

Occupational
Health Clinics
for Ontario Workers



Centre de Santé
des Travailleurs(es)
de l'Ontario



Ontario

MINISTRY OF COMMUNITY SAFETY & CORRECTIONAL SERVICES



An Assessment of Psychosocial Conditions among Provincial Corrections Services

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Response rates:

- Overall 8517 eligible to participate at the survey launch
- The SurveyMonkey links (6) were accessed 3587 times and 2941 completed surveys ($\approx 80\%$ completion rate) were collected for an overall response rate of 34.5%
 - Community: 59.2% (n=1251 (possible))
 - Facilities: 29.7% (n=6915 (possible))
 - Other Staff: 43.0% (n=351 (possible))
- The average time taken to complete the survey was 22 minutes



Results:



Survey language:

English 99.6%
French 0.4%

Do you identify as

woman 54.4%
man 45.3%
trans 0.3%

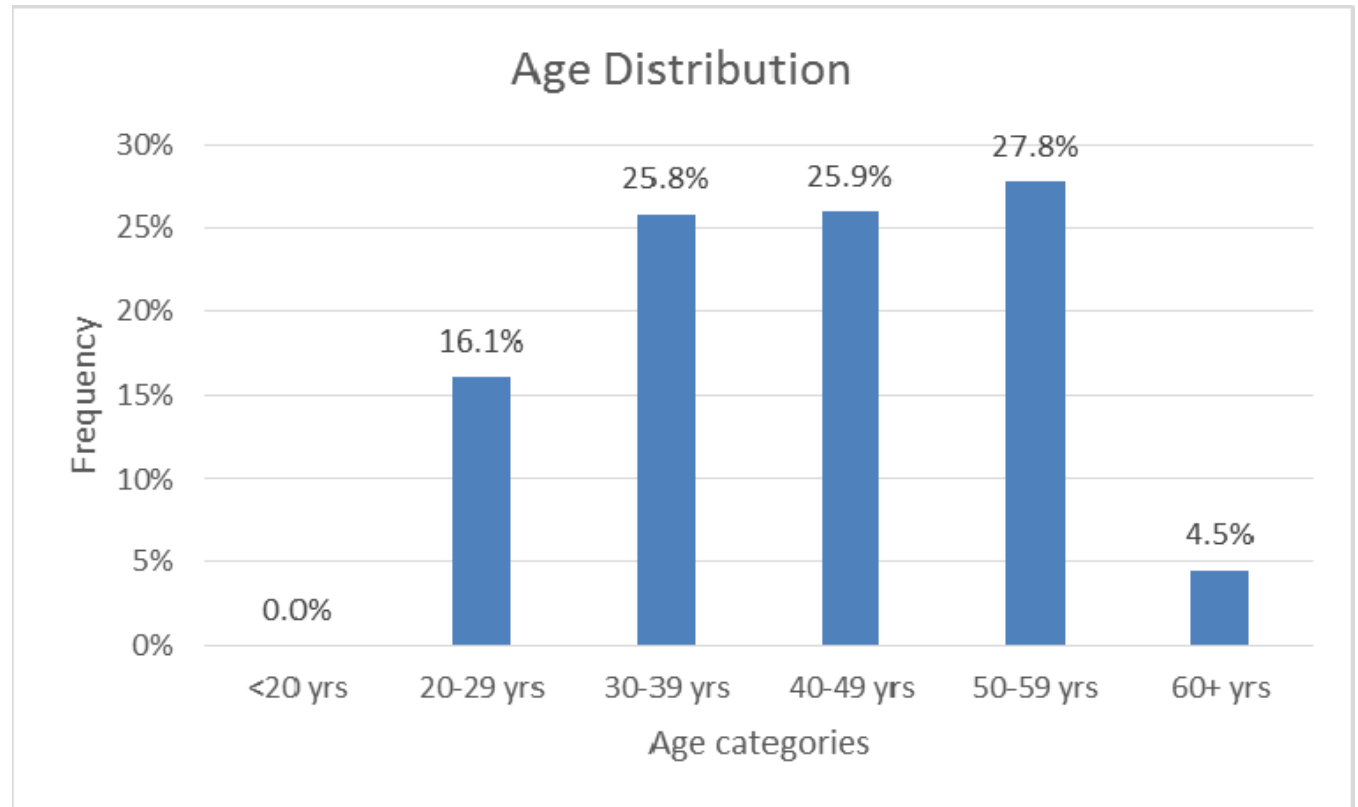
position at work:

full time 79.6%
part time 1.3%
fixed term/contract 19.1%
other 0.4%

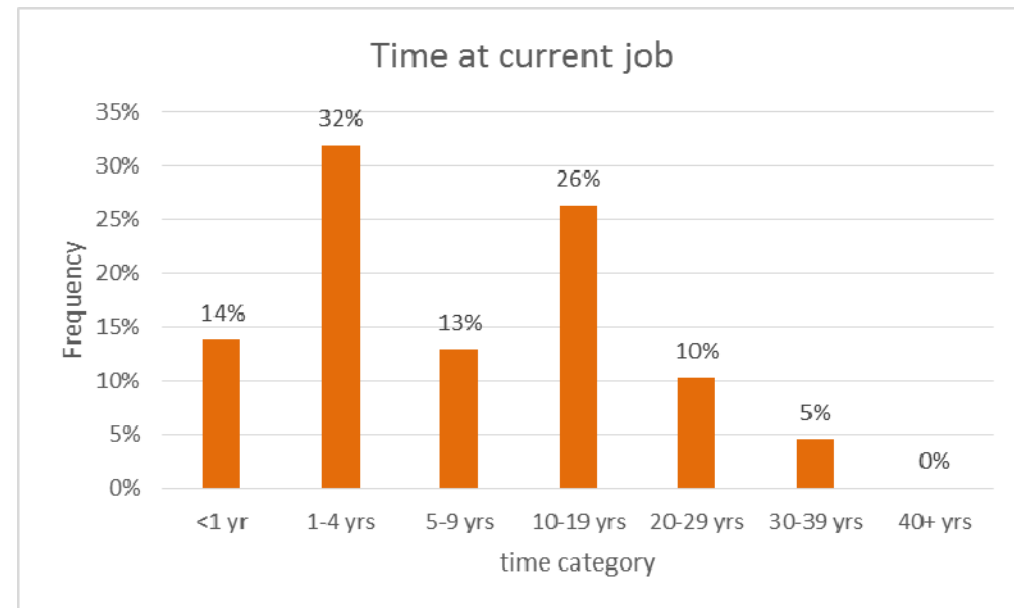
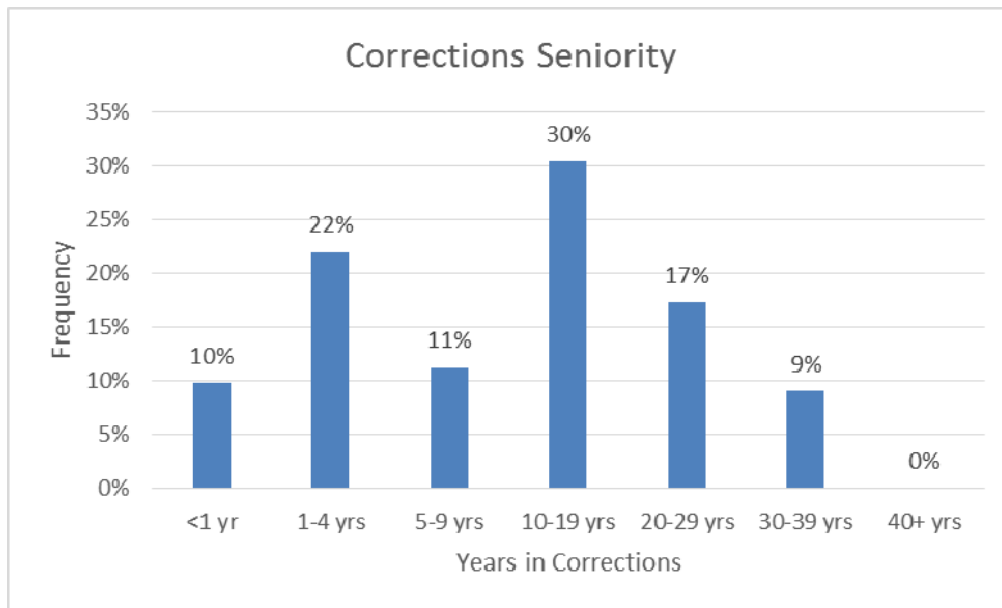
management:

yes 9.8%
no 90.2%

Demographics:



Demographics



Corrections seniority average: 13.1 years

average time at current job: 9.5 years

* does not include "Other Staff" -
question was not in the Other Staff survey



Work hours:

hours you usually work:

Regular daytime schedule or shift	58.9%
Regular evening shift	0.4%
Regular night shift	2.8%
Rotating shift (change from days to evenings to nights)	28.2%
Split shift	0.0%
On call	0.9%
Irregular schedule	7.3%
Other	1.5%



Extra hours:

On average, how many hours of overtime do you work per month?

