

Mental Health in Retail Guidebook

OCTOBER 2022



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About Retail Council of Canada

Retail Council of Canada (RCC) is the Voice of Retail in Canada representing more than 45,000 store fronts of all retail formats, including department, specialty, discount, and independent stores, and online merchants in general merchandise, grocery and drugs. Its membership represents over two thirds of all retail sales in Canada. RCC is a strong advocate for retailing in Canada and works with all levels of government and other stakeholders to support employment growth and career opportunities in retail, to promote and sustain retail investments in communities from coast-to-coast, and to enhance consumer choice and industry competitiveness. RCC also provides its members with a full range of services and programs, including education and training, benchmarking and best practices, networking, advocacy, and industry information.

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Introduction

According to the World Health Organization (WHO), one in eight people live with a mental disorder.

Mental health is a state of mental wellbeing that enables a person to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community. It is an integral component of health and wellbeing that underpins our individual and collective abilities to make decisions, build relationships and shape the world we live in. Mental health is a basic human right. And it is crucial to personal, community and socio-economic development.

A person's mental wellbeing can change at any time. Mental health conditions effect people of all ages, education, income levels, and cultures. It can be for a short period of time, or it can manifest in something more long term, such as a serious mental illness. Systemic inequalities such as racism, poverty, homelessness, discrimination, colonial and gender-based violence, among others, can worsen a person's mental health and symptoms of mental illness, especially if mental health supports are difficult to access.

Retailers have felt the effects of COVID-19 over the past couple of years and have been forced to undergo a transformation. Stores have been forced to limit in-person shopping, increase online ordering and curbside pickup, becoming a lifeline for customers needing essential goods. Because of this forced evolution, customer behaviour has changed.

For the first time in our generation, the world shut down. We were told to stay in place and to limit our trips outside of our homes to those meant to satisfy our fundamental needs. The toll that this took on the general public – the stresses related to adhering to social restrictions and protocols – was immense. In fact, as a result of effects of the COVID-19 global pandemic, the number of people living with anxiety and depressive disorders has risen significantly, with initial estimates from the WHO revealing a 26% increase in the number of people suffering from anxiety and a 28% increase cases of major depressive disorders¹.

In addition, non-essential retailers were forced to close during lockdowns and were forced to lay off staff, increasing the stress and anxiety felt by frontline retail workers further. Retailers that remained open operated within a new set of safety measures – something that frontline staff needed to be gatekeepers of, communicating restrictions, protocols and safety standards to visiting customers, some of whom did not agree with the new measures or follow them. As a result, frontline retail employees have been dealing with a number of different points of stress, anxiety and frustration, significantly impacting their mental wellbeing and overall health.



1. <https://www.who.int/news-room/fact-sheets/detail/mental-disorders>

Why Mental Health Matters

It is a state of mental wellbeing that enables a person to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community. It is an integral component of health and wellbeing that underpins our individual and collective abilities to make decisions, build relationships and shape the world we live in.

According to the World Health Organization (WHO) one in eight people live with a mental disorder.

Mental health conditions include mental disorders and psychosocial disabilities, as well as other mental states associated with significant distress, impairment in functioning, or risk of self-harm. People with mental health conditions are more likely to experience lower levels of mental wellbeing, but this is not always the case.



The Stats: Why Mental Health Matters – Canadian Mental Health Association Fast Facts²

- In any given year, one in five people in Canada will personally experience a mental health problem or illness.
- By age 40, about 50% of the population will have or have had a mental illness.
- Major depression affects approximately 5.4% of the Canadian population, and anxiety disorders affect 4.6% of the population.^[3]
- About 1% of Canadians will experience bipolar disorder (formerly called “manic depression”), and another 1% will experience schizophrenia.
- Eating disorders affect approximately 1 million Canadians – between 0.3-1% of the population). They impact women at a rate ten-times that of men and have the highest rate of mortality of any mental illness.^[4]
- Substance use disorders affect approximately 6% of Canadians.^[5]
- 4,012 Canadians died as a result of suicide in 2019.^[6]
- In Canada, suicide disproportionately impacts Indigenous peoples; the rate of suicide among First Nations is three-times higher than among non-Indigenous Canadians, and nine-times higher among Inuit.^[7]
- The mortality rate due to suicide among men is three-times the rate among women, but girls and young women are three-times more likely than men to harm themselves and be hospitalized from self-harm.^[8]

