



# Trauma and Stress in the Workplace Report

RECHERCHE  
EN SANTÉ  
MENTALE  
CANADA

MENTAL  
HEALTH  
RESEARCH  
CANADA

canada  life™

Workplace Strategies  
for Mental Health

[www.clwsmh.com](http://www.clwsmh.com)

 pollara  
strategic insights

November 2023

# Methodology

- **Methodology:** This online survey was conducted in March/April 2023 among a sample of 5,505 adult Canadians who are currently working.
- **Weighting:** National results have been weighted by the most current census data in terms of gender, age, and region to ensure the total sample is representative of the population as a whole. The sample had the following splits:

## Regional split:

	%	Count	Margin of error
Atlantic	7%	394	±5.0
Quebec	23%	1335	±2.7
Ontario	39%	2092	±2.2
Prairies	6%	385	±5.1
Alberta	11%	613	±4.0
B.C.	14%	686	±3.8

## Other demographics:

		Counts
<b>Age:</b>	18-34	1899
	35-54	2367
	55+	1239
<b>Role</b>	Manager	1946
	Not manager	3559
<b>Industry</b>	Healthcare	551
	First responders	101
	Education	517
	Finance/ legal/ Insurance	394
	Manufacturing	321
	Retail	107

		Counts
<b>Marginalized Groups</b>	Racialized Group	1045
	2SLGBTQ+	371
	Mental Impairment	107
	Mood Disorder	585
	Chronic Pain	277
	None	3564
<b>Organization Size</b>	Less than 100	2331
	101-500	858
	501+	2316
<b>Unionized Position</b>	Unionized	1822
	Not unionized	3683

For information on definitions, margin of error and statistical significance see page 3.

# A note on Margin of Error and Statistical Significance

In any population level sample, the average response is said to be accurate within a certain margin of error. That is, if 70% of people indicate something and the margin of error is 2%, the actual response could be 68% to 72%, and we would expect that would be true if we re-did the study 19 times out of 20.

One of the major factors in calculating margins of error is the size of the sample being studied. As such, the margin of error is different for each subgroup analyzed in the following pages. When something is highlighted with an arrow, it means we determined that it is significantly different from the overall average based on that particular groups specific margin of error. Since we know the actual score sits in a range (in the above example, the range of 68% to 72%) we look for scores that are not overlapping to determine significance.

As every groups margin of error is different, it may take a greater variation from the average for a particular score to be statistically significant.

**Trauma** is self-reported and we have used the clearest definition of trauma of inform our respondents:

“Trauma is the lasting emotional response that often results from living through a distressing event. Experiencing a traumatic event can harm a person's sense of safety, sense of self, and ability to regulate emotions and navigate relationships”.<sup>1</sup>

1. “Trauma.” *CAMH*, [www.camh.ca/en/health-info/mental-illness-and-addiction-index/trauma](http://www.camh.ca/en/health-info/mental-illness-and-addiction-index/trauma). Accessed 31 Aug. 2023.

# Key findings

# Key Findings

- **22% of respondents report being exposed to trauma at work.**
  - 20% of respondents indicate that the nature of their job involves unavoidable risk to psychological harm
  - Perceptions of unavoidable risk to psychological harm varies significantly by:
    - Sector: First responder (74%) vs. Manufacturing (12%)
    - Business size: Small businesses (16%) vs. medium (23%) and large sized businesses (25%)
    - Several demographic factors: Notably mental impairment (33%) and chronic pain (28%)
  - The sectors that indicated unavoidable risks of psychological trauma at work are similar to the profile of those indicating experiencing trauma. However, more demographic segments showed a high prevalence of trauma despite having a moderate rate of psychological risks, including those who have mental impairment (45%), chronic pain (43%), physical disability (38%), or a mood disorder (34%).
- **Two-fifths of respondents (38%) are still impacted by their trauma, while half (48%) have recovered from it.**
  - A sizeable portion of respondents below 55 years old (42%), those living in British Columbia (47%), those who identify as 2SLGBTQ+ (52%), have a mental impairment (66%), or have a mood disorder (52%), say they continue to be affected by their trauma experience.
- **Clients (46%), coworkers (29%), and direct managers (27%) are the most frequent sources of workplace trauma.**
  - A large proportion (69%) of health care workers who experienced trauma say it was caused by customers or clients.
  - Younger respondents are also more likely to experience trauma from customers (54%), while middle-aged respondents report more trauma from coworkers, direct managers, accidents, or workplace policies.
  - Self-reported trauma caused by other employees (managers, co-workers and senior executives) or organizational culture (policies and values) is more likely to remain unresolved.