0 hours/mo	28.4%
1-8 hours/mo	18.5%
9-16 hours/mo	17.1%
17-32 hours/mo	16.4%
33-64 hours/mo	15.3%
65+ hours/mo	4.3%
average:	17.5 hrs

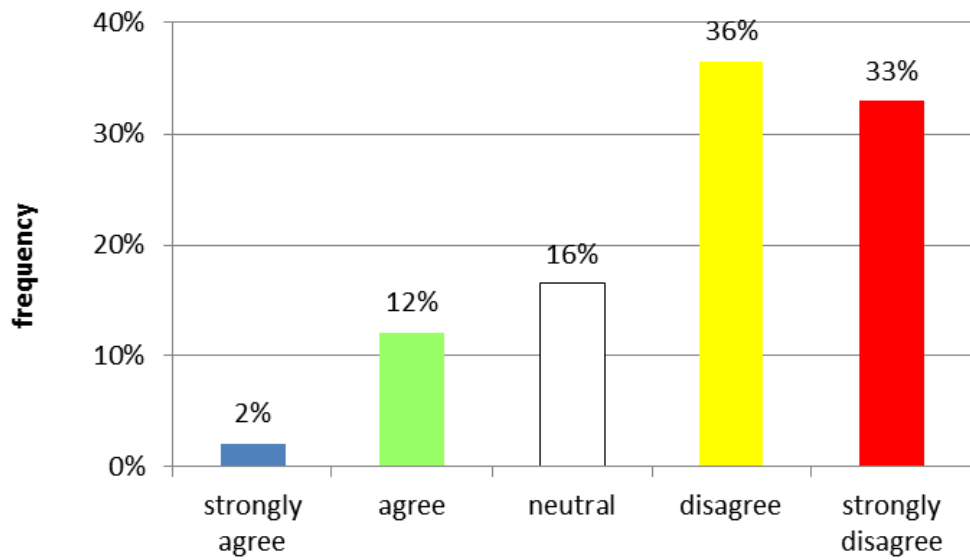
Do you work extra hours with no additional pay?

never	45.2%
sometimes	33.2%
often	10.5%
most days	11.0%

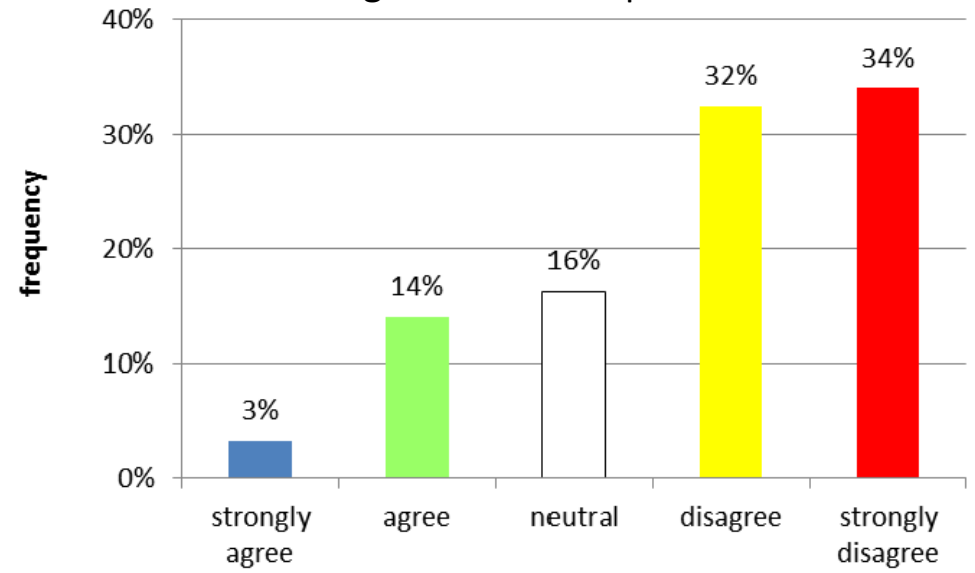


Working conditions:

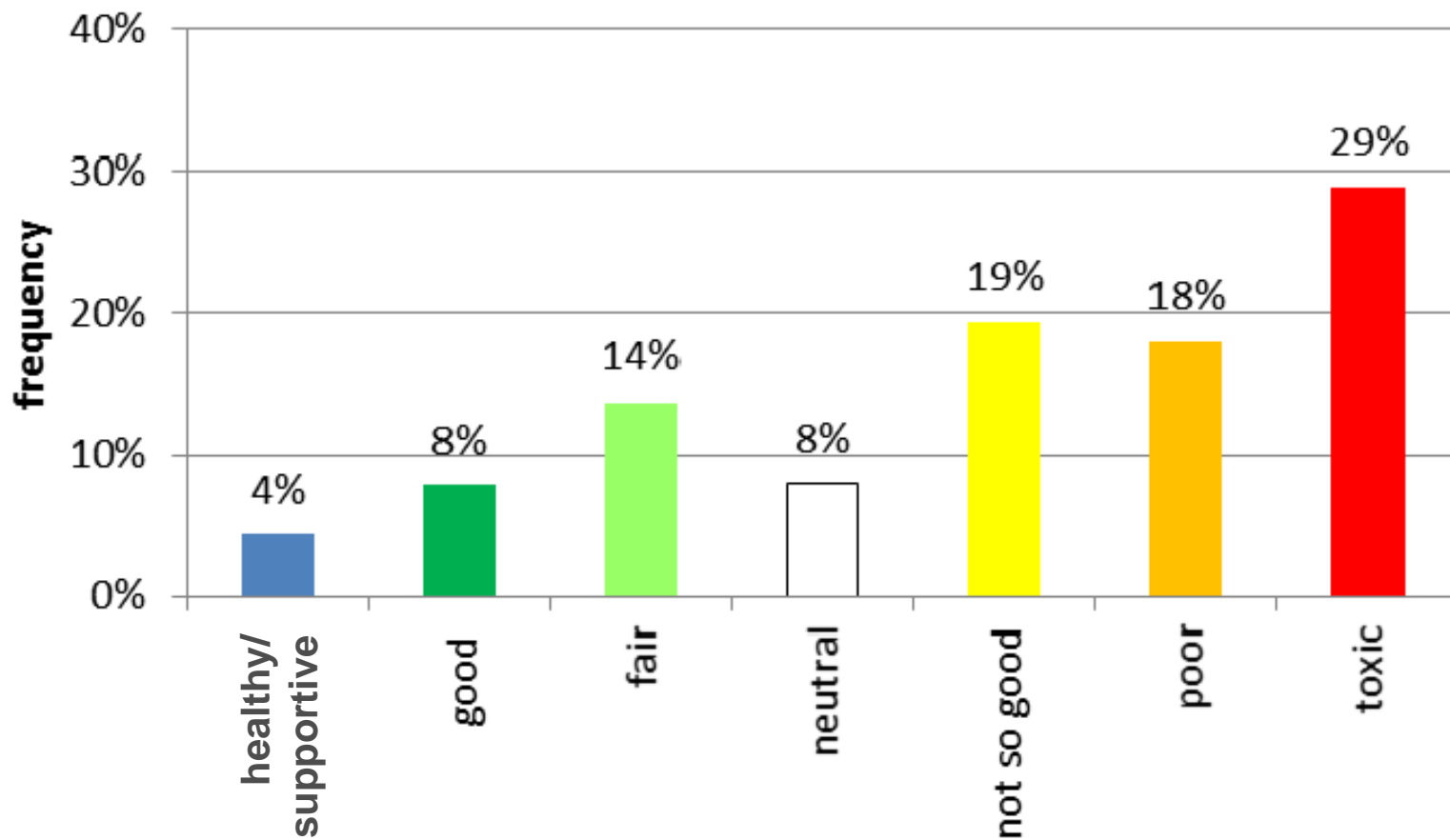
To what extent do you agree that your **workplace has enough resources** to do the job the way it should be done?



To what extent do you agree that **staffing levels are adequate**?