2. <https://cmha.ca/brochure/fast-facts-about-mental-illness/> 3. <https://www150.statcan.gc.ca/n1/pub/82-003-x/2020012/article/00002-eng.htm> 4. <https://www150.statcan.gc.ca/n1/pub/82-619-m/2012004/sections/sectiond-eng.htm> ; <https://nied.ca/about-eating-disorders-in-canada/> 5. https://www.mentalhealthcommission.ca/sites/default/files/2016-06/Investing_in_Mental_Health_FINAL_Version_ENG.pdf 6. <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1310039401> 7. <https://www150.statcan.gc.ca/n1/daily-quotidien/190628/dq190628c-eng.htm> 8. <https://www.canada.ca/en/public-health/services/publications/healthy-living/suicide-canada-key-statistics-infographic.html>

Healthy Living

An employee who is healthy and productive in the workplace keeps workplace morale up, keeps insurance premiums down, and contributes positively to the retailer's bottom line.

Potential benefits to a healthy and safe organization⁹:

- Increased attendance and productivity
- Decreased amount of workplace conflict
- Lowered amount of turnover
- Improved retention
- Lowered disability claims



The World Health Organization (WHO) defines health as the balance of mental, physical and social health. Having a balance in all three areas is essential to living a healthy lifestyle. Mental health is an integral part of being healthy; indeed, there is no health without mental health¹⁰.

Physical Health

This refers to the capacity of the body to act properly and how well it does so. This includes the following

- Consuming the right food and nutrition,
- Participating in enough physical activity
- Sleeping to recharge for the next day
- Maintaining hygiene, including brushing your teeth and keeping your body and hair clean

Attending yearly doctors' appointments can assess your physical health which is positively impacted by ensuring that you get at least 30 minutes of physical activity every day while maintaining a healthy body weight.

As an example, stress is something we experience almost everyday. Stress is related to adrenaline. In some cases, it can be a helpful way for you to make quick decisions and to react appropriately. Unfortunately, on a long-term basis, stress can take a physical toll in the form of high blood pressure, cardiovascular issues, a poor diet (stress eating) and other reactions to stress¹¹.

Mental Health

Mental health is related with your beliefs, emotions, and feelings. This includes stress, anxiety, and negative emotions including frustration. It refers to the ability to deal with the tension and challenges that come with everyday life. Being mentally stable requires being mindful of your thoughts, emotions, and actions

However, when your mental health is constantly being bombarded with lists of things to do, family issues, life events, problems at work, and other stress-related challenges, you could suffer in the form of depression, anxiety, compulsion disorders and even a complete breakdown. That's why it's so important to have outlets to allow you to rid your mind of stress and focus on other things.

It is important to understand when it is necessary to seek help when dealing with life issues.

9. <https://theworkingmind.ca/workplace-mental-health> 10. <https://apps.who.int/iris/handle/10665/42940> 11. <https://healthyliving.azcentral.com/keep-health-triangle-healthy-3914.html>

Social Health

When confronted with social situations, your comfort level determines your social wellbeing. When faced with changes, socially stable people feel comfortable joining in on conversations and can adjust to new situations. Good social health also depends on every individual's personal ability to be able to make new friends and also be able to maintain established and strong relationships.

For example, your life can be effected by a large degree of stress. Your social standing and income level can effect how stressed you are from time to time. That added stress can make it difficult and unpleasant for you to interact with others on a daily basis, whether it's spending time with friends or even shopping at the store.

It is important to have the following:

- A support group of friends and/or family
- A hobby, or team
- Local support services

When one component is ignored and/or weakened, it's likely that you will develop health problems within the other two components. Please note, it's important to concentrate on what you can manage as there are other factors that can effect your health. For example, your biology and genetics will effect on how you manage all three.

