

# PUBLIC SERVICE WORKERS PSYCHOSOCIAL DEMAND EXPOSURE: CASE OF THE ASSOCIATION FOR CHILDREN AND FAMILIES IN BROOKS, ALBERTA – CANADA: EXPERIENCE REPORT

## EXPOSIÇÃO À DEMANDA PSICOSSOCIAL DOS TRABALHADORES DO SERVIÇO PÚBLICO: CASO DA ASSOCIAÇÃO PARA CRIANÇAS E FAMÍLIAS EM BROOKS, ALBERTA – CANADÁ: RELATO DE EXPERIÊNCIA

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**Abstract:** *Public Service Organizations have observed a noticeable increase concerning their worker's mental health. Dealing with people's daily life challenges and difficulties is the primary reason. This research is intended to show how public organizations can develop policies and increase the health and safety awareness of public service workers exposed to psychosocial demands. Psychosocial health and safety are an integral part of the workplace and affect the experience and performance of employees in different kinds of work environments. The workplace object of this experience report is the Association for Children & Families, founded in 1978, located in Brooks, AB, Canada. The association offers public service to children and families in the community, providing valuable information, support, and community connection. An experience report that health and safety survey counted 53.12% of the personnel participation. The survey results emphasized the relevance of psychosocial health and safety in the workplace. The main goal was reached bringing more awareness of psychosocial health and safety focused on public service organizations.*

**Keywords:** *Public service. Mental Health. Psychosocial. Awareness of Work Safety.*

**Resumo:** *As organizações do serviço público têm observado um notável aumento no que diz respeito à saúde mental dos trabalhadores. Lidar com os desafios e dificuldades da vida diária das pessoas é o principal desafio. Esta pesquisa pretende mostrar como as organizações públicas podem desenvolver políticas para aumentar a conscientização sobre saúde e segurança dos trabalhadores expostos às demandas psicossociais. A saúde e a segurança psicossociais são parte integrante do local de trabalho e afetam a experiência e o desempenho dos trabalhadores em diferentes tipos de ambientes laborais. O local de trabalho objeto deste relato de experiência é a Association for Children & Families, fundada em 1978, localizada em Brooks, no Canadá. A associação oferece serviço público para crianças e famílias, fornecendo informações, apoio e linhas de conexão com a comunidade. Trata-se de um relato de experiência que contou com 53,12% de participação dos envolvidos. Os resultados da pesquisa enfatizaram a relevância da saúde e segurança psicossocial no local de trabalho. O objetivo principal foi alcançado ao trazer mais consciência sobre saúde e segurança psicossocial focada nas organizações de serviço público.*

**Palavras-chave:** *Serviço Público. Saúde Mental. Psicossocial. Sensibilização para a Segurança do Trabalho.*

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## Introduction

Psychosocial health is essential to human well-being and dramatically impacts a person's daily tasks. In organizations or workplaces, the number of absences due to work-related stress has increased during the last decade, and according to the Government of Canada (2016), "causes of poor psychological health are directly attributable to factors in the workplace, including, for instance, harassment or excessive workload" (Canada, 2016).

For Public Service Organizations, workplaces in which compassion and caring are committed toward the workers and the public served by the sector, there has been an increase in mental health concerns. The workers in this area are expected to provide a standard service using available resources promptly and without getting personally involved in the client's needs. "While the public service organizations indeed serve the public, they are primarily the workplaces of public service personnel who are subject to constant emotionally demanding situations..." (Eldor, 2018).

Public service workers usually get involved in this area because they look for job security while making a difference in the community where they live. According to Pecino (2019) by indicating the relevance of having a general motivation, a general purpose in order to meet the interests of a community, a state or even for all humanity. Because of this commitment to serve the clients that go looking for help in different areas of need, public workers go above and beyond their job description in order to get the service provided effectively, increasing the risk of developing problems related to stress and psychosocial demand that can evolve to anxiety or mental health diseases.

With all aspects discussed before, this research is intended to cooperate by better understanding the following research question: How can public organizations develop policies and increase awareness of the health and safety of workers in the public services exposed to psychosocial demand?

The method applied to get the results of this research was by theoretical reference using Google Scholar and the Government's Websites of Alberta and Canada. Also, it is based on a case study at SPEC Association for Children and Families in Brooks AB, Canada, referred here to as SPEC Association only. The research is quality-quantitative, identifying characteristics and legal parameters used in the workplace. The data was collected by participating in meetings, having interviews with the general manager, and doing a Health and Safety Survey.