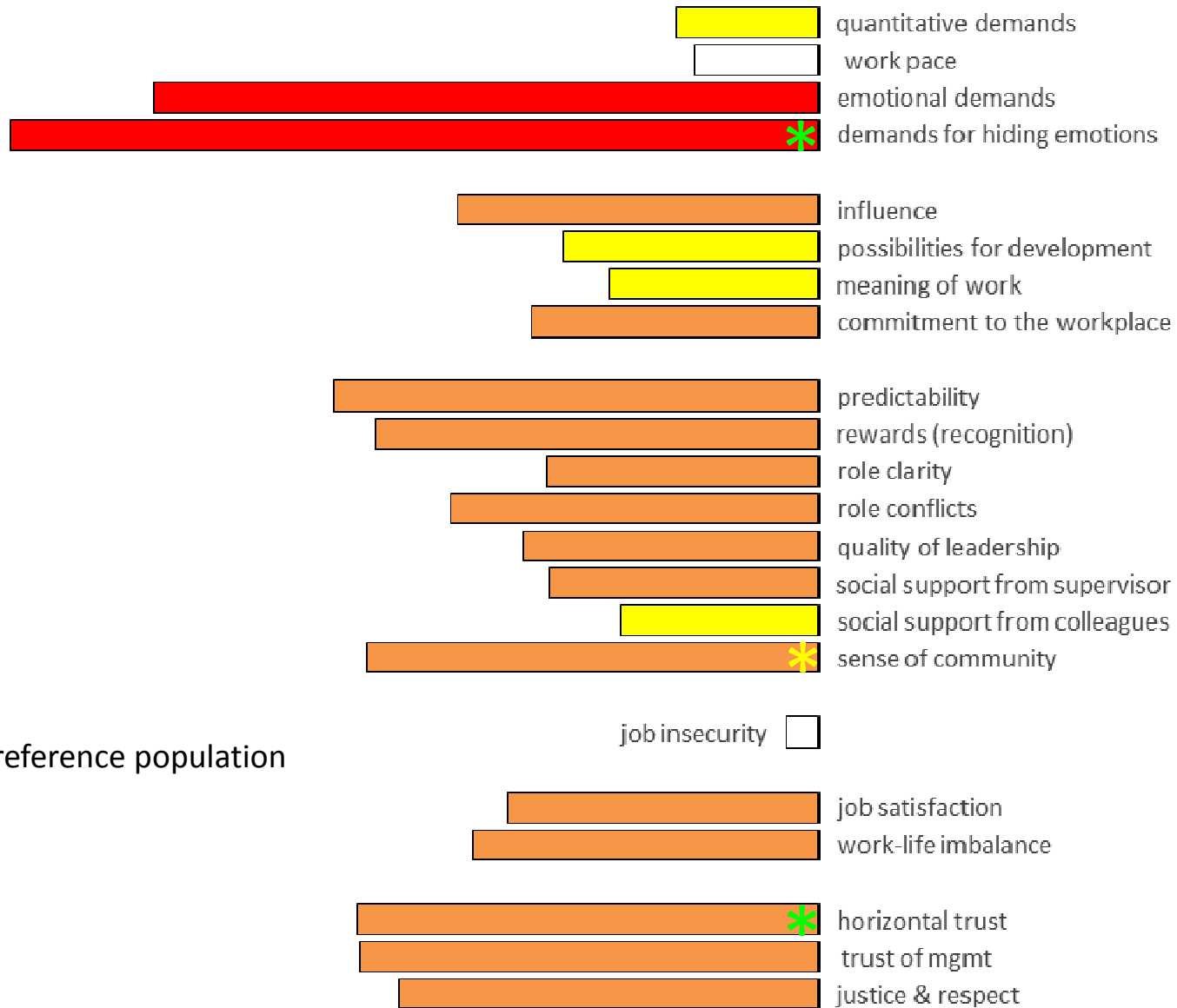
How would you rate the **psychological health & safety climate** in your workplace?



Comparison with Canadian Reference Population:

much better than Canadian average
better than Canadian average
Canadian average
not as good as Canadian average
worse than Canadian average
much worse than Canadian average

* These items were compared with a Danish reference population



Questions from the BC Ministry of Justice -- Community Corrections Survey

In the last two years have you had to take leave of greater than one week from your job for stress or health-related reasons?

yes: 33.1%

no: 66.9%

Have you ever considered leaving your job because it's negatively affecting your physical and/or mental health?