To stay healthy, we must work on all three areas, not just one or two. Good health can be achieved by ensuring that we participate in activities that support each¹².



12. <https://healthyliving.azcentral.com/keep-health-triangle-healthy-3914.html>

Mental Health – the Basics

Definitions

Mental Health or Mental Wellbeing is the state of your psychological and emotional wellbeing. It is a necessary resource for living a healthy life and a main contributor toward ensuring overall health. It does not mean the same thing as mental illness. However, poor mental health can lead to mental and physical illness.

Good mental health allows you to feel, think and act in ways that help you enjoy life and cope with its challenges. This can be positively or negatively influenced by life experiences, such as¹³:

- Family situation
- The death of a loved one
- Financial and employment status
- Relationships with others, such as your:
 - friends
 - family members
 - co-workers
 - schoolmates
- Work or school environment
- Physical health, such as problems caused by:
 - long-term illness
 - problematic substance use
- the type of community you live in – is it a supportive and trusting community or one where everyone keeps to themselves?



Psychological health is defined as a state of wellbeing in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community according to the World Health Organization.

In addition, psychological health is represented by the capacity of each of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual wellbeing that respects the importance of culture, equity, social justice, interconnections, and personal dignity as defined by the Public Health Agency of Canada.

Mental illnesses or mental disorders are characterized by the American Psychiatric Association as involving changes in emotion, thinking or behaviour (or a combination of these). They are associated with distress and/or problems functioning in social, work or family activities.

13. <https://www.canada.ca/en/public-health/services/about-mental-health.html>

Examples of specific mental illnesses include¹⁴:

- Mood disorders that effect how you feel, such as:
 - depression
 - bipolar disorder
- Anxiety disorders which cause intense and prolonged fear that is not based on actual threat or danger
- Schizophrenia, which causes mixed-up thoughts, delusions or hallucinations
- Personality disorders
- Types of mental disorders in which someone has unhealthy patterns of thinking, functioning and behaving
- Eating disorders, which influence eating behaviours and are accompanied by negative thoughts about body shape and weight, such as:
 - anorexia
 - bulimia

Suicide is not considered a mental illness. However, it is often the result of some underlying mental illness or disorder. It is a significant cause of premature death in Canada¹⁵.

Some of the most common characteristics of a mental health illness are listed below. An individual may have difficulty with one, several or none of these:

- Inability to think clearly
- Hallucinations (e.g., hearing voices, seeing, or feeling things that aren't there)
- Depression or acute mood swings (e.g., from feelings of happiness to becoming depressed with no indication of the change)
- Poor concentration and difficulty remembering
- Apparent lack of motivation



Mental Health vs Mental Illness

Mental health and mental illness are often used interchangeably, but they are not the same thing. “Mental health” is a concept similar to “physical health”: it refers to a state of wellbeing. Mental health includes our emotions, feelings of connection to others, our thoughts and feelings, and being able to manage life’s highs and lows. Good mental health allows you to feel, think and act in ways that help you enjoy life and cope with its challenges.

Whereas, according to the American Psychiatric Association, mental illnesses are health conditions involving changes in emotion, thinking or behaviour (or a combination of these). Mental illnesses are associated with distress and/or problems functioning in social, work or family activities.

The presence or absence of a mental illness is not a predictor of mental health; someone without a mental illness could have poor mental health, just as a person with a mental illness could have excellent mental health.

14. <https://www.canada.ca/en/public-health/services/about-mental-illness.html> 15. <https://www.canada.ca/en/public-health/services/about-mental-illness.html>

Perceptions/Stigma of Mental Health

People living with mental health conditions often face a stigma that is associated with having a mental health condition. This stigma often prevents a person who has a mental health condition from doing the following:

- Disclosing that they have an issue to their family or friends
- Disclosing that they have an issue to their employer and/or coworkers
- Talking about their issues
- Seeking help for their issues

Stigma is a reality for many people with a mental illness, and they report that the way in which others judge them is one of their greatest barriers to a complete and satisfying life.