# Key Findings

- **27% of respondents indicated that people at work do not often or always recognize the importance of protecting employees' physical safety.**
  - 30% of respondents indicated that their employers do not successfully address physical threats at work often or always.
  - The majority of respondents (64%) believe they have enough time to complete their task, and think deadlines are appropriate (63%).
  - A large majority (78%) of respondents reported having everything needed to perform their work.
- **45% of respondents indicated that people at work do not often or always recognize the importance of protecting employee psychological safety.**
  - 48% of respondents indicated that when psychological risks are identified, employers are not often or always effective at responding.
  - 53% of respondents indicated that employers did not often or always help them cope with workplace stress.
  - 55% of respondents indicate being burned out at their job sometimes, often or always.
  - However, more than half of (55%), also indicate that they burn out often at work.

# Key Findings by Segment

- **Age groups**

- Respondents 55 years or older are less likely to experience psychological harm at work (15%) compared to middle-aged and young respondents (24%).
- Additionally, respondents below 55 years old are more likely to continue to be affected by their experience of self-reported trauma (roughly 42%) compared to those above 55 years old (30%).
- More respondents aged between 35 and 54 years old also reported experiencing trauma at work (26%) compared to younger (21%) and older respondents (20%).
- Younger respondents reported experiencing trauma from customers (54%) more frequently. While middle-aged respondents reported experiencing more trauma from coworkers (33%) or direct managers (32%) than younger respondents).

- **Industry**

- Health care workers (51%), first responders (43%), and educators (50%) reported higher frequencies on indicators of trauma and stress at work. These three groups report higher rates of psychological harm at work compared to other sectors. Among health care workers specifically, seven-in-ten (69%) say they experienced trauma from customers or clients.
- Those working in finance, legal, or insurance services reported experiencing trauma more frequently from their direct manager (45%) than other sectors.

- **Marginalized groups**

- More than half of respondents who identified as racialized Canadians, as well as those with mental impairment or a mood disorder, have reported exposure to trauma and stress at work. Additionally, racialized Canadians (24%), those with mental impairment (33%), and those with chronic pain (28%), are at a higher risk of experiencing psychological harm at work. Individuals identifying as 2SLGBTQ+ (52%), those with mental impairment (66%), and those with a mood disorder (52%), also report experiencing ongoing effects of their trauma experience.