yes: 72.0%

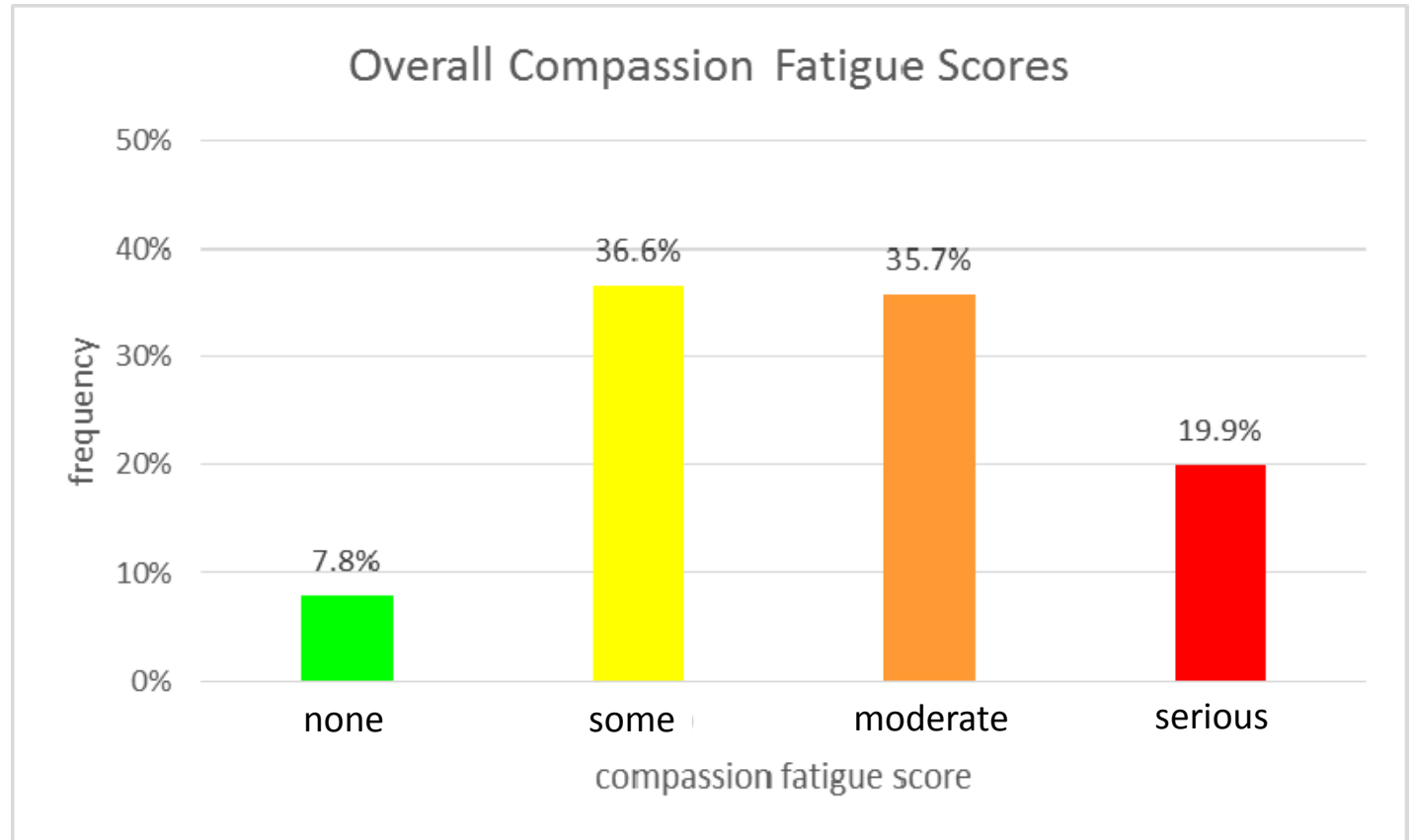
no: 28.0%



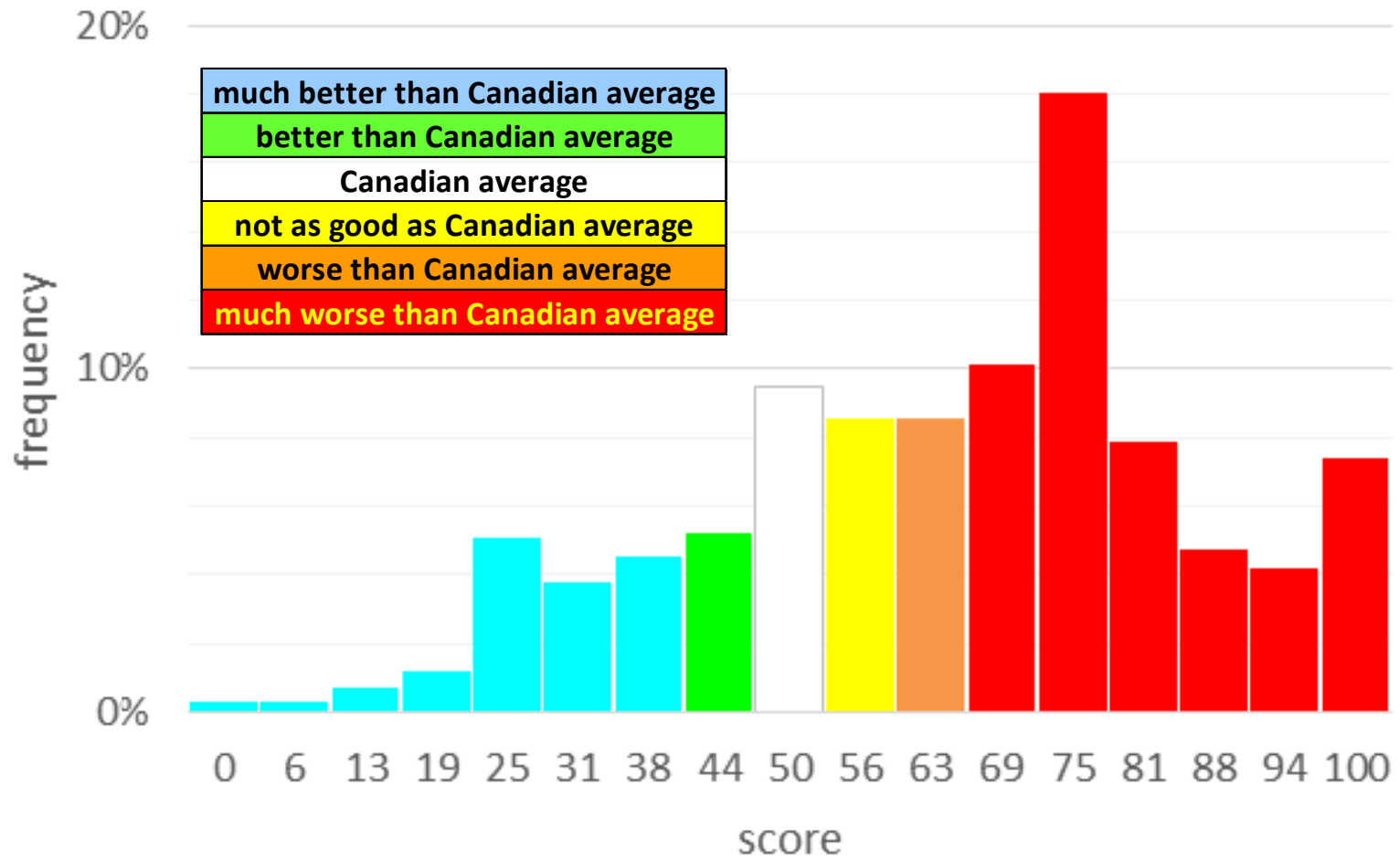
Compassion fatigue

There were 7 compassion fatigue questions taken from:

Adams, Boscarino, & Figley, "Compassion Fatigue and Psychological Distress Among Social Workers: A Validation Study" *Am J Orthopsychiatry* 76:103–108 (2006)