According to the American Psychiatric Association, researchers identify three different types of stigmas¹⁶:

- Public stigma – the negative or discriminatory attitudes that others have about mental illness
- Self-stigma – the negative attitudes, including shame, that people with mental illness have about their own condition
- Institutional stigma – involves policies of government and private organizations that intentionally or unintentionally limit opportunities for people with mental illness. Examples include lower funding for mental illness research or fewer mental health services relative to other health care

Stigma not only directly effects individuals with mental illness, but the loved ones who support them, too, often including their family members¹⁷.

According to the Centre for Addiction and Mental Health (CAMH), there are seven things you can do to help reduce the stigma¹⁸:

1. **Know the facts.** Educate yourself about mental illness including substance use disorders
2. **Be aware of your attitudes and behaviour.** Examine your own judgmental thinking, reinforced by upbringing and society
3. **Choose your words carefully.** The way we speak can affect the attitudes of others
4. **Educate others.** Pass on facts and positive attitudes, challenge myths and stereotypes
5. **Focus on the positive.** Mental illness, including addictions, are only part of anyone's larger picture
6. **Support people.** Treat everyone with dignity and respect; offer support and encouragement
7. **Include everyone.** It's against the law to deny jobs or services to anyone with these health issues



16. <https://www.psychiatry.org/patients-families/stigma-and-discrimination> 17. <https://ontario.cmha.ca/documents/stigma-and-discrimination/> 18. <https://www.camh.ca/en/driving-change/addressing-stigma>

Mental Health and Frontline Retail Staff

The Customer

One of the effects of the pandemic has resulted in frontline staff being required to address customer anger over COVID-19 restrictions and mandates. Some Customers may have a diagnosed mental illness, or some may have a mental health condition, suffering from stress of the pandemic.

It's likely that you won't be able to recognize that a customer has a mental health disability unless you're informed of it. Examples of mental health disabilities include schizophrenia, depression and phobias, as well as bipolar, anxiety and mood disorders.

If someone is experiencing difficulty controlling their symptoms or is in a crisis, you may need to help them. Be calm and professional and let the customer tell you how you can help. Types of assistance that customers with mental health disabilities might use:

- Support person. Always remember to speak to the person with the mental health issue not the support person
- Service animal. Always remember the service animal is working and you should not pet it or distract it from doing their job

What retailers can do:

- Treat a person with a mental health disability with the same respect and consideration you show everyone else
- Be confident and reassuring. Listen carefully and work with your customer to meet their needs
- If someone appears to be in a crisis, ask them to tell you the best way to help



Angry Customers – De-escalation Techniques

Having the skills to de-escalate a potentially violent situation has never been more important, especially in retail and other service settings. Reports of frontline workers and supervisors in stores, restaurants, bars and hotels facing customer anger over COVID-19 restrictions and mandates regularly appear in the media.

Workplace Safety & Prevention Services offers five tips to de-escalate a potentially violent situation¹⁹:

1. **Choose the right people for frontline positions.** Appoint staff members who are self-aware, effective communicators, can help people stay calm, and are able to keep their cool
2. **Encourage staff to listen and empathize.** Let the customer speak. When the frontline staff is speaking have them speak slowly and remain calm. This can help agitated customers regain their composure. Following up with an empathetic response - one that reflects what the customer is feeling and why – also helps to defuse a situation by acknowledging the person's emotional state. However, WSPS notes that showing empathy doesn't necessarily mean agreeing with the person or swaying from the mandates and rules that may be causing distress
3. Train staff to recognize early warning signs and apply situational awareness skills. Customers may begin to fidget, speak loudly, or appear dissatisfied. Ignoring these signs could lead to more agitation, rude, abusive or aggressive language, and even physical violence
4. If a situation continues to escalate, employees have ways to leave or get help. If a customer is starting to become agitated, rude, use abusive or aggressive language, or even becomes physically violent, the frontline employee should remove themselves from the situation and get help from their supervisor or manager immediately
5. Train your frontline staff, supervisors and managers on de-escalation techniques so that employees are prepared and don't have to navigate these potentially dangerous situations on the spur of the moment

Always follow up with your supervisor afterward to review what worked well and the areas of opportunities for improvement.



