mental Health Coach</li> <li>● GreenShield Health (Tranquility)</li> <li>● GreenShield Health (Wellness Hub)</li> <li>● GreenShield Health (Healthy Habits)</li> <li>● Utilize Sun Life Health Benefits</li> <li>● MRU Employee Wellness</li> </ul>

Area of Concern	Hazard(s) and Potential Adverse Outcome(s)	Mitigations	MRU Resources
<b>Personal Factors</b>			
Poor physical health	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by:               <ul style="list-style-type: none"> <li>- Mood regulation (irritability)</li> </ul> </li> <li>● Poor work performance</li> <li>● Substance abuse</li> <li>● Absenteeism</li> <li>● Higher incidence rate</li> </ul>	<ul style="list-style-type: none"> <li>● Stay at home when you are sick and not fit for work</li> <li>● Follow Dr. recommendations</li> <li>● Have discussions with your manager to create a work plan</li> <li>● Use the four pillars of health (sleep, nutrition, exercise and stress management)</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● GreenShield Health (Wellness Hub)</li> <li>● Utilize Sun Life Health Benefits</li> <li>● Utilize MRU Rec Facility</li> <li>● MRU Injury and Prevention Clinic</li> </ul>
Changing stages of life	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by:               <ul style="list-style-type: none"> <li>- Mood regulation (irritability)</li> <li>- The feeling of uncertainty / dread</li> </ul> </li> <li>● Poor work performance</li> <li>● Substance abuse</li> <li>● Absenteeism</li> </ul>	<ul style="list-style-type: none"> <li>● Follow Dr. recommendations</li> <li>● Have discussions with your manager to create a work plan</li> <li>● Use the four pillars of health (sleep, nutrition, exercise and stress management)</li> <li>● Consider work systems and redesign</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● Utilize Sun Life Health Benefits</li> <li>● GreenShield Health (Wellness Hub)</li> <li>● Utilize MRU Rec Facility</li> <li>● GreenShield Health (Life Transitions)</li> </ul>
Pre-existing Depression, anxiety, substance abuse and other mental health challenges.	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by:               <ul style="list-style-type: none"> <li>- Mood regulation (irritability)</li> <li>- The feeling of uncertainty / dread</li> </ul> </li> <li>● Poor work performance</li> <li>● Substance abuse</li> <li>● Absenteeism</li> <li>● Higher incidence rate</li> </ul>	<ul style="list-style-type: none"> <li>● Follow Dr. recommendations</li> <li>● Have discussions with your manager to create a work plan</li> <li>● Use the four pillars of health (sleep, nutrition, exercise and stress management)</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● Utilize Sun Life Health Benefits</li> <li>● GreenShield Health (Wellness Hub)</li> <li>● Utilize MRU Rec Facility</li> <li>● GreenShield Health (Life Transitions)</li> <li>● GreenShield Health (Tranquility)</li> </ul>
Work life conflicts	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by:               <ul style="list-style-type: none"> <li>- Mood regulation (irritability)</li> <li>- The feeling of uncertainty / dread</li> </ul> </li> <li>● Poor work performance</li> <li>● Substance abuse</li> <li>● Absenteeism</li> </ul>	<ul style="list-style-type: none"> <li>● Have discussions with your manager to create a work plan</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● Utilize Sun Life Health Benefits</li> <li>● GreenShield Health (Wellness Hub)</li> <li>● GreenShield Health (Career Coaching)</li> <li>● GreenShield Health (Life Transitions)</li> <li>● GreenShield Health (Tranquility)</li> </ul>

Personal Finances	<ul style="list-style-type: none"> <li>● Stress affecting physical and mental health by: <ul style="list-style-type: none"> <li>- Mood regulation (irritability)</li> <li>- The feeling of uncertainty / dread</li> </ul> </li> <li>● Poor work performance</li> <li>● Substance abuse</li> <li>● Absenteeism</li> </ul>	<ul style="list-style-type: none"> <li>● Work with professional financial support</li> <li>● Have discussions with your manager to create a work plan</li> </ul>	<ul style="list-style-type: none"> <li>● Contact your Supervisor, or Manager</li> <li>● GreenShield Health (Financial)</li> <li>● GreenShield Health (Wellness Hub)</li> <li>● GreenShield Health (Career Coaching)</li> <li>● GreenShield Health (Life Transitions)</li> <li>● GreenShield Health (Tranquility)</li> </ul>

**Other mitigation suggestions to help improve wellness**

Accessing the recreational facilities during lunch and after work to decompress (pool, steam room, gym, climbing wall, free group training classes)

Sitting near a window to access natural light

Booking a room and working in the Riddell Library to get away from your desk and have a change of scenery

Taking walks around the campus to explore the art

Enjoying the campus grounds such as the gardens, pond, water fountain, rock garden, ect...

Using sensory tools to self-regulate: fidget toys, aromatherapy, acupressure rings, indoor gardening, weighted blanket, stress ball, yoga matt in office, noise canceling headphones, calming music, tea/ coffee, adult coloring books, hot or cold pack, ect...