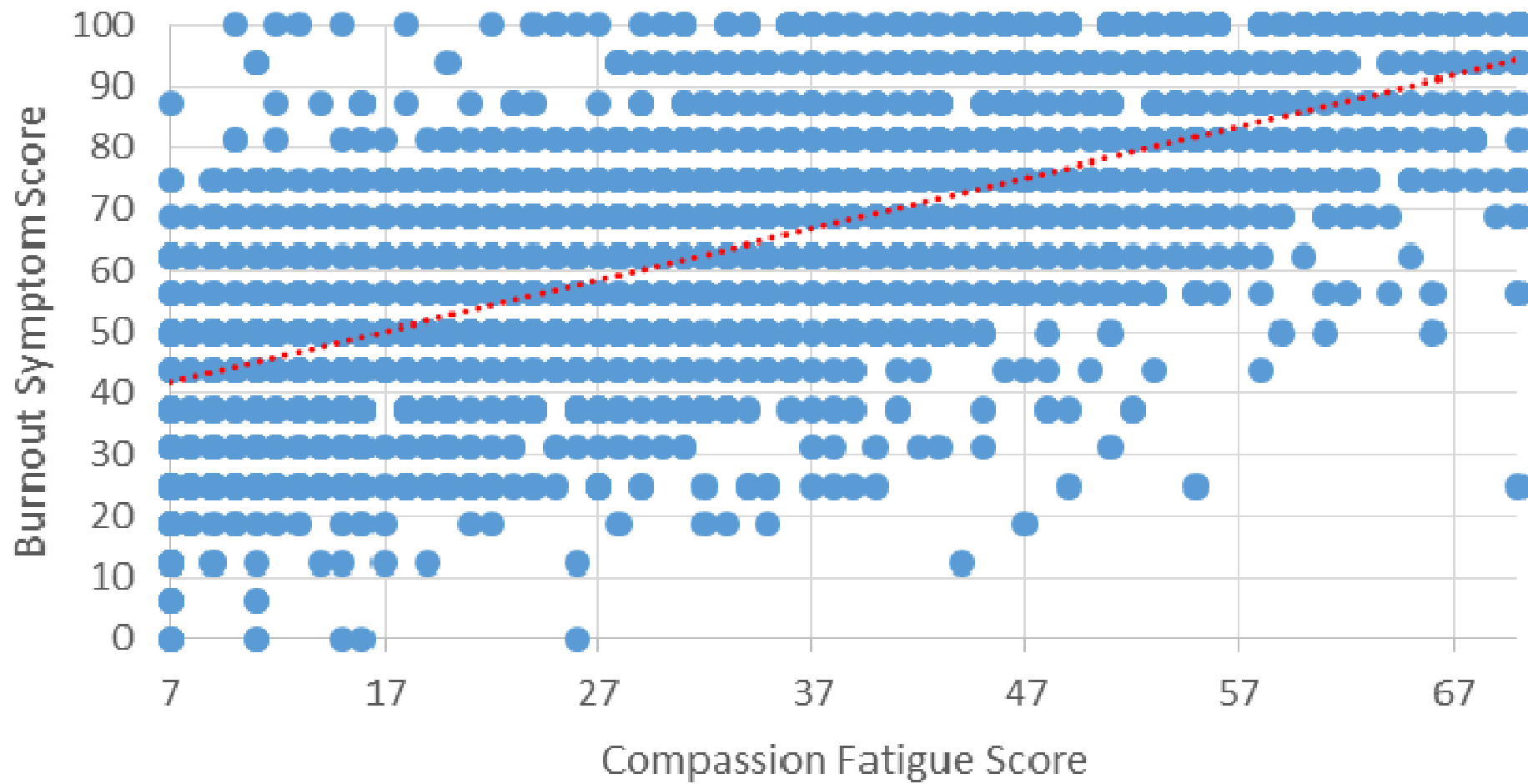


burnout

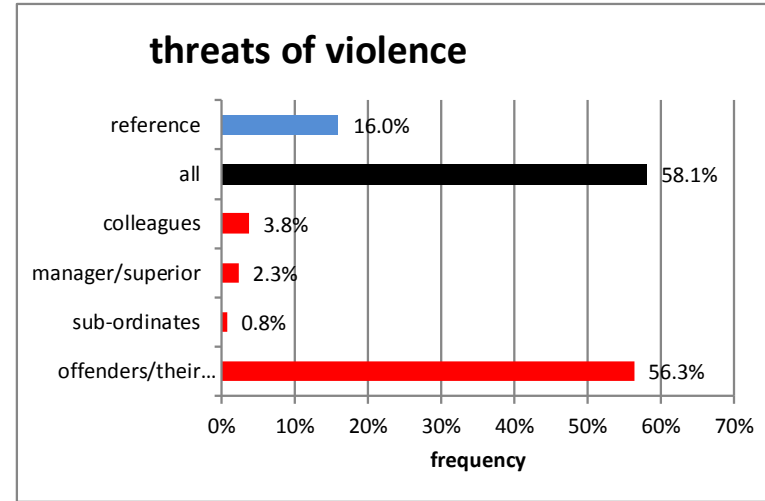
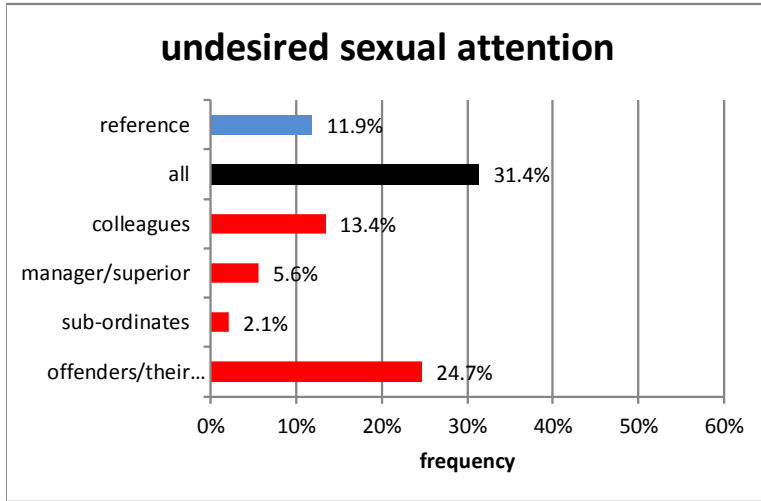


Burnout vs. Compassion Fatigue

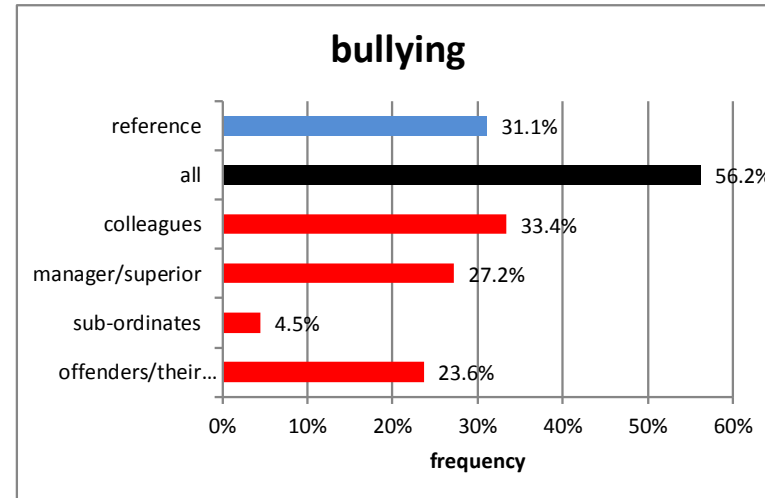
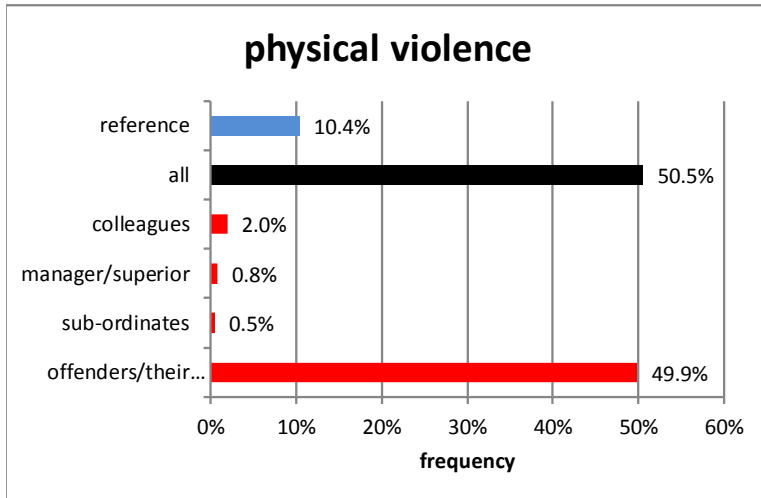
$$y = 0.8326x + 36.151$$
$$R^2 = 0.4318$$

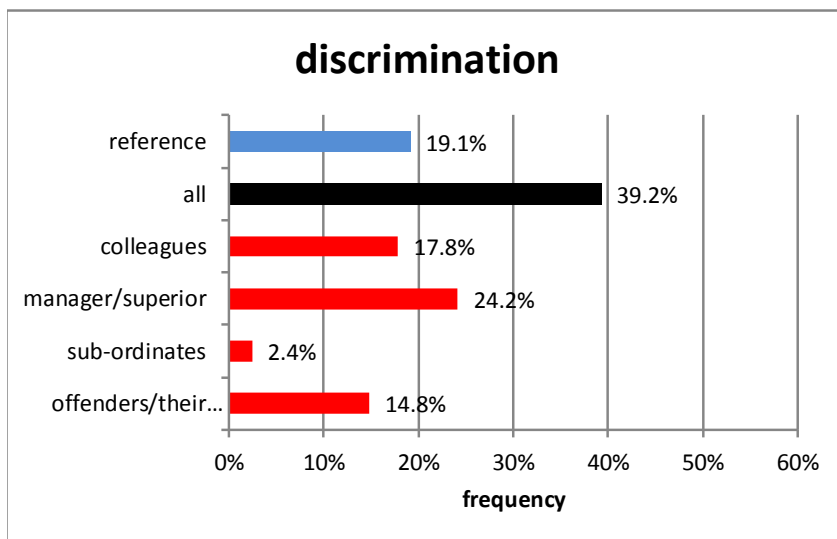


Have you been exposed to *[offensive behaviour]* at your workplace during the last 12 months? If yes, from **whom?**

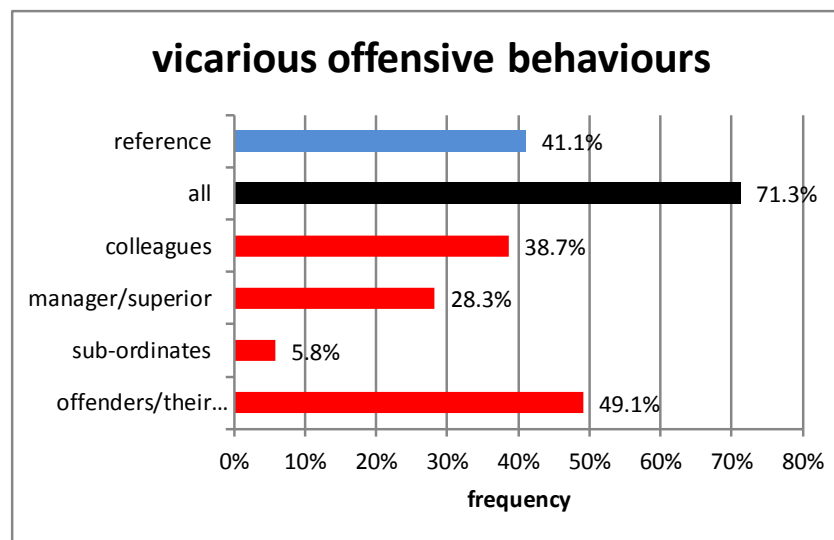


Bullying means that a person repeatedly is exposed to unpleasant or degrading treatment, and that the person finds it difficult to defend himself or herself against it.





types of discrimination:



Have you witnessed any of these offensive behaviours (undesired sexual attention, threats of violence, physical violence, bullying and/or discrimination) aimed at others than yourself at your workplace during the last 12 months?

any offensive behaviour: 86.7%

types of vicarious offensive behaviours:

undesired sexual attention	38.7%
threats of violence	58.7%
physical violence	45.2%
bullying	77.0%
discrimination	55.3%

(note: more than one could be selected)



Symptom experience of those reporting exposure to offensive behaviours

The following table provides the total symptoms scores for those respondents who experience offensive behaviours from a specified source in the past year. These are presented in contrast with the total symptoms scores for those who did NOT experience such offensive behaviours. The higher the number in the cell the higher the symptoms score.