19. <https://www.wsps.ca/resource-hub/articles/5-de-escalation-tips-when-responding-to-agitated-colleagues-and-customers-federal>

Retail Employees:

As a retail employee working in the customer facing front line, daily life can cause additional stress, especially during a pandemic. It is important to keep yourself healthy for your customers and teammates.

Workplaces can play an essential part in maintaining positive mental health for workers. However, the workplace can also be a stressful environment that contributes to the rise of mental health problems and illnesses.

If you or a team member is feeling overwhelmed or stressed within the retail environment, you can do one or more of the following to seek assistance:

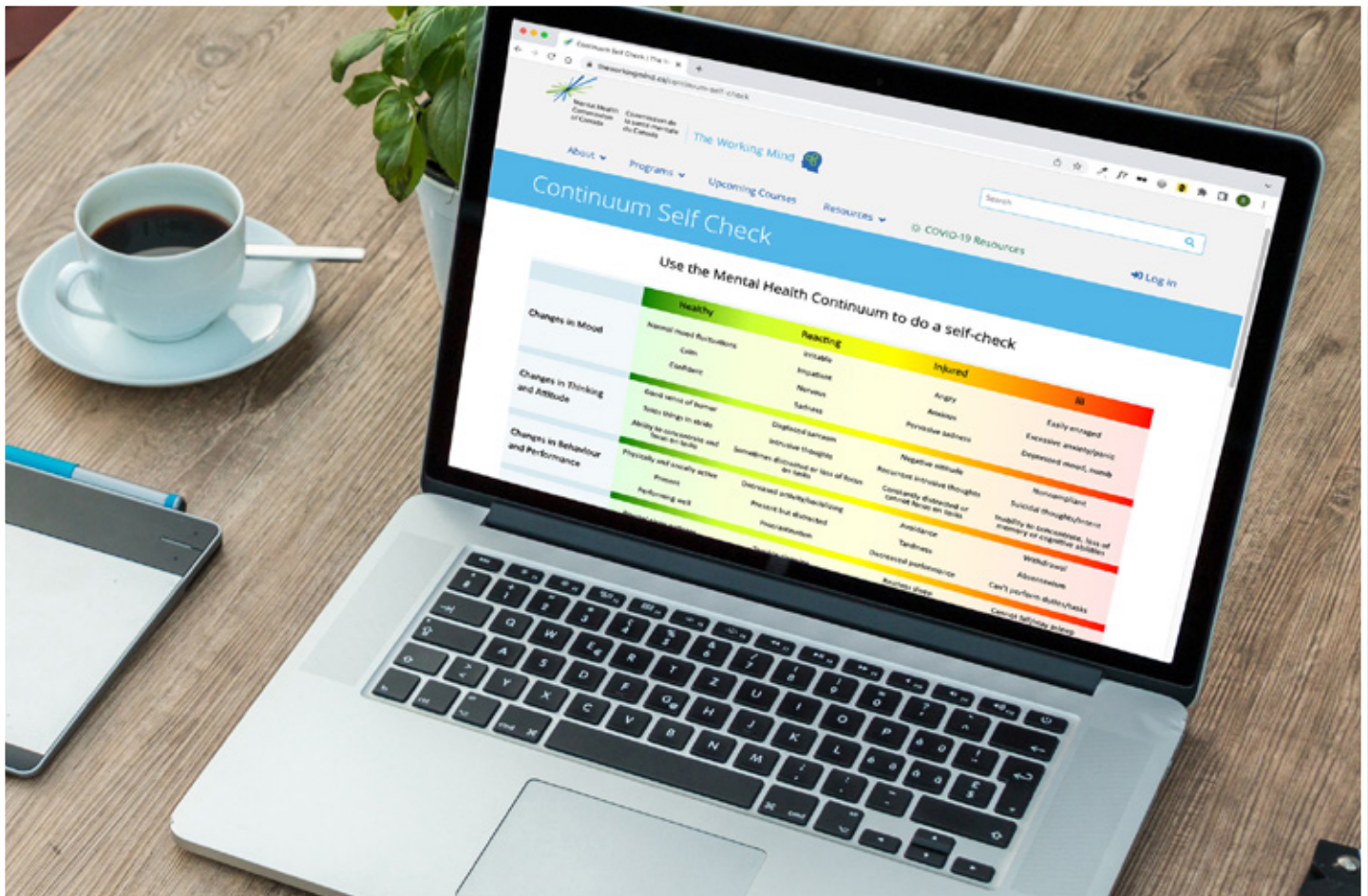
- Talk to your supervisor or manager
- Contact your employee Assistance Program to speak to a trained counsellor
- Contact your doctor
- Contact one of the below Psychological Support Services:

Crisis Services Canada 1-833-456-4566 Text 45645 Follow this link to find local services for your province or territory: https://talksuicide.ca/	Wellness Together Canada https://wellnesstogether.ca/en-CA Available 24/7 Crisis Text Lines – Available 24/7
Hope for Wellness Help Line (For Indigenous peoples) 1-855-242-3310 (toll-free) Connect to the online chat here: https://www.hopeforwellness.ca/Available 24/7	Adults: Text WELLNESS to 741741 Youth: Text WELLNESS to 686868 Frontline Workers: Text FRONTLINE to 741741
To help you support someone in distress: Call 1-866-585-0445 to speak to a counsellor	

Mental Health Continuum

If you are unsure, the Mental Health Commission built the Mental Health Continuum in order to allow the public to do a self-check. This will help you evaluate whether you are healthy or need to seek professional assistance.

<https://theworkingmind.ca/continuum-self-check>



Mental Health – Retail Leadership

The retail work environment is one of many settings that have an impact on psychological health. Given that an average Canadian worker spends 30-40 hours per week at work, it is important to maintain a psychologically healthy and safe workplace. The Mental Health Commission of Canada found that in any given week, 500,000 Canadians do not go to work due to a psychological health issue.

Psychological Health and Safety in the Workplace

Developing a Psychological Health and Safety plan for the workplace will help retail employees be more productive and feel safer and more secure in their employment.

The following information can be used on an individual basis or as part of National Standard for Psychological Health & Safety in the Workplace. For more information on the National Standard, please visit page 17.

Risk factors that could result from poor psychological health in the workplace

The first step is identifying the causes of poor psychological health in the workplace. Some causes of poor psychological health in the workplace are directly attributable to factors in the workplace, including, for instance, harassment or excessive workload. A wide body of evidence suggests that poor workplace psychological health negatively effects performance at both the individual and organizational level.

The following are risk factors and examples²⁰:

1. High demand and/or low control
 - An employee is expected to absorb the work duties of two colleagues who have been let go due to organizational restructuring
2. High effort and/or low reward
 - An employee goes above and beyond to provide excellent customer service but has never been recognized by the department for his or her contributions or work ethic
3. Unfair treatment
 - An executive promotes one employee over another due to favouritism only, not demonstrated experience or skills
4. Excessive workload
 - An intern is assigned many more projects than he or she can be reasonably expected to complete during his work term
5. Unfulfilling work
 - An employee is frequently assigned to photocopying duty by senior employees, thus rarely has an opportunity to work on cases related to his or her competencies
6. Low employee engagement and/or influence
 - A company never organizes employee engagement opportunities such as town halls or potlucks, leaving employees feeling as if they do not matter
7. Little/no professional development opportunities
 - An employee's requests to attend a conference that would significantly help him or her to carry out her work duties are denied every year
8. Poor physical work environment
 - A broken air conditioner has not been repaired in over a year, causing employees in the office to become overheated and irritated during the summer months
9. Physical violence at work
 - A client forcefully shoves his manager against a wall after his quarterly review is vocalized
10. Abuse of Authority
 - A manager takes credit for a proposal that he did not author at a stakeholders' meeting and uses his power to discourage the employee from raising concerns

20. <https://www.canada.ca/en/employment-social-development/services/health-safety/reports/psychological-health.html#h2.5>