This article presents the introduction, a theoretical framework, actual data, a discussion of data and theory, conclusive notes, references, and appendixes. The article contributes to the science as it reflects good policies and procedures that aim to reduce the growing number of psychosocial risks and illnesses that workers are exposed to in the workplace. It also brings awareness to companies and organizations that every day, the cause of more absent workers involves stress or other mental illness.

Limitations to the research are time constraints and the barriers encountered to engaging a higher number of employees due to busy schedules and job duties. For future research, it is suggested to make a quantitative approach with the government agencies and even with some large workplaces to know how many workers request sick leave due to stress while executing their work tasks. Also is suggested to do a physical evaluation of office setting ergonomic safety.

## Theoretical basis

A workplace's health and safety depend on various factors that must be addressed to comply with reasonable standards and promote a good work environment. According to Soronsen *et al.*, (2018) "Working conditions, placed centrally in the model as core determinants of worker health and safety, encompass the physical environment and the organization of work (i.e., psychosocial factors, job design and demands, health, and safety climate)".

Psychosocial health is an integral part of the health and safety of the workplace as it affects the experience and performance of the employees in different kinds of work environments. The Government of Canada has an exclusive section on its website that brings essential guidelines

about the topic to “support the Labour Program’s mandate of promoting fair, safe, and productive workplaces”.

Professionals in public services are more vulnerable to experiencing trauma and being exposed to it through listening to the harrowing experiences that the users of public services may face (Roberts, 2015). Government agencies must have guidelines and develop regulations that companies and organizations must follow to prevent and promote physiological health in the workplace to foment a safe work environment.

Work-related stress can negatively impact the worker’s health. De Simone, Cicotto, Pinna and Giustiniano (2016) apud Cooper and Marshall (1976) indicate five work stress-related sources. These include bad physical work conditions, high workloads or short deadlines, role unclearness, and role duplicity. It also consists of a lack of career improvement opportunities, unhealthy relationships with bosses or coworkers, and a lack of participation in decision-making. The outcome of stress tends to be a combination of more than one factor, and it can worsen if the employees do not get the proper support from the organization.

Psychosocial safety, according to Jin and McDonald (2017), “refers to employees having a sense of being able to provide their input without experiencing any negative consequences to their status or career.” The authors Jin and McDonald (2017), also mention the fact that when employees feel free and supported by their manager to bring their personal experiences to the workplace, it can make them feel physically safe and motivated to incorporate their ideas. Leadership is an integral part of organizational structures as it usually can help or restrain the adaptability and development of people, so a leader can make the work lighter for psychological safety and change (Edmondson, Higgins, Singer, Weiner; 2016).

Violence and harassment are other psychosocial factors that bring concerns among public organizations, as the main goal is to deal with a variety of people and always be open to the community. For Roncoleta, Pereira, Maríngolo, Justino and Dutra (2019), there is an association between workability and the lack of safety or aggression in the workplace that “confirms the existence of a relationship between organizational climate and performance at work”. Aggression or harassment in the workplace can be verbal or physical and can cause harm to mental or physical health.

## Reality Data

The workplace object of this research is SPEC Association, where the author works. The organization is located in the city of Brooks, AB, Canada. It offers public service to families in the community, providing valuable information, support, and community connection “through a positive and welcoming environment,” connecting clients with the information that is right for their needs and offering services to assist them in increasing their capacity to deal with life challenges. SPEC also provides services and support to children and their families in different areas of need (SPEC, 2022).

**Image 1.** SPEC Association



Source: SPEC website (2022).