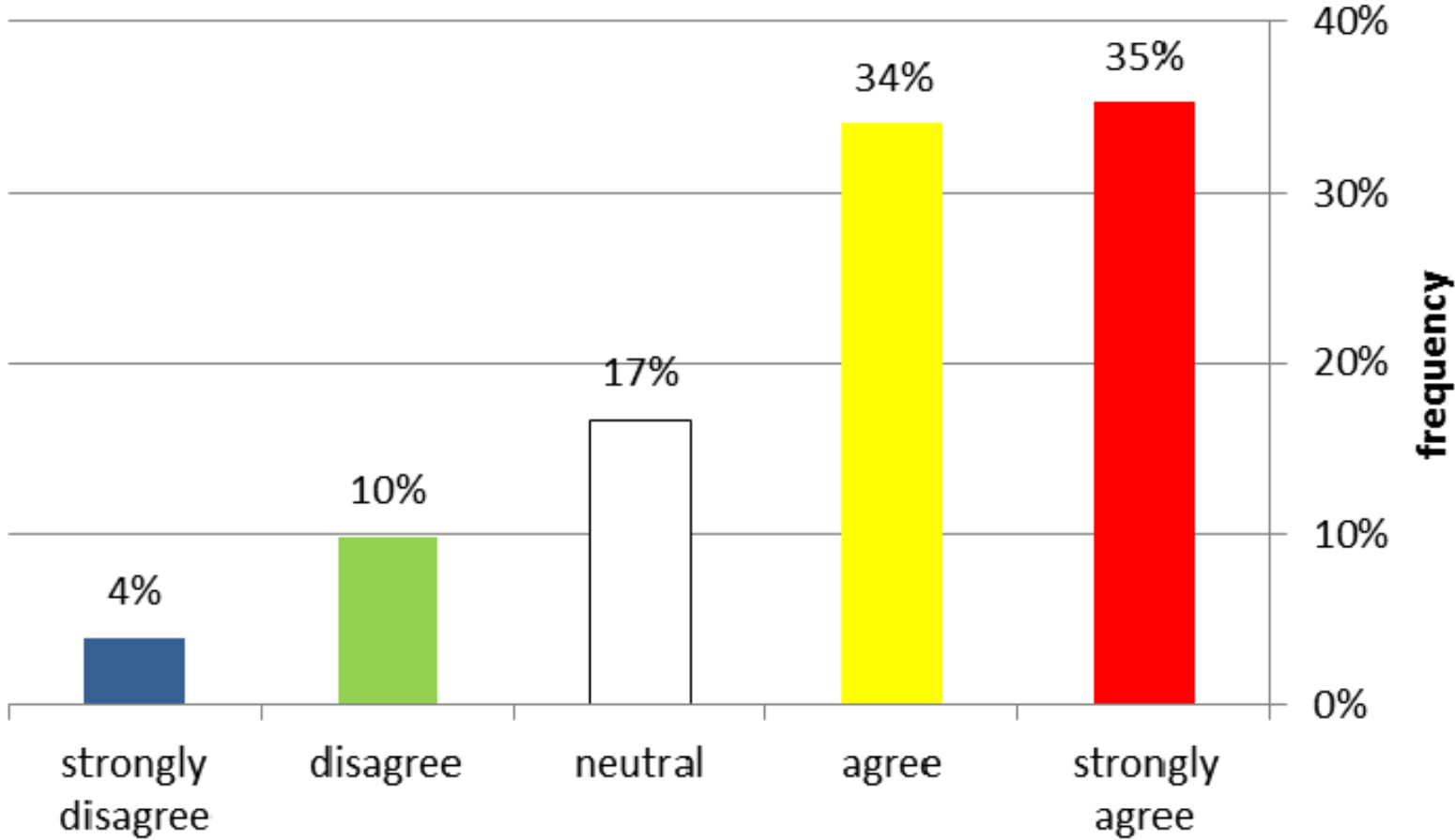
	no experience (past year)	colleagues	manager/ superior	sub-ordinates	offenders/ clients	all sources
undesired sexual attention	50	59	64	64	57	57
threats of violence	48	61	64	55	55	56
physical violence	49	65	72	61	55	55
bullying	46	57	61	57	58	57
discrimination	48	60	61	57	60	59
vicarious offensive behaviours	46	56	60	57	55	55

legend
none = no behaviours reported
< 5 points higher than no experience
5-10 points higher
10-15 points higher
15+ points higher

n/a = less than 5 occurrences,
therefore censored



To what extent would you agree that the culture of this organization **tolerates behaviour that harms the mental health** of those who work here?



Violence & Harassment Policy:

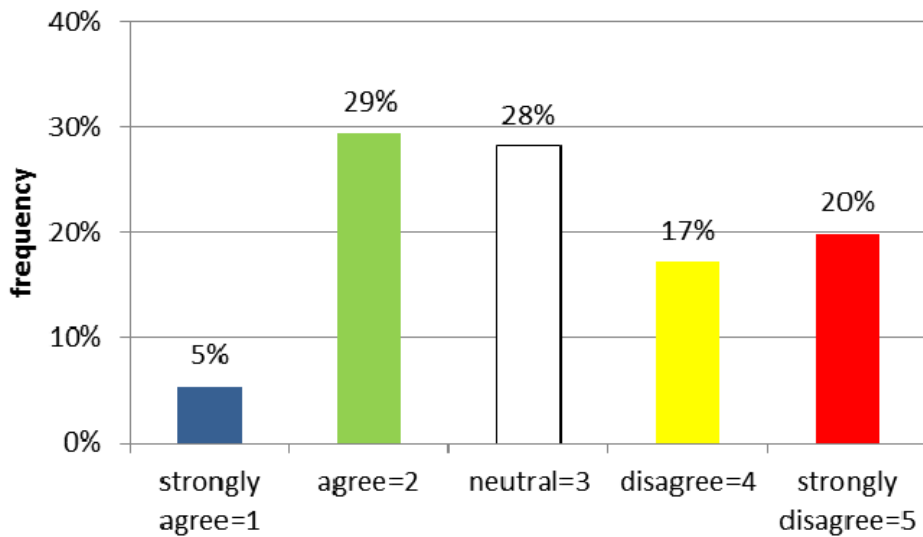
does your workplace have a violence & harassment policy?

yes 95.7%

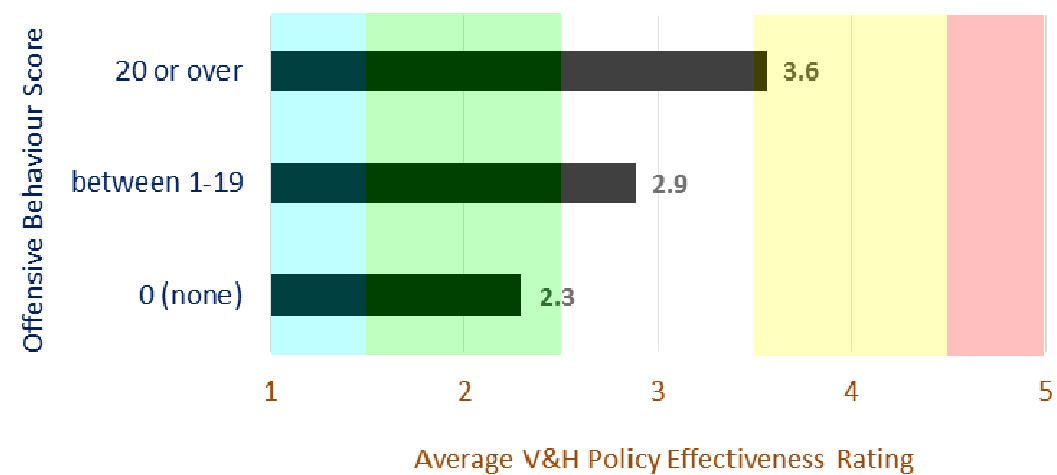
no 0.3%

not sure 4.0%

Violence & Harassment Policy is effective



V&H Policy Effectiveness Rating by Offensive Behaviour Experience



Risk Factor/Symptom Associations:

	number of respondents included in analysis:	2527	burnout	stress	sleep troubles	somatic symptom	cognitive symptom	all symptom	engagement	job satisfacti	work-life imbalanc	psycholo gical HS
demands	quantitative demands		+	+		+	+	+			+	
	work pace		++	++		+	+	+			++	
	emotional demands		+++	+++	++	++	++	+++	-	-	+++	++
work organization	influence			+				+	-	--		+
	possibilities for development								---	--		++
	meaning of work			+	+			+	----	---		++
relationships	predictability		++	++	+	+	+	++	---	---	++	+++
	rewards (recognition)		++	++	++	+	+	++	---	----	++	++++
	role clarity		+	+	+	+	+	+	--	---	+	++
	role conflicts		++	+++	+	++	++	++	-	-	++	+++
	quality of leadership		+	++	+	+	+	++	---	---	+	+++
	social support from supervisor		+	++	+	+	+	++	--	---	++	+++
	social support from colleagues		+	+	+	+		+	--	--	+	++
work values	job insecurity		+	+	+	+	+	++		-	+	+
	trust of mgmt		++	++	+	+	+	++	---	---	++	+++
	justice & respect		++	++	++	+	+	++	---	---	++	+++