11. Discrimination

- A recruiter deliberately excludes applicants based on their status, e.g., visible minorities, race, gender, marital status, disability when forwarding potential candidates for a new position to human resources

12. Sexual Harassment

- An employee receives unwanted comments of a sexual nature regarding his or her appearance from co-workers

13. Other Harassment

- An employee follows a temporary worker around the office and repeatedly asks for personal information to which he or she has no right

14. Lack of Work Accommodation/Flexibility

- An employee's request to take the day off due to a family emergency is denied by his or her boss

15. Non-Work-Related Illnesses and/or Conditions

- An employee who suffered a motor vehicle accident in the past year experiences anxiety at work

Once the root cause is identified, analyze the results in order to find solutions to the problems in your organizations workplace.



Workplace Factors That Effect Psychological Health and Safety

There are 13 workplace factors that effect psychological health and safety. The Guarding Minds Network website defines them as follows:

- **Organizational Culture** – refers to the degree to which a work environment is characterized by trust, honesty, and fairness
- **Psychological and Social Support** – refers to a work environment where the organization is supportive of employees' psychological health concerns and provides assistance as needed
- **Clear Leadership & Expectations** – refers to a work environment where there is effective leadership and support so that employees know what they need to do, have confidence in their leaders, and understand impending changes
- **Civility & Respect** – refers to a work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients, and the public
- **Psychological Demands** – refers to a work environment where there is a good fit between employees' interpersonal and emotional competencies, their job skills, and the position they hold
- **Growth & Development** – refers to a work environment where employees receive encouragement and support in the development of their interpersonal, emotional, and job skills
- **Recognition & Reward** – refers to a work environment where there is appropriate acknowledgement and appreciation of employees' efforts in a fair and timely manner
- **Involvement & Influence** – refers to a work environment where employees are included in discussions about how their work is done and have input into decisions that impact their job
- **Workload Management** – refers to a work environment where assigned tasks and responsibilities can be accomplished successfully within the time available
- **Engagement** – refers to a work environment where employees feel connected to their work, co-workers, and their organization, and are motivated to do their job well
- **Balance** – refers to a work environment where there is recognition of the need for employees to be able to manage the demands of work, family, and personal life
- **Psychological Protection** – refers to a work environment where employees' psychological safety is ensured
- **Protection of Physical Safety** – refers to a work environment where management takes appropriate action to address physical hazards in order to protect the psychological health and safety of workers

As a team, work with all levels of employees to develop and implement new strategies to improve psychological health and safety within your store. The factors mentioned above can be used as a framework to build your strategies for improvement.

Practical Strategies for Improving Psychological Health and Safety at Work

Here are simple things that all levels within a retail organization can do to make improvements to their store environments²¹:

- Retail Employee
 - Be supportive of peers who are experiencing stress
 - Come to work with a positive attitude
 - Ask for help and offer help in situations of workplace abuse
 - Report any incidences of workplace abuse, violence, or harassment
 - Take rest during designated breaks and holidays
 - Achieve work-life balance
 - Achieve a healthy lifestyle by eating well and exercising
- Retail Manager and Supervisor
 - Clearly outline employee responsibilities
 - Recognize early indicators of workplace stress
 - Accommodate employees who need flexible work arrangements
 - Provide training on workplace psychological health
 - Recognize employee contributions
 - Be accessible and actively listen to employees' concerns
 - Respond effectively to employee concerns or conflicts
 - Encourage employee participation in team-building exercises
 - Lead by example for respectful workplace behaviours
 - Keep up-to-date on psychological health policies
- Retail Organization
 - Involve employees in the development of workplace psychological health programs
 - Develop a policy statement that supports workplace psychological health and related initiatives
 - Assess the current workplace culture
 - Connect employees with resources on psychological health
 - Financially support workplace psychological health programs
 - Establish peer support and/or counselling networks
 - Designate one individual per organization to be the psychological health coordinator, who sits on the Policy Health and Safety Committee, and where there is no policy committee, sits on the Workplace Health and Safety Committee
 - Establish an incident-reporting system
 - Establish a conflict resolution system
 - Recognize employee contributions

21. <https://www.canada.ca/en/employment-social-development/services/health-safety/reports/psychological-health.html#h2.5>

- Organize stress-reduction activities at work
- Keep up-to-date on workplace psychological health research
- Share health promotion strategies with other organizations

Finally, after implementation of the new strategies, evaluate which strategies are working and those that are not working in order to properly adjust.

