

Psychological Safety and Inclusion

An Employer's Approach
DoubleTree by Hilton Hotel Regina



Psychological safety

- Psychological safety means employees feel included, feel safe to learn, feel safe to contribute, and feel safe to challenge the status quo - all without fear of being embarrassed, marginalized, or punished in some way.

Psychological Safety IS Being Able to



Give and receive feedback



Raise issues and concerns



Disagree



Ask for clarification



Ask difficult questions



Ask for help



Offer solutions to problems



Admit errors



- Psychological safety promotes positive mental health
- It's about *thriving*.
- Psychological safety and positive mental health, both allow team members to:
 - Realize their full potential
 - Cope with the stresses of life or work
 - Work productively
 - Be engaged at work
 - Make meaningful contributions to their communities; the workplace
 - When workers feel safe, physically and emotionally, they tend to stick around longer!



The Employer's Role in Fostering Psychological Safety

- Creating a trust-based culture: employers can cultivate trust by encouraging openness, active listening, and empathy.
- Open-door policies: How transparent leadership and approachable management foster psychological safety.
- Promoting feedback loops: The value of regular, constructive feedback and open communication to reinforce a safe environment





Where did we start?

- In 2022, we constructed a Psychological Health and Safety plan with a focus on awareness throughout the organization.
- Each Human Resources manager was responsible for organizing and creating material for a few months in 2022. The entire team then utilized the material to collaborate.
- Our main focus – build the foundation from top down. Awareness was key goal and **only** goal for year 1 .
- Dedicated SharePoint site for easy reference on the topics
- The time commitment is about 30 minutes a month to read the material, then to live and breathe it within the operation
 - Activities and resources given to leaders to use in day-to-day meetings, standups etc. small bites of information with a focus on Mental Health
- Implementation and ownership –roles and responsibilities to be defined. Each team member has a responsibility to understand/awareness of resources and info.

- In order to achieve awareness, each month had a focus topic and information
- dedicated communication board in CARE Café and other relevant communication channels
- Purpose is to help educate all Associates and Department Heads.
 1. Introduction of a topic including definitions and statistics
 2. A fun activity or task that can easily be done to experience more of the concept
 3. Morning huddle conversations
 4. Training involving short videos/clips but also longer more in-depth courses if interested
 5. Recognize our diversity and inclusion by having notices about various cultural celebrations/holidays, etc. (internal FB Group)
 6. Personal Mental Health initiatives were included.

Although employers are only legislated to ensure the workplace is psychologically safe, it is in the best interest of the organization to also ensure the mental health of all associates.

Inclusion

Creating and sustaining a work environment where all individuals regardless of their background feel valued, respected and integrated.

How Inclusion Supports Psychological Safety

- Diverse perspectives enhance psychological safety: When employees from diverse backgrounds feel included, they're more likely to voice ideas and contribute to problem-solving.
- Empathy and cultural competence: Employers who demonstrate cultural understanding make employees feel valued, reducing fear of judgment and exclusion.
- Inclusive policies and practices: The role of anti-bias training, equitable opportunities, and representation in leadership in promoting both inclusion and psychological safety.

Inclusion : First Steps

Accommodation Policy/Duty to Accommodate

- The duty to accommodate means that sometimes it is necessary to treat someone differently in order to prevent discrimination and promote inclusion
- So what can be different?
 - Technology and equipment (combination locks!!!)
 - Attitudes – patient leaders during orientation & onboarding
 - Rules
 - Procedures
 - Policies
 - Schedules/Time Off/Prayer time/religious
 - Training and how it is delivered/language options

Accommodation and Inclusion

- Accommodation can create a very caring, diverse workforce
- Accommodation is proven to drive engagement
- Associates often want to meet performance and job expectations but sometimes do not know how or do not see the urgency in making a change
- By accommodating and being truly inclusive, we can avoid any serious issues around human rights and respectful work practices.