## Detailed findings



# Indicators for Workplace Stress and Trauma

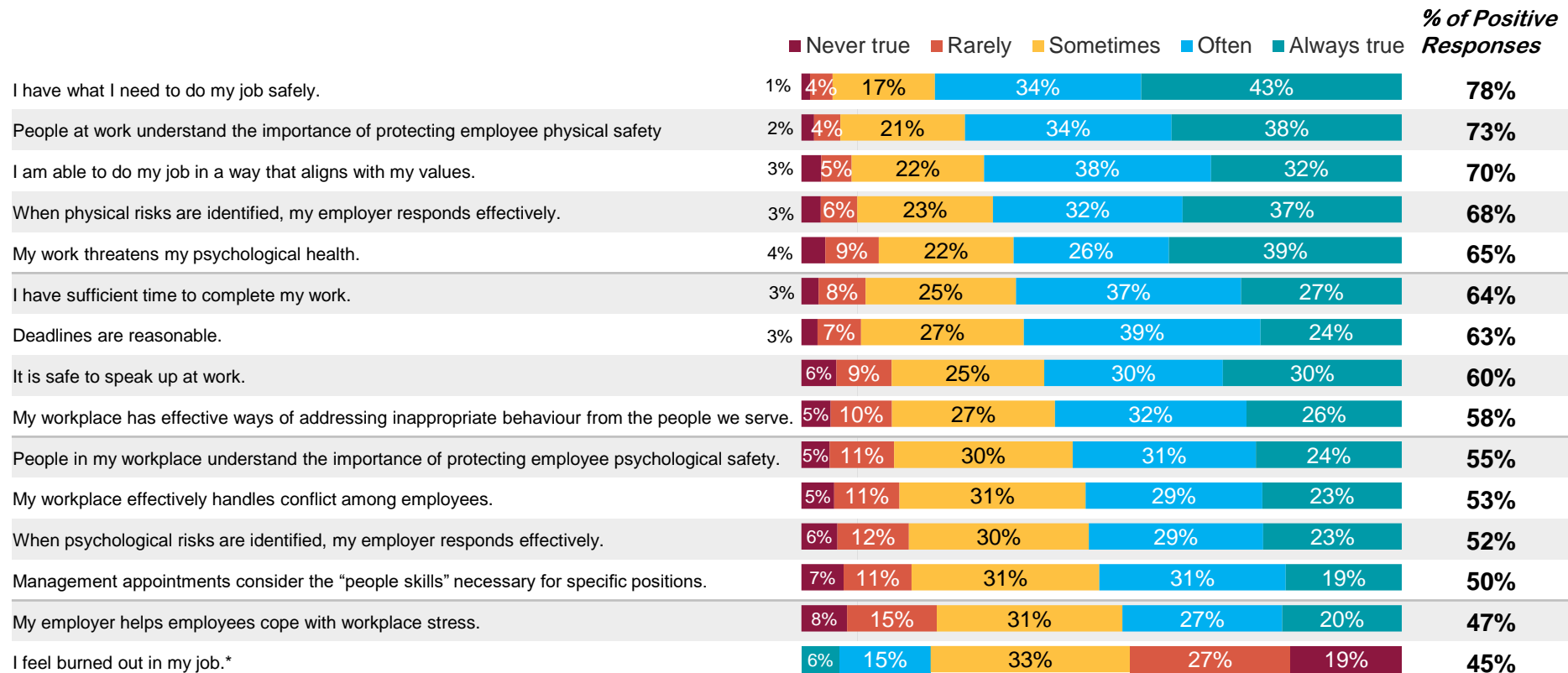
These statements are used for indicating the extent to which employees report feeling stressed or traumatized at work.

Guarding Minds at Work was commissioned by Canada Life and additional resources are supported by Workplace Strategies for Mental Health.

© Samra, J., Gilbert, M., Shain, M., Bilsker, D. 2009-2020, with amendments by Stuart, H. 2022. All rights reserved. Website development and data storage by the Canadian Centre for Occupational Health and Safety (CCOHS).

# Indicators of Stress and Trauma

- 30% of respondents indicated that their employers **do not often or always successfully address physical threats at work**.
- The majority of respondents (64%) believe they have enough time to complete their task, and think deadlines are appropriate (63%).
- A large majority (78%) of respondents reported having everything needed to perform their work.



Workplace Stress and Trauma Index  
**60%**  
Average of the positive responses from all indicator statements

**% of Positive Responses**  
This column shows the percentage of positive responses for each indicator for stress and trauma. This is those who reported that positive conditions exist always or often or that negative conditions rarely or never exist.

n= 5505 - Q: For each of the following statements, please indicate how frequently this occurs in your workplace, using a scale of 1 to 5, where 1 means the statement is never true and 5 it is always true in every instance. Choose 2 to 4 if Rarely (2), Sometimes (3) or Often (4) better represents the frequency to which you believe this statement is true; Positive scores (displayed in the table) may differ from their sum in the chart by ±1% due to rounding off.