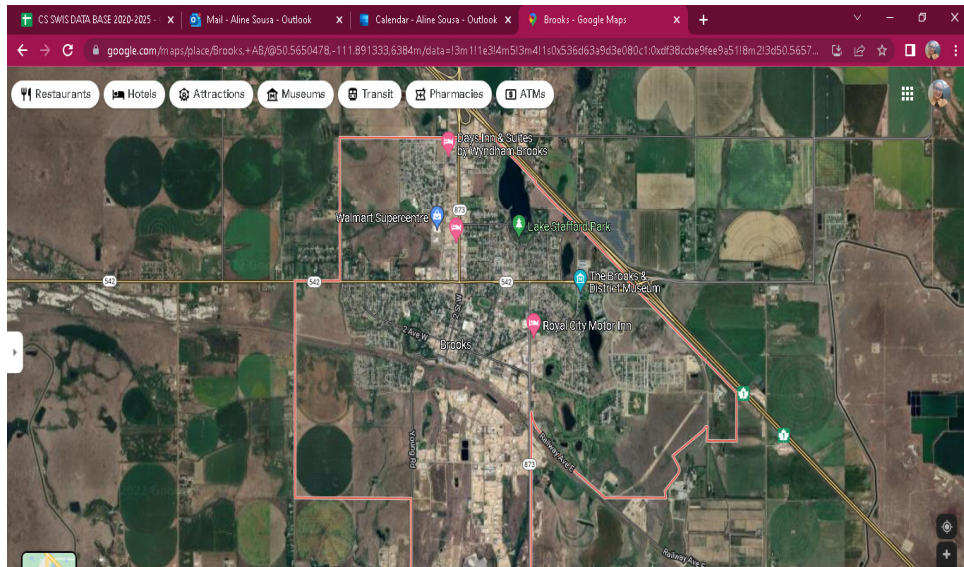
SPEC Association is composed of different kinds of programs that change throughout the years depending on the funding they get from the federal and provincial government. According to SPEC (2022), the programs that are being offered nowadays are:

- Family Resource Networks deliver prevention and early intervention services and support for children aged 0-18 months; support child safety, well-being, and child/youth development; and strengthen parenting and caregiver knowledge.
- The First Steps (PCAP) program supports women who are pregnant or up to 12 months postpartum, experiencing issues with alcohol and drug.
- Makerspace is a place for kids 11-17 years to make, create, collaborate, learn, and share experiences.
- The Community Support staff provides service to adults, age 18+, who needs supports not related to parenting or family, “who may be facing barriers such as health or mental health challenges, unemployment, lack of housing, language barriers, education levels, literacy, financial issues, and addictions.”
- SPEC LINKS offers different services to newcomer refugee and immigrant individuals, children, and families to support their integration and participation in Canadian society. The services are:
  - Newcomer Family Liaison Workers Emotional support, advocacy, case management, referrals, educational programs, fun opportunities to practice English, translation, and interpretation are some of the available services.
  - SWIS services aimed at a smooth transition to the Canadian school system by providing support, assistance, and services to students from kindergarten to Grade 12 in a one-on-one basis and group settings.
  - Need Assessment Assets and Referral Services (NAARS) is offered by SWIS to students to help identify needs and gaps in services to serve the students better. Interpretation and translation are available for refugee and immigrant students and their families.
  - Home Instruction for Parents of Preschool Youngsters (HIPPI) is an evidence-based program that works with refugee and immigrant families in the home to support vulnerable and isolated parents, primarily mothers, in their critical role as their child’s first and most important teacher.

This author works as Settlement Worker in the School (SWIS), guiding families and their children to integrate into the school environment. The process involves offering information and orientation to the families in their registration and intake, giving school tours, and interpreting different languages when needed. Being a SWIS, this author also works with groups of students, one-on-one based, solving conflicts, and many more services.

The City of Brooks, AB, Canada, where SPEC is located, is well known as the “City of 100 hellos” because the city is “one of the most culturally diverse communities per capita in Canada” (City of Brooks, 2022). The city is welcoming and inclusive, with a population of 14,451 (Municipality Canada, 2022). According to the City of Brooks, its priority is to celebrate diversity and be committed to building a welcoming and inclusive community and workplace that helps sustain a cultural atmosphere that all residents can enjoy.

**Image 2.** Brooks, Alberta



**Source:** Google Maps (2022).

During the meeting on February 24<sup>th</sup>, 2022, with the Executive Director of SPEC Association, the plans and measurements in place were discussed to assure workers safety while working out of the office when doing their tasks. The workplace is an office located at the Community Cultural Centre building, yet some staff work at schools and make home visits to clients. A Healthy and Safety plan in the Operational Policy Manual is going through the review, and it is part of the association’s commitment to supporting the well-being of all personnel.