Psychosocial factors most associated with symptoms:

Major correlations with total Symptom Score

emotional demands
role conflicts
rewards (recognition) *
Social Capital justice & respect *
trust of mgmt *

Major correlations with Job Satisfaction Score

rewards (recognition) *
trust of mgmt *
predictability
justice & respect *
social support from supervisor



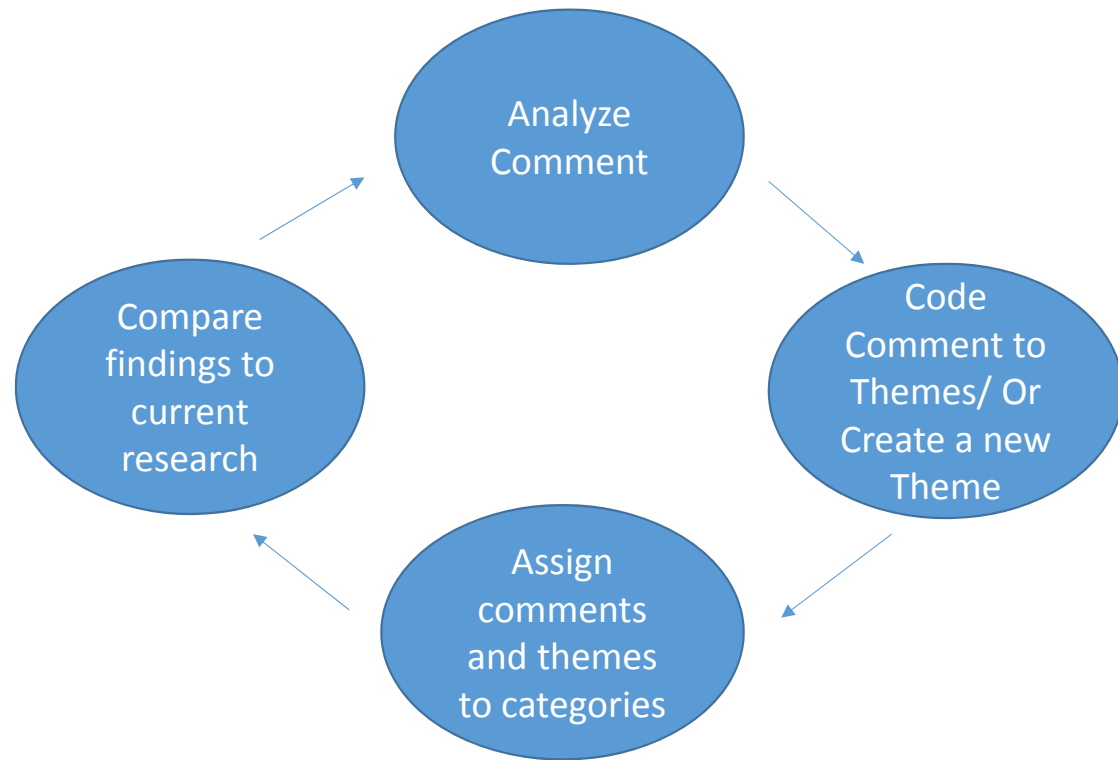
Participants

- 2,941 surveys were completed and returned to OHCOW
- (30%) 825 comments were submitted
 - 587 from facilities
 - 209 from community corrections
 - 29 other



Methods - Comment Analysis

- Researchers at Queens University
- nVivo24
- Thematic Analysis of survey comments
- Revised based on the frequency of themes
- Iterative process of coding
- Compared to current research on stress among corrections staff



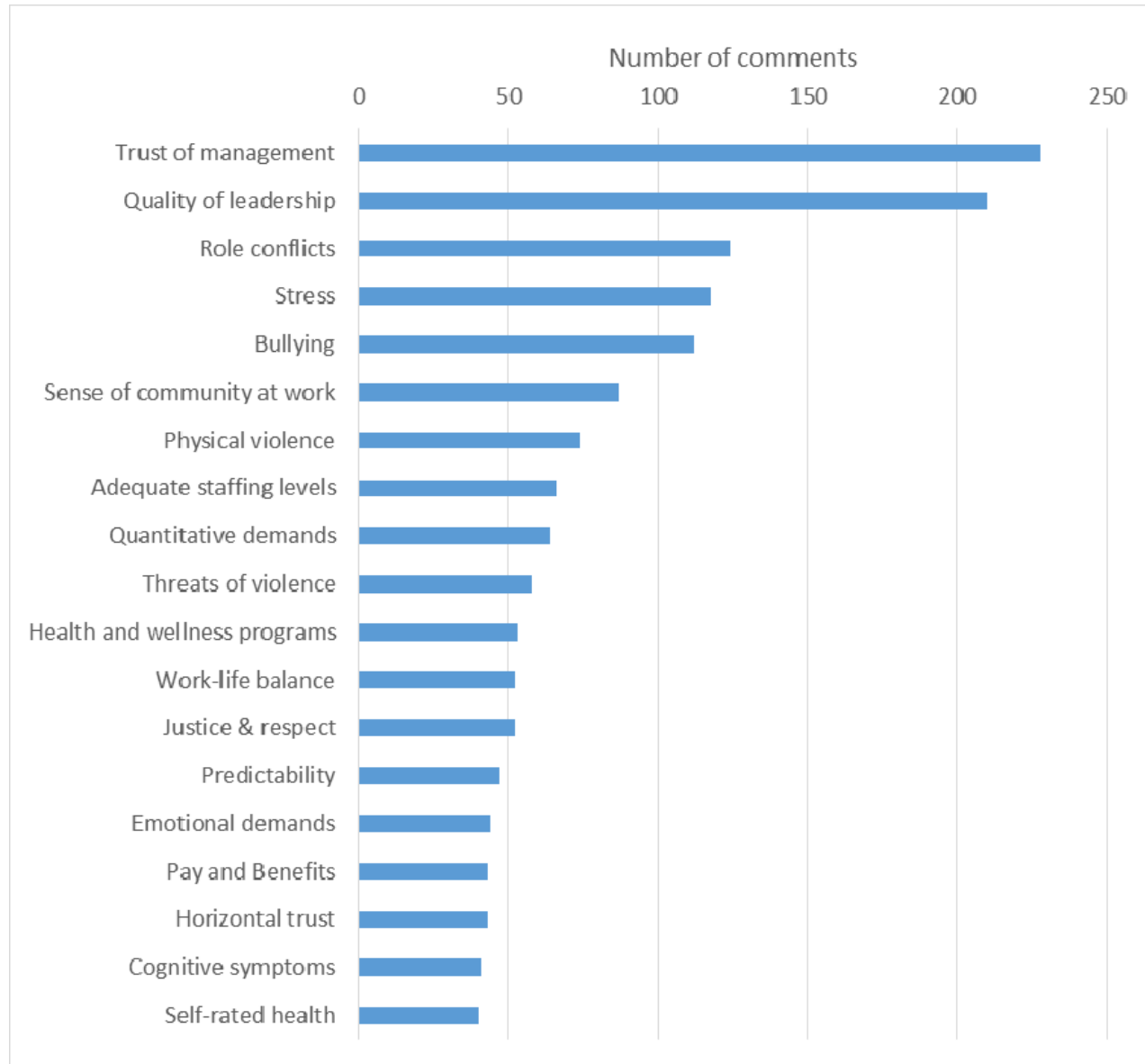
Initial Coding Structure

Demands
Demands for hiding emotions
Emotional demands
...
Environmental hazards
Air quality
...
Job insecurity (precarity)
Offensive behaviours
Drug abuse and overdose
Inmate suicide attempts and self harm
Physical violence
...
Organizational factors
Fabrication of evidence
Health and wellness programs
...ng practices and HR
Influence
...