\* "Never/Rarely" used for summarizing negatively phrased statements.

# Workplace Stress and Trauma Index By Segment



% of Positive Responses	% Positive Responses	Age			Manager		Region						Industry					
		18-34	35-54	55+	Manager	Not manager	ATL	QC	ON	PR	AB	BC	Health care	First responders	Education	Finance/legal/insurance	Manufacturing	Retail
Indicators for Workplace Stress and Trauma	60%	<b>53% ▼</b>	<b>57% ▼</b>	<b>67% ▲</b>	61%	60%	62%	62%	61%	57%	57%	57%	<b>51% ▼</b>	<b>43% ▼</b>	<b>50% ▼</b>	64%	62%	53%

% of Positive Responses	% Positive Responses	Marginalized Groups								Organization Size			Unionized Position	
		Racialized Canadians	2SLGBTQ+	Mental Impairment	Mood Disorder	Physical Disability	Chronic Pain	None (Marginalized groups)	Not a Racialized Canadian	Less than 100	101-500	501+	Unionized	Not unionized
Indicators for Workplace Stress and Trauma	60%	<b>54% ▼</b>	55%	<b>49% ▼</b>	<b>55% ▼</b>	62%	57%	62%	61%	<b>64% ▲</b>	58%	<b>56% ▼</b>	<b>52% ▼</b>	<b>64% ▲</b>

n= 5505 - Q: For each of the following statements, please indicate how frequently this occurs in your workplace, using a scale of 1 to 5, where 1 means the statement is never true and 5 it is always true in every instance. Choose 2 to 4 if Rarely (2), Sometimes (3) or Often (4) better represents the frequency to which you believe this statement is true; Significant changes are less detectable in segments with a smaller number of respondents but can still be inferred directionally.

\* 'Never/Rarely' used for summarizing negatively-phrased statements.

# Stress and Trauma Indicators by Segment



Indicator of Stress and Trauma	% Positive Responses	Age			Manager		Region						Industry					
		18-34	35-54	55+	Manager	Non manager	ATL	QC	ON	PR	AB	BC	Health care	First responders	Education	Finance/legal/insurance	Manufacturing	Retail
Deadlines are reasonable.	63%	57% ▼	59% ▼	70% ▲	62%	64%	69%	62%	64%	64%	62%	60%	56% ▼	50%	58%	64%	62%	56%
I have sufficient time to complete my work.	64%	57% ▼	60% ▼	73% ▲	60% ▼	66% ▲	67%	67%	65%	63%	60%	60% ▼	55% ▼	57%	53% ▼	62%	67%	54%
My work threatens my psychological health.	65%	54% ▼	60% ▼	76% ▲	60% ▼	67% ▲	64%	69% ▲	64%	62%	60% ▼	65%	53% ▼	27% ▼	58%	65%	64%	67%
Management appointments consider the "people skills" necessary for specific positions.	50%	46% ▼	47% ▼	57% ▲	56% ▲	47% ▼	52%	48% ▼	54% ▲	48%	50%	47%	45%	33% ▼	43% ▼	57% ▲	50%	52%
My employer helps employees cope with workplace stress.	47%	41% ▼	45% ▼	52% ▲	49% ▲	45% ▼	51%	47%	48%	44%	44%	42% ▼	39% ▼	43%	33% ▼	57% ▲	46%	39%
People in my workplace understand the importance of protecting employee psychological safety.	55%	49% ▼	53% ▼	61% ▲	58% ▲	53% ▼	57%	59% ▲	56%	49%	52%	50% ▼	47% ▼	48%	46% ▼	62% ▲	54%	40% ▼
When psychological risks are identified, my employer responds effectively.	52%	46% ▼	51%	58% ▲	55% ▲	50% ▼	53%	56% ▲	52%	50%	49%	48% ▼	45%	40%	39% ▼	57% ▲	54%	50%
I have what I need to do my job safely.	78%	69% ▼	76% ▼	85% ▲	76%	79%	81%	81% ▲	77%	75%	78%	74% ▼	69% ▼	57% ▼	67% ▼	82% ▲	79%	74%
People at work understand the importance of protecting employee physical safety	73%	64% ▼	71%	80% ▲	73%	72%	75%	76% ▲	74%	67%	70%	69%	64% ▼	54% ▼	65% ▼	76%	77% ▲	69%
When physical risks are identified, my employer responds effectively.	68%	60% ▼	68%	74% ▲	70%	67%	71%	70%	70% ▲	63%	64% ▼	63% ▼	60% ▼	46% ▼	54% ▼	77% ▲	76% ▲	58%
My workplace has effective ways of addressing inappropriate behaviour from the people we serve.	58%	52% ▼	55% ▼	63% ▲	61% ▲	56% ▼	55%	58%	61% ▲	54%	54%	55%	45% ▼	36% ▼	45% ▼	65% ▲	60%	46%
My workplace effectively handles conflict among employees.	53%	49% ▼	50% ▼	58% ▲	56% ▲	51% ▼	57%	51%	56% ▲	51%	49%	48% ▼	40% ▼	31% ▼	42% ▼	56% ▲	56%	45%
I feel burned out in my job.	45%	32% ▼	38% ▼	60% ▲	40% ▼	48% ▲	43%	50% ▲	45%	45%	41% ▼	43%	35% ▼	28% ▼	35% ▼	45%	51% ▲	37%
It is safe to speak up at work.	60%	56% ▼	56% ▼	65% ▲	63% ▲	58% ▼	61%	58%	61%	57%	58%	59%	49% ▼	44% ▼	50% ▼	65% ▲	63%	53%
I am able to do my job in a way that aligns with my values.	70%	61% ▼	67% ▼	78% ▲	69%	70%	70%	75% ▲	69%	65%	67%	66% ▼	63% ▼	48% ▼	67%	75% ▲	67%	59%