While there is no concern regarding physical, chemical, or biological safety as the risks in the workplace are manageable (office setting) and the emergency exits are well-signed, the emerging worry related to the health and safety of staff is about psychological health and safety awareness. The association’s manager values the workers well-being and wants to ensure that everyone is safe and feels free to address any concerns in the workplace.

Based on the first meeting and the emerging concern regarding the safety of personnel while doing their work tasks, the questionnaire “Workplace Health and Safety Survey” from the Institute for Work and Health (IWH,2016) will be used to get results regarding health and safety awareness within the workers in the organization.

The Institute for Work and Health is an independent, nonprofit organization that “conducts and shares actionable research to promote, protect and improve the health and safety of working people” (IWH,2022). IWH Workplace Health and Safety Survey can be applied to any workplace to find out the workers perspectives about hazards on the job. The questionnaire is attached to Appendix A, and the SPEC Executive Director emailed a copy to the workers.

## **Discussion of Data and Theory**

The Executive Director of SPEC Association sent the Workplace health and safety survey to the whole team and got 17 workers’ answers out of 32 staff, including permanent and temporary workers. The survey was anonymous, and the answers were put in the author’s mailbox, counting the participation of 53.12% of the personnel, excluding the author and the Executive Director.

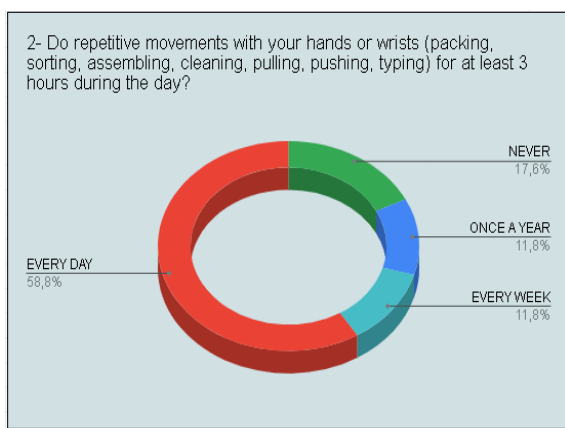
The survey’s complete results are attached in Appendix B, and as part of the discussion of the data and Theory, the points that bring more attention to the survey’s four components, which are composed by:

1. Workplace Hazards
2. Workplace Policies and Procedures
3. Occupational Health and Safety Awareness

4. Participation in Occupational Health and safety  
Part 1-Workplace Hazards

Part 1 discusses how often some types of activities are practiced in the workplace, and question number 2 was the one that got the higher percentage of daily activity.

**Graphic 1.** How often do you do repetitive movements with your hands or wrists (packing, sorting, assembling, cleaning, pulling, pushing, typing) for at least 3 hours during the day

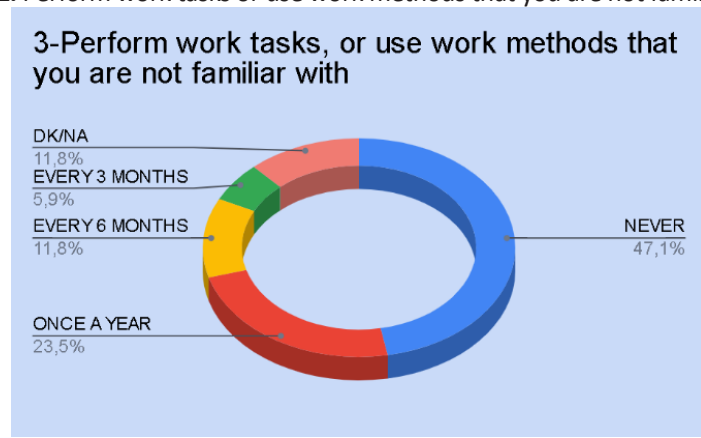


**Source:** Elaborated by the authors (2022).

Repetitive movements with hands or wrists for at least 3 hours during the day got 58,8% as an everyday activity such as typing. The result was already expected because the workplace is office-based and requires a lot of data entry and reports. According to WCB (Workers Compensation Board-Alberta, 2007), typing could cause hand, wrist, or elbow pains depending on keyboard position, deviation of the wrist during typing, and lack of wrist support, among other reasons. However, as this research is not the objective, it will not be discussed further.

Another question of part 1 is that the results can bring concerns in question 3 because the opinions were slightly divided.