Accommodation Evolves

- As society evolves, accommodation also evolves
- Something that may have been an accommodation in the past may become mainstream culture





Impact of Psychological Safety and Inclusion

- Inclusion supports psych safety
- Increased innovation: creating an inclusive, safe environment boosts creative thinking and problem-solving
- Higher engagement and retention: Employees who feel psychologically safe and included are more likely to stay with the organization and contribute to its long-term success
- Improved team performance: Teams with a strong sense of inclusion and safety tend to work better together, make better decisions, and have higher overall productivity

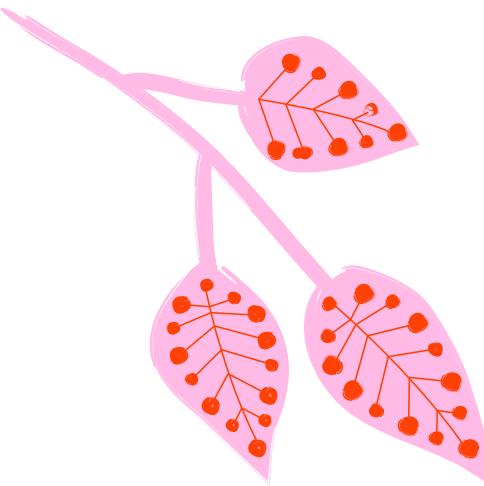


Ultimate Goal:

full inclusion where people in the workplace feel free to be themselves and everybody's opinions, abilities and contributions are valued.

What does a fully inclusive workplace look like?

- A company where people are empowered to maximize their potential has distinct advantages likely to translate into profitability and business success. That's not just a theory. Studies show that diversity and inclusion bolsters a company's ability to:
 - Recruit and retain top people;
 - Maximize productivity;
 - Deliver superior service to customers;
 - Serve the community; and
 - Build and maintain its reputation





How do we achieve this?

- Leadership commitment- message from President, message from General Manager. Leaders attend a training session (30-60 min) hosted by HR. As part of this commitment show leaders the plan and ask for anonymous feedback regarding what they look forward to and what their initial concerns or hesitations are.
- Changed term “sick days” to Wellness Days
 - No docs note, no explanation, “I am taking a wellness day today”
- Link to our Values: Integrity and Engagement; “We do the right thing” and “We care”
- Included mental health in our Occupational Health and Safety Policy
- Review Engagement surveys and develop action plans WITH associates
- Employee and Family Assistance Program + KPAL
- Recognition Programs – daily, monthly & annually (recognition Tree)
- Respectful Workplace Policy
- Integrity line – anonymous 3rd party
- Attending trainings : Awareness and Understanding

- Creating an intentionally inclusive experience – annually
- Respectful workplace – annually starting with an intro course and progressing through various topics level 2 and 3 already confirmed
- Bullying and harassment training and what to do if you witness or are victim
- Cultural information training – formal and informal
- MicroAggression Awareness training
- Tap into your already diverse workplace =Ask for feedback, be open to change and discomfort

Orientation & Annual Trainings

What's Up?

Microaggressions



Map in Staff Area



Place brightly colored or fun pins for team members to show where they are from.

Recognition Tree



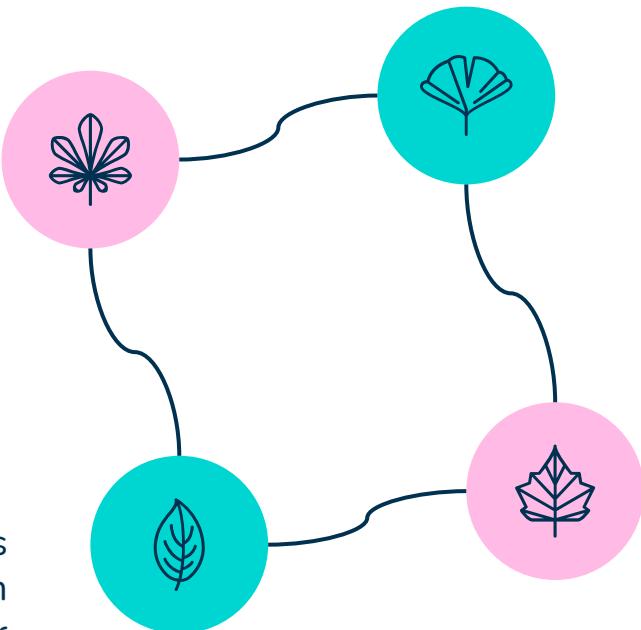
More Easy Ideas

Facebook

Team Member Thursday
Wellness posts, various
resources for all staff to
access in various
languages

Satisfaction Surveys

Offer in several Languages
Ability to have an
interpreter



Department huddles/Info

daily, weekly
WhatsApp channels
Teams'
channels/chats

Private Prayer Space

Providing a quiet and
private area easy to
access

Thank You!

Resources:

Canadian Mental Health Association- Saskatchewan
Division

Mental Health Commission of Canada
Guarding Minds at Work

National Standard

Canadian Centre for Occupational Health and Safety
Workplace Strategies for Mental Health, Canada Life

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