n= 5505 - Q: For each of the following statements, please indicate how frequently this occurs in your workplace, using a scale of 1 to 5, where 1 means the statement is never true and 5 it is always true in every instance. Choose 2 to 4 if Rarely (2), Sometimes (3) or Often (4) better represents the frequency to which you believe this statement is true; Significant changes are less detectable in segments with a smaller number of respondents but can still be inferred directionally.

\* "Never/Rarely" used for summarizing negatively-phrased statements.

# Stress and Trauma Indicators by Segment - continued



Indicator of Stress and Trauma	% Positive Responses	Marginalized Groups								Organization Size			Unionized Position	
		Racialized Canadian	2SLGBTQ+	Mood Disorder	Mental Impairment	Chronic Pain	Physical disability	Non marginalized groups	Not a racialized person	Less than 100	101-500	501+	Unionized	Not unionized
Deadlines are reasonable.	63%	<b>56% ▼</b>	61%	63%	55%	66%	68%	<b>64% ▲</b>	<b>64% ▲</b>	<b>68% ▲</b>	<b>59% ▼</b>	<b>58% ▼</b>	<b>56% ▼</b>	<b>66% ▲</b>
I have sufficient time to complete my work.	64%	<b>57% ▼</b>	<b>57% ▼</b>	62%	57%	62%	63%	<b>66% ▲</b>	<b>66% ▲</b>	<b>69% ▲</b>	62%	<b>60% ▼</b>	<b>57% ▼</b>	<b>67% ▲</b>
My work threatens my psychological health.	65%	<b>58% ▼</b>	<b>54% ▼</b>	<b>49% ▼</b>	<b>45% ▼</b>	<b>58% ▼</b>	62%	<b>68% ▲</b>	<b>66% ▲</b>	<b>69% ▲</b>	62%	<b>61% ▼</b>	<b>56% ▼</b>	<b>69% ▲</b>
Management appointments consider the “people skills” necessary for specific positions.	50%	<b>48%</b>	49%	48%	46%	49%	57%	51%	51%	<b>54% ▲</b>	50%	<b>46% ▼</b>	<b>39% ▼</b>	<b>55% ▲</b>
My employer helps employees cope with workplace stress.	47%	<b>42% ▼</b>	41%	<b>39% ▼</b>	<b>34% ▼</b>	<b>40% ▼</b>	43%	<b>49% ▲</b>	<b>47% ▲</b>	<b>50% ▲</b>	47%	<b>43% ▼</b>	<b>38% ▼</b>	<b>51% ▲</b>