**Graphic 2.** Perform work tasks or use work methods that you are not familiar with



**Source:** Elaborated by the authors (2022).

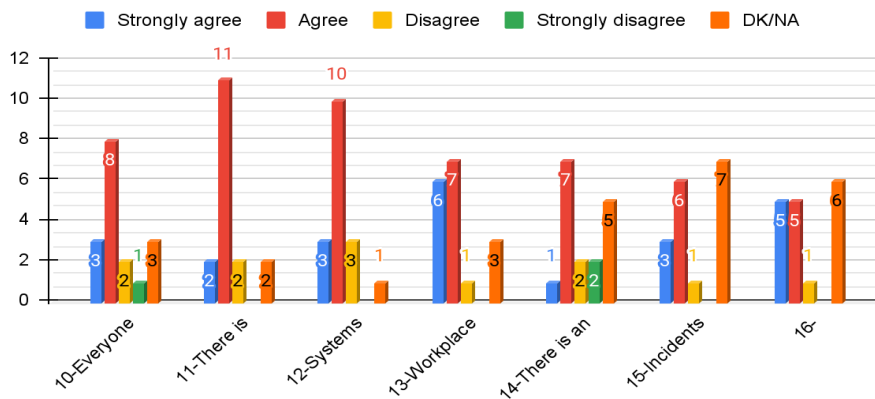
While 47.1% reported that they had never performed work tasks or methods that they were unfamiliar with, more than 52.9% had answered that once in a while had done some unfamiliar work or did not know about it. This information reveals concerns because when a worker needs to complete a task using unclear methods or with duplicity in the role, it can cause stress and conflict in the organization, as mentioned by De Simone, Cicotto, Pinna and Giustiniano (2016) apud Cooper and Marshall (1976) on the Theoretical Review.

It is essential to mention that in most cases, the situations faced in the execution of the job duties in the organization are guided by the client’s needs that can vary in many ways, demanding finding resources that the worker never had to deal with before. Because of the distinct case management, it can often be necessary for a worker to use unfamiliar methods. What is essential for having a health and safety development of the situation is to have the support of managers and supervisors that can guide the staff on deciding the best practice to be adopted in each case of concern and unclearness.

**Part 2-Workplace Policies and Procedures**

For Part 2 of the Survey about Workplace Policies and Procedures regarding Safety and Health, the answers were divided with a low number of answers as strongly agree.

**Graphic 3. Workplace Policies and Procedures**



**Source:** Elaborated by the authors (2022).

Examining the graphic can be noted how divided the opinions were; even though there were a considerable amount of answers “agree,” there is some doubt regarding this topic due to low numbers of strongly agree. It does not imply that the Workplace Health and Safety Policies and Procedures are not in place; it can happen due to the work environment being considered safe because it is office-based, so safety is not considered an issue often discussed, and safety training is not vigorous.

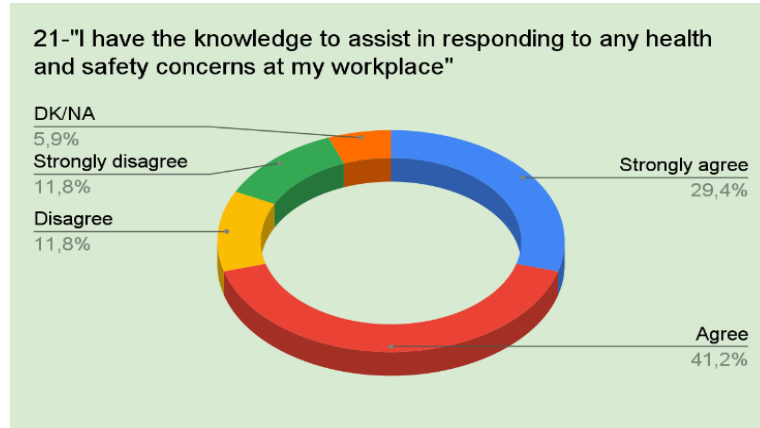
The fact that the workplace is a public services provider means the person can be vulnerable to experiencing trauma and be exposed to trauma through listening to difficult experiences that public service users may face (Roberts, 2015). In this way, it is vital that policies and procedures regarding psychosocial health and safety be in place and that the workers get training on how to deal with some extreme situations and report these situations that could place this worker at risk of developing a high-stress rate and end up on short term disability.