National Standard for Psychological Health & Safety in the Workplace

The National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard) is a set of voluntary guidelines, tools and resources intended to guide organizations in promoting mental health and preventing psychological harm at work. It is the first of its kind in the world.

The Standard is a document that outlines a systematic approach to develop and sustain a psychologically healthy and safe workplace. It focuses on mental illness prevention and mental health promotion. The Standard is intended for everyone, whether or not they live with a mental illness.

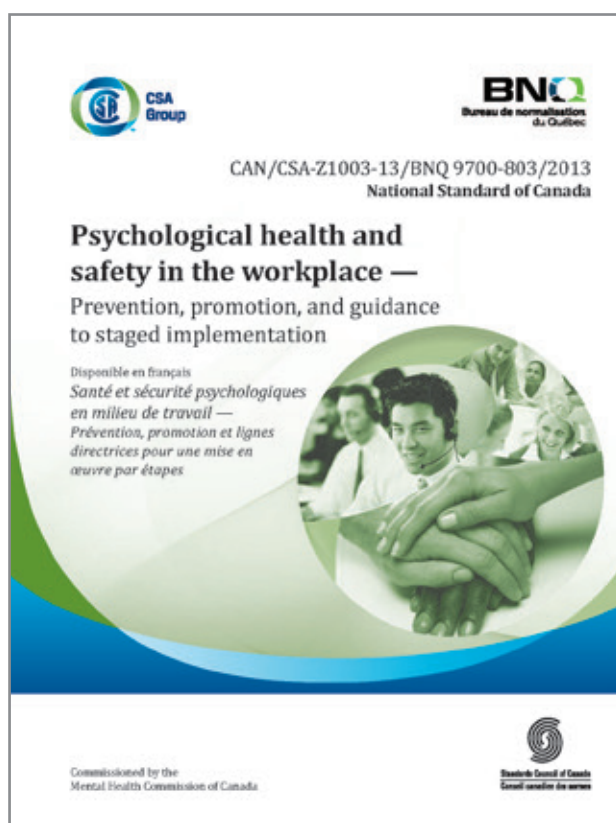
It is also a voluntary standard. It is not a legal framework or regulation.

The Standard was developed by Canadian Standards Council and the Mental Health commission.

The document assists with the identification of psychological hazards in the workplace and offers guidance concerning the following:

- The assessment and control of the risks in the workplace associated with hazards that cannot be eliminated (e.g., stressors due to organizational change or reasonable job demands)
- The implementation of practices that support and promote psychological health and safety in the workplace
- The growth of a culture that promotes psychological health and safety in the workplace
- The implementation of systems of measurement and review to ensure sustainability of the overall approach
- Information to help organizations implement key components, including scenarios for organizations of all sizes, an audit tool, and other resources and references

A copy of the standard can be found at <https://mentalhealthcommission.ca/national-standard/>



Our National Standard



Conclusion

An employee who is healthy and productive in the workplace helps maintain positive workplace morale, increases attendance and productivity, decreases the amount of workplace conflict, and contributes significantly toward the retailer's bottom line. To ensure retail employees stay healthy, it is important to establish an environment that supports their mental wellbeing and makes them feel safe and secure.

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<https://www.canada.ca>

Public Health Agency of Canada

<https://www.canada.ca/en/public-health.html>

Canadian Center for Mental Health and Addiction

<https://www.camh.ca/>

Workplace Safety & Prevention Services

<https://www.wsps.ca>

Crisis Services Canada

<https://talksuicide.ca/>

Wellness Together Canada

<https://wellnesstogether.ca/en-CA>

Hope for Wellness Help Line

[https://www.hopeforwellness.ca/Available 24/7](https://www.hopeforwellness.ca/Available%2024%2F7)