People in my workplace understand the importance of protecting employee psychological safety.	55%	<b>48% ▼</b>	<b>46% ▼</b>	<b>47% ▼</b>	<b>39% ▼</b>	49%	58%	<b>58% ▲</b>	<b>56% ▲</b>	<b>58% ▲</b>	53%	<b>52% ▼</b>	<b>48% ▼</b>	<b>58% ▲</b>
When psychological risks are identified, my employer responds effectively.	52%	<b>46% ▼</b>	47%	<b>44% ▼</b>	42%	47%	53%	<b>55% ▲</b>	<b>54% ▲</b>	<b>56% ▲</b>	51%	<b>48% ▼</b>	<b>43% ▼</b>	<b>56% ▲</b>
I have what I need to do my job safely.	78%	<b>71% ▼</b>	<b>72% ▼</b>	78%	<b>64% ▼</b>	79%	79%	<b>80% ▲</b>	<b>79% ▲</b>	<b>80% ▲</b>	77%	<b>75% ▼</b>	<b>71% ▼</b>	<b>81% ▲</b>
People at work understand the importance of protecting employee physical safety	73%	<b>65% ▼</b>	68%	73%	<b>60% ▼</b>	74%	<b>80% ▲</b>	<b>74% ▲</b>	<b>74% ▲</b>	<b>74% ▲</b>	73%	<b>71% ▼</b>	<b>66% ▼</b>	<b>76% ▲</b>
When physical risks are identified, my employer responds effectively.	68%	<b>63% ▼</b>	64%	67%	<b>58% ▼</b>	65%	68%	<b>69% ▲</b>	<b>69% ▲</b>	<b>70% ▲</b>	67%	<b>66% ▼</b>	<b>59% ▼</b>	<b>72% ▲</b>
My workplace has effective ways of addressing inappropriate behaviour from the people we serve.	58%	<b>54% ▼</b>	53%	54%	48%	53%	61%	<b>59% ▲</b>	<b>59% ▲</b>	<b>61% ▲</b>	57%	<b>55% ▼</b>	<b>49% ▼</b>	<b>62% ▲</b>
My workplace effectively handles conflict among employees.	53%	<b>48% ▼</b>	51%	49%	43%	47%	54%	<b>54% ▲</b>	<b>54% ▲</b>	<b>58% ▲</b>	51%	<b>48% ▼</b>	<b>42% ▼</b>	<b>57% ▲</b>
I feel burned out in my job.	45%	<b>38% ▼</b>	<b>35% ▼</b>	<b>29% ▼</b>	<b>34% ▼</b>	<b>38% ▼</b>	48%	<b>49% ▲</b>	<b>47% ▲</b>	<b>50% ▲</b>	<b>40% ▼</b>	<b>41% ▼</b>	<b>36% ▼</b>	<b>49% ▲</b>
It is safe to speak up at work.	60%	<b>54% ▼</b>	58%	58%	<b>47% ▼</b>	56%	63%	<b>61% ▲</b>	<b>61% ▲</b>	<b>66% ▲</b>	58%	<b>53% ▼</b>	<b>48% ▼</b>	<b>65% ▲</b>
I am able to do my job in a way that aligns with my values.	70%	<b>62% ▼</b>	65%	68%	64%	70%	75%	<b>72% ▲</b>	<b>71% ▲</b>	<b>72% ▲</b>	<b>65% ▼</b>	68%	<b>65% ▼</b>	<b>72% ▲</b>