The policies and procedures of the organization are in place and constantly going through reviews and are intended to include the psychosocial safety procedure. It has already been done one in one meeting that intends, besides other topics, to identify emerging safety concerns.

**Part 3-Occupational Health and safety awareness**

The results of part 3 of the survey about Occupational Health and Safety Awareness were similar to part 2 but with increased “strongly agree” responses. Some questions brought more attention than others due to the low number of strongly agree and disagree answers.

**Graphic 4.** I have the knowledge to assist in responding to any health and safety concerns at my workplace



**Source:** Elaborated by the authors (2022).

Question number 21 brought attention because of the low number of answers, as 29.4% strongly agree, 41.2% agree, opening space for doubt, and 23.6% added “disagree” and “strongly disagree.” With this question, it can be revealed that the staff does not feel confident in responding to all kinds of health and safety concerns at the workplace.

At SPEC Association, workers take First Aid and ASIST training to be prepared to act in an emergency, but training sometimes does not make everybody ready to act in any situation because of the lack of practice or real-life emergencies.

In the case of ASIST training, learning how to do Suicide Intervention, it is hard to identify all the signs that someone intends to kill oneself and adequately intervene. In some cases, not everybody will feel confident in dealing with the situation, and once an interaction is made with someone that later commits suicide can be traumatic to the staff, putting this person at risk of developing a mental illness and ending up on sick leave for stress or depression.

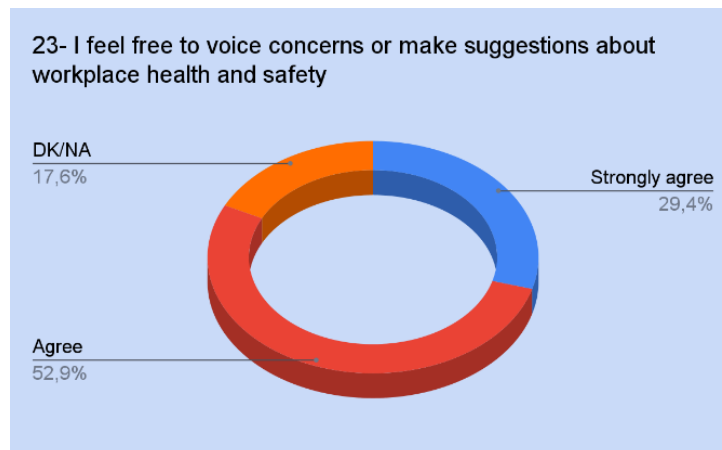
Management is committed to making employees feel free and supported to bring their personal experience to the workplace; as in Jin and Mcdonald (2017), it can make them feel physiologically safe and motivated to incorporate their ideas in the workplace. In this way, the management is committed to knowing the employees’ experiences and ideas to develop better support so they can feel safe and be ready to act in different situations.

**Part 4-Participation in Occupational Health and safety**

Survey part 4 was about Participation in Occupational Health and Safety, and the results were satisfactory. Question number 23 had an expressive percentage that brings some doubt and will be discussed here.



**Graphic 5.** I feel free to voice concerns or make suggestions about workplace health and safety at my job



**Source:** Elaborated by the authors (2022).

While 29.4% strongly agree with feeling free to voice concerns or make suggestions about workplace health and safety, 52.9% just agree not being so sure about it, and 17.6% do not know about it. The results were probably due to being unaware of a safety concern that needed to be approached.

The daily tasks may not bring safety concerns as the organization is seemingly a safe place to work, not bringing expressive physical danger to the health and safety of employees. Nevertheless, on the other hand, psychosocial health and safety could not be considered an important part to be addressed by employees to the management.

The survey results were presented to the Executive Director on May 19th and discussed the outcomes for the organization's future regarding psychosocial health and safety and other workplace safety areas. The main focus will be to reinforce the workers' awareness of the importance of psychosocial health and safety by participating in meetings and gatherings with a focus on the well-being of the personnel.

The meeting reinforced the need to implement a section about how to mitigate psychosocial stress and burnout in the Safety Policies and Procedures. Also discussed is the need to have a better understanding of this matter by the staff so that small things do not escalate to the point where sick leave due to work stress or depression is the only way out, as it has happened before.

The SPEC Association did not adopt other safety procedures, as revealed by the survey, including, for instance, quarterly fire drills. The results were brought to the management.