Setting clear expectations and boundaries with clients and colleagues around the scope of your role, time constraints, and capacity

Eating lunch away from your desk and/or with your colleagues

Looking for opportunities to balance the challenges you experience with the things you enjoy the most about your role

Looking for opportunities to build a sense of hopefulness in your work by engaging in prevention work and relationship building

Bringing awareness to your personal "hotspots" at work. What situations are most likely to trigger you and how can you plan for that

Writing in a journal can help to untangle thoughts and feelings that feel complex or daunting

Debriefing complex challenges with colleagues and leadership

Booking emotionally activating meetings in neutral spaces when appropriate

Booking time to process on either side of an emotionally activating meeting

Engaging in emotionally activating meetings online rather than in person when appropriate
Informing your leadership and colleagues (when appropriate) if you are struggling emotionally, or psychologically, asking for help
Creating a wellness plan for yourself in collaboration with your manager. Outline your strategies and tools that work for you when you are triggered
Working with you HR Business partner to communicate with Managers/Staff when you're finding it difficult to navigate on your own
Work with your association, communicate with Managers/Staff when you're finding it difficult to navigate on your own
<b><u>Include personal mediation strategies that have not been captured in this list.</u></b>
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**Canadian Center for Diversity and Inclusion**

We envision a world where all individuals are treated with dignity and respect and where everyone has equal access to opportunities and resources.

<https://ccdi.ca/>

**GreenShield Health (EFAP)** (See bottom of page for a list of GreenShield Health Practitioners)

How do I access GreenShield Health Therapy?

Click the link in the email you received on Nov. 4 from Employee Wellness. “Visit the [sign in page](#) on GreenShield Health to activate your account. When asked how are you accessing GreenShield, select through an employer or organization. Next, when asked to select your ID type, select I have an organization code. When prompted to enter your organization code, regular employees can register with the organization code "MRU". Casual employees, non-credit and private music instructors can register with the organization code “casual”. For support activating your GreenShield Health account, visit the [Getting Started Help Centre](#).”

**MRU Employee Wellness**

Employee Wellness provides programs, resources and services to help employees lead healthier lives, both in and out of the workplace. Our mission is to create a culture of wellness that meets the unique needs of our employees by providing opportunities for connection, learning and support.

<https://www.mtroyal.ca/SafetyRiskDepartment/WellnessAtWork/index.htm> [employeewellness@mtroyal.ca](mailto:employeewellness@mtroyal.ca)

**MRU Environmental Health & Safety**

We are a service provider to the MRU community. We provide: Confidential advice & resources for employees, Support for OHS regulatory compliance, A framework to build health and safety practices

<https://www.mtroyal.ca/SafetyRiskDepartment/EnvironmentalHealthSafety/index.htm> [EHS@mtroyal.ca](mailto:EHS@mtroyal.ca) (403)440-6038

**MRU H.R Business Partner**

H.R. Business Partners provide services in Benefits and Pension, Career Opportunities, Celebrate U, Employee Guidebook, Payroll. We can also provide information on policies and professional development opportunities.

<https://www.mtroyal.ca/EmploymentCareers/HumanResources/> humanresources@mtroyal.ca 403.440.6818

### **MRU Injury and Prevention Clinic**

MRU Injury & Prevention Clinic is a full service, inter-disciplinary injury rehabilitation and prevention clinic. Our team of health-care practitioners promote good physical and mental wellness by delivering exceptional care.

<https://www.mtroyal.ca/MRUClinic/index.htm> [mruclinic@mtroyal.ca](mailto:mruclinic@mtroyal.ca) 403.440.6917

### **MRU Mental Health Coach**

The MRU Mental Health Coach is available to you and your dependents to help guide you with recommendations to help support the needs of you and your love ones

<https://www.mtroyal.ca/EmploymentCareers/HumanResources/BenefitsandPension/Mental-Health-Coach.pdf>

### **MRU Wellness Services**

Wellness Services provides employee access to: MRU Injury & Prevention Clinic, Health Services physicians and nurses (including access to a mental health nurse), Select workshops about emotional wellness and mental health (including Harm Reduction and Naloxone Training, QPR - Suicide Intervention Training, and The Working Mind), Guest lectures and classroom presentations, Employee wellness surveys

<https://www.mtroyal.ca/CampusServices/WellnessServices/index.htm> wellness@mtroyal.ca

### **MRU Workplace Violence and Harassment Prevention Policy**

<https://www.mtroyal.ca/Applications/PoliciesAndProcedures/>

### **Office of Safe Disclosure**

The Safe Disclosure Advisor works to create a safe and trauma-informed space for students, staff and faculty to make disclosures related to a range of equity, human rights, and discrimination concerns

[https://docs.google.com/forms/d/e/1FAIpQLScTQitOhUb6KiyuyD592BvG\\_XQgyffTHZ34bewU8DvkZZpvag/viewform](https://docs.google.com/forms/d/e/1FAIpQLScTQitOhUb6KiyuyD592BvG_XQgyffTHZ34bewU8DvkZZpvag/viewform)

## **List of GreenShield Health Practitioners**



## Our practitioners include, but are not limited to:

-  Registered nurses
  -  Occupational therapists
  -  Pharmacists
  -  Chronic disease health coaches
  -  Cancer coaches
  -  Addictions coaches
  -  Certified diabetic educators
  -  Registered dieticians
  -  Holistic nutritionists
  -  Naturopathic doctors
  -  Relationship coaches
  -  Sexual health and wellness coaches
  -  Indigenous knowledge keepers
  -  Smoking cessation coaches
  -  Ergonomists
  -  Parenting coaches
  -  Eldercare
  -  Adult sleep coaches
  -  Fitness coaches
  -  Registered kinesiologists
  -  Yoga coaches
  -  Doulas
  -  Certified childbirth educators
  -  Pediatric sleep coaches
  -  Lactation consultants
  -  Pediatrics
- And more**