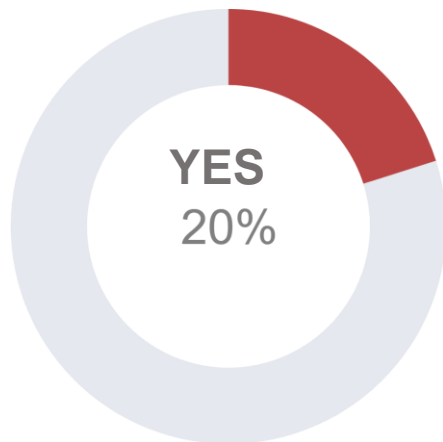
n= 5505 - Q: For each of the following statements, please indicate how frequently this occurs in your workplace, using a scale of 1 to 5, where 1 means the statement is never true and 5 it is always true in every instance. Choose 2 to 4 if Rarely (2), Sometimes (3) or Often (4) better represents the frequency to which you believe this statement is true; Significant changes are less detectable in segments with a smaller number of respondents but can still be inferred directionally.

\* "Never/Rarely" used for summarizing negatively-phrased statements.

# 20% of respondents indicate that the nature of their job involves unavoidable risk to psychological harm.

- 45% of respondents indicated that people at work do not often or always recognize the importance of protecting employee psychological safety.
- 48% of respondents indicated that when psychological risks are identified, employers are not often or always effective at responding.
- 53% of respondents indicated that employers did not often or always help them cope with workplace stress.

## THE NATURE OF MY WORK INCLUDES UNAVOIDABLE RISK OF PSYCHOLOGICAL HARM.



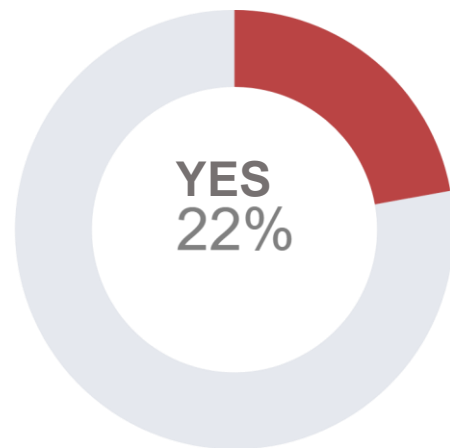
18-34	35-54	55+	Manager	Not manager	ATL	QC	ON	PR	AB	BC	Health care	First responders	Education	Finance/legal /insurance	Manufacturing	Retail
24% ▲	24% ▲	15% ▼	23% ▲	18% ▼	20%	19%	20%	22%	21%	22%	37% ▲	74% ▲	28% ▲	15% ▼	12% ▼	18%
Racialized Canadian	2SLGBTQ+	Mood Disorder	Mental Impairment	Chronic Pain	Physical disability	None (Marginalized groups)	Not a racialized person	Less than 100	101-500	501+	Unionized	Not unionized				
24% ▲	24%	23%	33% ▲	28% ▲	22%	18% ▼	19% ▼	16% ▼	25% ▲	23% ▲	30% ▲	16% ▼				

Q64: The nature of my work includes unavoidable risk of psychological harm. n= 5505

# 22% of respondents report being exposed to trauma at work

- 20% of respondents indicate that the nature of their job involves unavoidable risk to psychological harm
- Perceptions of unavoidable risk to psychological harm varies significantly by:
  - Sector: First responder (74%) vs. Manufacturing (12%)
  - Business size: Small businesses (16%) vs. medium (23%) and large sized businesses (25%)
  - Several demographic factors: Notably mental impairment (33%) and chronic pain (28%)
- The sectors that indicated unavoidable risks of psychological trauma at work are similar to the profile of those indicating experiencing trauma. However, more demographic segments showed a high prevalence of trauma despite having a moderate rate of psychological risks, including those who have mental impairment (45%), chronic pain (43%), physical disability (38%), or a mood disorder (34%).