## Conclusion notes

Considering the objective of this research which was to show how public organizations can develop policies and increase awareness of the health and safety of workers in the public services exposed to psychosocial demand, it was achieved satisfactorily using the survey method and discussing the results directed to the presented problem.

With the survey results, more safety concerns were identified, and the perception of the organization remained as a safe environment, although historically staff went on sick leave due to stress. Moreover, with the survey, it was possible to bring up the importance of implementing policies and procedures regarding psychosocial health and safety to mitigate emerging issues.

The research accomplished results beyond its objective by bringing the importance of implementing and following up on safety policies regarding emergencies that may or may not occur. The fact that they never happened before does not mean that they will never happen. After all, safety involves avoiding incidents and being ready to act in adverse situations. It also reached the primary goal of bringing awareness of psychosocial health and safety focused on public service

organizations that serve a variety of people with different needs that require the emotional involvement of the staff in personal conflicts, thus affecting their mental health.

Limitations to the research included time constraints and the barriers to engaging a higher number of employees due to busy schedules and work duties.

As a contribution for future researchers, we would suggest raising awareness about good practices that can be implemented to avoid burnout syndrome and the importance of self-care. Also as suggested in the introduction, a quantitative approach on how many workers request sick leave due to stress while executing their work tasks would be of great relevance. And other suggestion would be to do a physical evaluation of office setting ergonomic safety.

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## APPENDIX A

In your job, how often do you ...?	Never	Once a year	Every 6 months	Every 3 months	Every month	Every week	Every day	DK/NA
1. Manually lift, carry or push items heavier than 20 kg at least 10 times during the day								
2. Do repetitive movements with your hands or wrists (packing, sorting, assembling, cleaning, pulling, pushing, typing) for at least 3 hours during the day								
3. Perform work tasks, or use work methods, that you are not familiar with								
4. Interact with hazardous substances such as chemicals, flammable liquids and gases								
5. Work in a bent, twisted or awkward work posture								
6. Work at a height that is 2 metres or more above the ground or floor								
7. Work in noise levels that are so high that you have to raise your voice when talking to people less than one metre away								
8. Experience being bullied or harassed at work								
9. Stand for more than 2 hours in a row								

### Part 2: Workplace policies and procedures

This section asks about the kinds of policies and systems in place to make the workplace safe. For each item below, please put an X under the heading that best describes how much you agree or disagree with the statement.

At my workplace ....	Strongly agree	Agree	Disagree	Strongly disagree	DK/NA
10. Everyone receives the necessary workplace health and safety training when starting a job, changing jobs or using new techniques					
11. There is regular communication between employees and management about safety issues					
12. Systems are in place to identify, prevent and deal with hazards at work					
13. Workplace health and safety is considered to be at least as important as production and quality					
14. There is an active and effective health and safety committee and/or worker health and safety rep					
15. Incidents and accidents are investigated quickly in order to improve workplace health and safety					
16. Communication about workplace health and safety procedures is done in a way that I can understand					

### Part 3: Occupational health and safety awareness

This section explores your awareness of occupational health and safety (e.g. hazards, the rights and responsibilities of both employees and employers). For each item below, please put an X under the heading that best describes how much you agree or disagree with the statement.

At my workplace ....	Strongly agree	Agree	Disagree	Strongly disagree	DK/NA
17. I am clear about my rights and responsibilities in relation to workplace health and safety					
18. I am clear about my employers' rights and responsibilities in relation to workplace health and safety					
19. I know how to perform my job in a safe manner					
20. If I became aware of a health or safety hazard at my workplace, I know who (at my workplace) I would report it to					
21. I have the knowledge to assist in responding to any health and safety concerns at my workplace					
22. I know what the necessary precautions are that I should take while doing my job					

### Part 4: Participation in occupational health and safety

This section explores your ability to ask questions about, and participate in, health and safety at work. Your ability to participate in making a safer workplace for yourself depends on both your actions and abilities and your employer's actions and practices. For each item below, please put an X under the heading that best describes how much you agree or disagree with the statement.