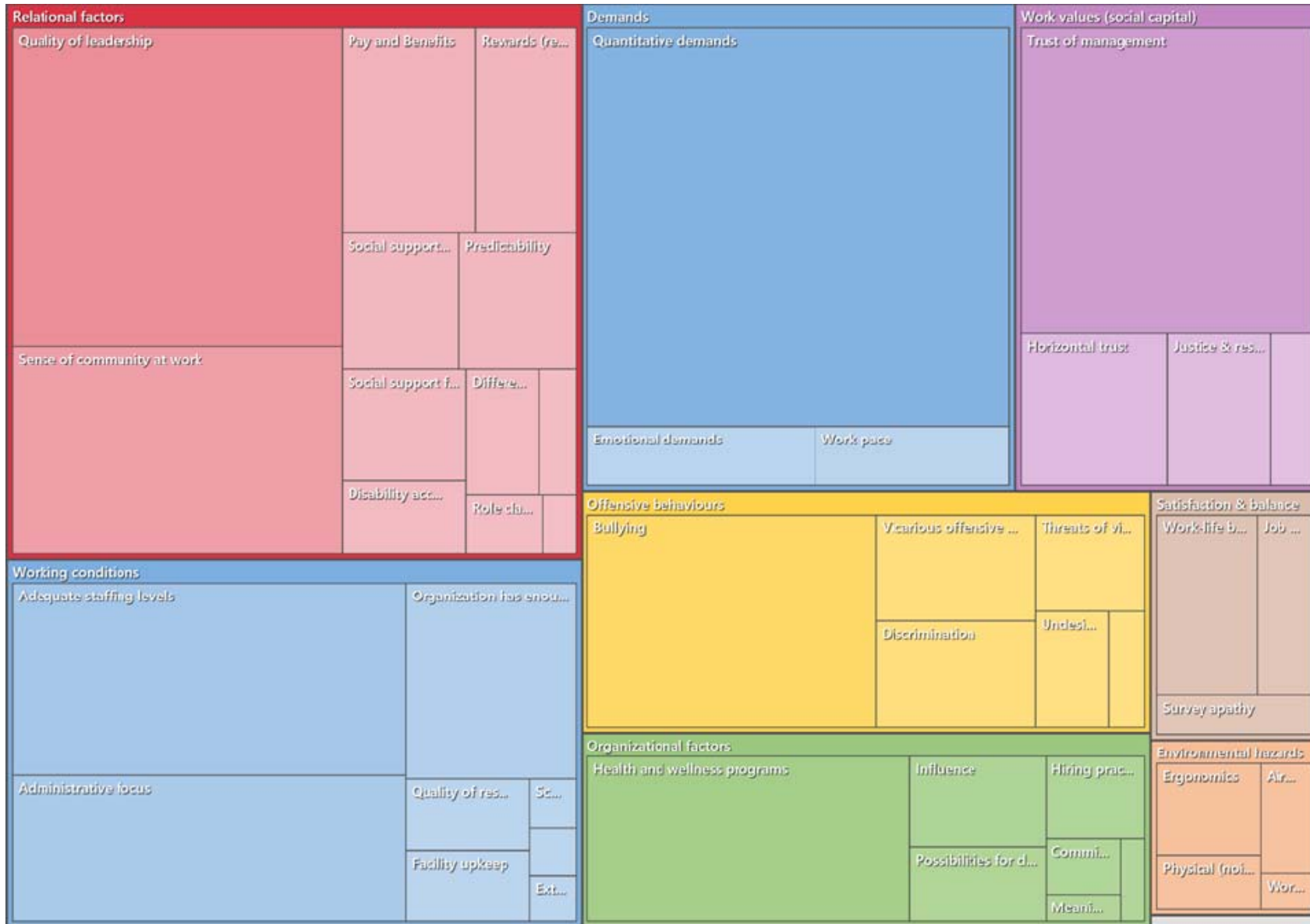
Relational factors
Differential treatment of staff
Disability accommodation
False accommodation
Media perception
Pay and Benefits
Predictability
Quality of leadership
...
WSIB
Satisfaction & balance
Job satisfaction
Motivation
Survey apathy
Work-life balance
Symptoms
Burnout
...
Compassion fatigue
Uniqueness of job
Work values (social capital)
Horizontal trust
Justice & respect
Policy consistency and respect
Trust of management

Working conditions
Adequate accommodation for outside responsibilities
Adequate staffing levels
Administrative focus
Direct supervision
Experience transfer
Extra hours at no pay
Facility upkeep
Information and Communication
Inmate discipline
Inmate treatment
Location
Ongoing training is adequate
Organization has enough resources
Overcrowding
Quality of resources
Scheduling and long shifts
Staff privacy

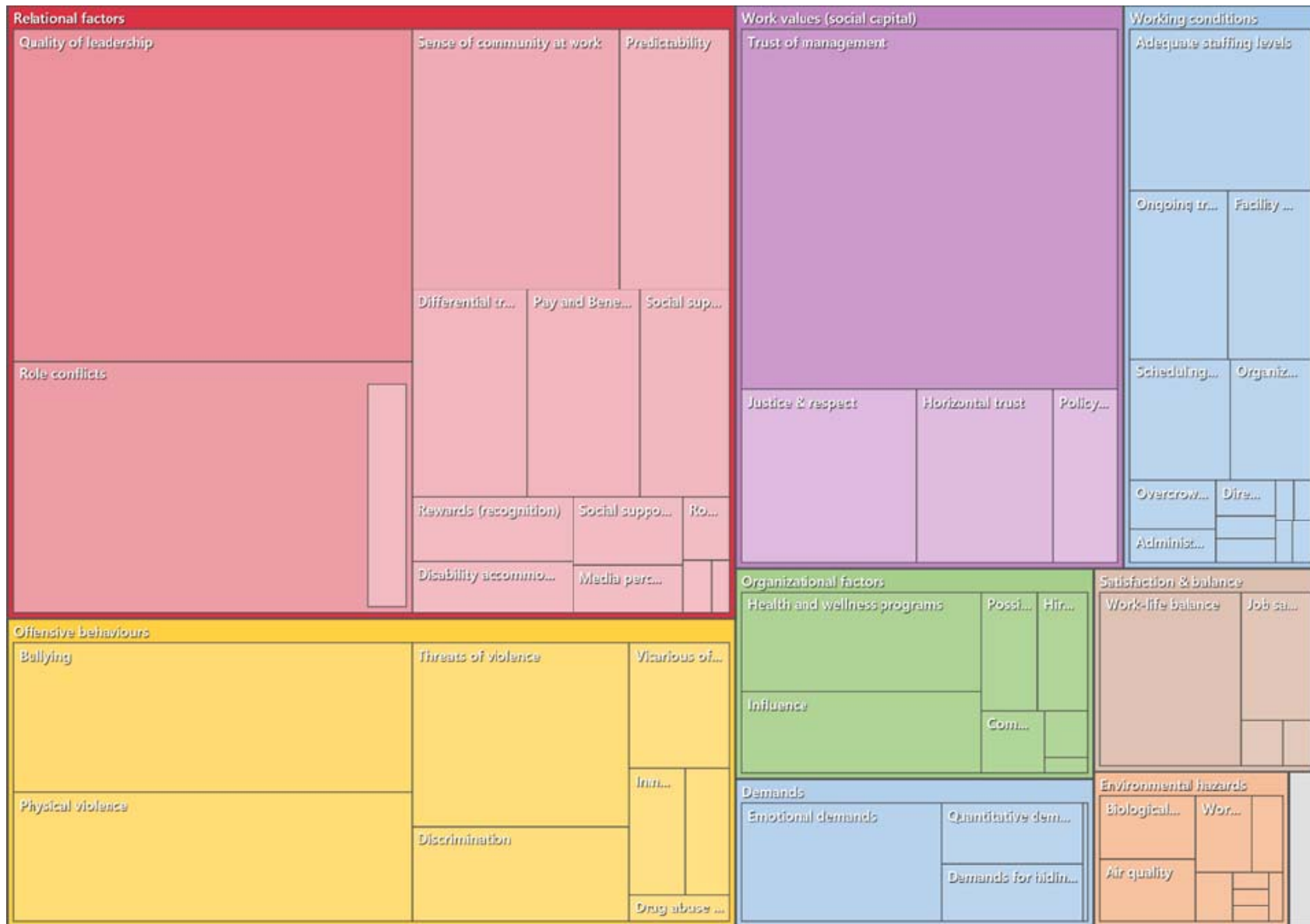
Prevalence of the themes



Community-based comments



Facility-based comments



Responses to date:

- Have piloted 2 resilience training programs and is offering them to the field in spurts of 300 at a time.
 - Mindfulness-Based Wellness & Resiliency Training (MBWRP).
 - Stress Resilience Training System (SRTS).
- Developing with the union a peer support program that will transform their current CISM model for the fall 2020. The ministry has to apply for the funding through the Ministry of Health where all mental health and addictions money comes from.
- The union is still urging them to address organizational factors (that seems a momentous task province wide) and to that end we are planning a strategy meeting with the presence of the Assistant Deputy Ministers for Community and Facilities.



... thank you – any questions/comments? ...