At my workplace ....	Strongly agree	Agree	Disagree	Strongly disagree	DK/NA
23. I feel free to voice concerns or make suggestions about workplace health and safety at my job					
24. If I notice a workplace hazard, I would point it out to management					
25. I know that I can stop work if I think something is unsafe and management will not give me a hard time					
26. If my work environment was unsafe I would not say anything, and hope that the situation eventually improves (reverse scored)					
27. I have enough time to complete my work tasks safely					

Thank you for your participation.



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This survey is part of the OHS Vulnerability Measure developed by the Institute for Work & Health (IWH), a not-for-profit organization based in Toronto, Canada, that aims to promote, protect and improve the safety and

health of working people by conducting actionable research that is valued by employers, workers and policy-makers. The full tool is also available online at: [www.lwh.on.ca/ohs-vulnerability-measure](http://www.lwh.on.ca/ohs-vulnerability-measure)

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**APPENDIX B**

Part 1: Workplace hazards									
WORKPLACE HEALTH AND SAFETY SURVEY									
IN YOUR JOB HOW OFTEN DO YOU?	NEVER	ONCE A YEAR	EVERY 6 MONTHS	EVERY 3 MONTHS	EVERY MONTH	EVERY WEEK	EVERY DAY	DK/NA	TOTAL
1	Manually lift, carry or push items heavier than 20 kg at least 10 times during the day	11	3		1	1		1	17
2	Do repetitive movements with your hands or wrists (packing, sorting, assembling, cleaning, pulling, pushing, typing) for at least 3 hours during the day	3	2				2	10	17
3	Perform work tasks, or use work methods that you are not familiar with	8	4	2	1			2	17
4	Interact with hazardous substances such as chemicals, flammable liquids, and gases	11	3					3	17
5	Work in a bent, twisted, or awkward work posture	10	2	1			2	1	17
6	Work at a height that is 2 meters or more above the ground or floor	13	2				1	1	17
7	Work in noise levels that are so high that you have to raise your voice when talking to people less than one meter away	15	1					1	17
8	Experience being bullied or harassed at work	14			1			2	17
9	Stand for more than 2 hours in a row	9	1	1	5		1		17

Part 2: Workplace policies and procedures						
WORKPLACE HEALTH AND SAFETY SURVEY						
At my workplace ....	Strongly agree	Agree	Disagree	Strongly disagree	DK/NA	TOTAL
10-Everyone receives the necessary workplace health and safety training when starting a job, changing jobs or using new techniques	3	8	2	1	3	17
11-There is regular communication between employees and management about safety issues	2	11	2		2	17
12-Systems are in place to identify, prevent and deal with hazards at work	3	10	3		1	17
13-Workplace health and safety are considered to be at least as important as production and quality	6	7	1		3	17
14-There is an active and effective health and safety committee and/or worker health and safety rep	1	7	2	2	5	17
15-Incidents and accidents are investigated quickly in order to improve workplace health and safety	3	6	1		7	17
16-Communication about workplace health and safety procedures is done in a way that I can understand	5	5	1		6	17

Part 3: Occupational health and safety awareness						
WORKPLACE HEALTH AND SAFETY SURVEY						
At my workplace ....	Strongly agree	Agree	Disagree	Strongly disagree	DK/NA	TOTAL
17- I am clear about my rights and responsibilities in relation to workplace health and safety	5	7	3		2	17
18-I am clear about my employers' rights and responsibilities in relation to workplace health and safety	4	9	3		1	17
19- I know how to perform my job in a safe manner	8	8			1	17
20- If I became aware of a health or safety hazard at my workplace, I know who (at my workplace) I would report it to	7	7	2		1	17

21- I have the knowledge to assist in responding to any health and safety concerns at my workplace	5	7	2	2	1	17
22- I know what the necessary precautions are that I should take while doing my job	6	9	1		1	17

Part 4: Participation in occupational health and safety

WORKPLACE HEALTH AND SAFETY SURVEY

At my workplace ....	Strongly agree	Agree	Disagree	Strongly disagree	DK/NA	TOTAL
23- I feel free to voice concerns or make suggestions about workplace health and safety at my job	5	9			3	17
24- If I notice a workplace hazard; I would point it out to the management	6	11				17
25- I know that I can stop work if I think something is unsafe and management will not give me a hard time	6	10		1		17
26 If my work environment was unsafe, I would not say anything, and hope that the situation eventually improves (reverse scored)		3	6	8		17
27- I have enough time to complete my work tasks safely	8	8		1		17

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