## I HAVE BEEN EXPOSED TO A TRAUMA AT WORK.



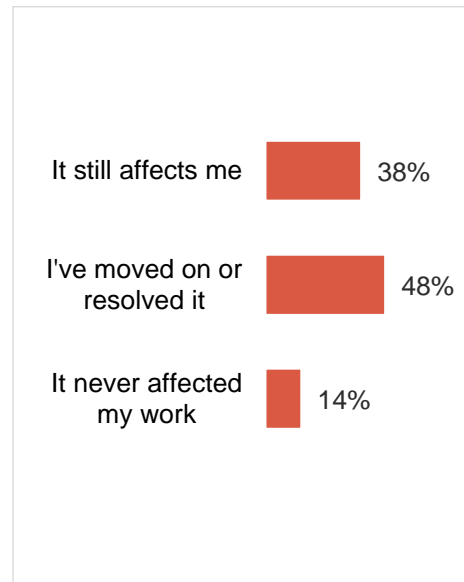
18-34	35-54	55+	Manager	Non manager	ATL	QC	ON	PR	AB	BC	Health care	First responders	Education	Finance/legal/insurance	Manufacturing	Retail
21%	26% ▲	20% ▼	25% ▲	21% ▼	25%	19% ▼	21%	21%	25%	28% ▲	40% ▲	66% ▲	29% ▲	13% ▼	13% ▼	26%
Racialized Canadian	2SLGBTQ+	Mood Disorder	Mental Impairment	Chronic Pain	Physical disability	Non marginalized groups	Not a racialized person	Less than 100	101-500	501+	Unionized	Not unionized				
24%	29% ▲	34% ▲	45% ▲	43% ▲	38% ▲	19% ▼	22%	19% ▼	24%	26% ▲	32% ▲	18% ▼				

Q65: I have been exposed to a trauma at work. n= 5505

# Of those who reported experiencing trauma at work, 48% indicated their trauma was resolved, while 38% report still being affected

- A sizeable proportion of respondents **below 55 years old** (42%), those living in **British Columbia** (47%), as well as those who identify as **2SLGBTQ+** (52%), have a **mental impairment** (66%), or have a **mood disorder** (52%), say they **continue to be affected** by their self-reported trauma experience.
- Those working in **large organizations** (501+ employees) are more likely to say they have **moved on or resolved** their self-reported trauma (52%).

## HOW HAS THIS TRAUMA IMPACTED YOUR WORK?



	18-34	35-54	55+	Manager	Non manager	ATL	QC	ON	PR	AB	BC	Health care	First responders	Education	Finance/legal/insurance	Manufacturing	Retail
It still affects me	43% ▲	42%	30% ▼	41%	36%	39%	32% ▼	38%	26% ▼	41%	47% ▲	32% ▼	48%	36%	46%	51%	34%
I've moved on or resolved it	46%	45%	51%	46%	49%	49%	52%	49%	56%	46%	39% ▼	53%	39%	48%	34%	39%	60%
It never affected my work	11%	13%	18% ▲	13%	15%	11%	17%	13%	18%	13%	15%	15%	12%	15%	20%	10%	6%

	Racialized Canadian	2SLGBTQ+	Mood Disorder	Mental Impairment	Chronic Pain	Physical disability	Non marginalized groups	Not a racialized person	Less than 100	101-500	501+	Unionized	Not unionized
It still affects me	41%	52% ▲	52% ▲	66% ▲	42%	44%	33% ▼	37%	38%	46% ▲	36%	38%	38%
I've moved on or resolved it	51%	36%	41%	25% ▼	42%	40%	49%	47%	44%	42%	52% ▲	49%	47%
It never affected my work	8% ▼	12%	7% ▼	9%	16%	16%	17% ▲	16% ▲	18% ▲	12%	12%	13%	15%



# Of those who reported experiencing trauma at work, 46% was caused by clients, 29% by coworkers and 27% by direct managers

- **Younger** respondents are more likely to report experiencing trauma from **customers** (54%), compared to middle-aged (44%) or older respondents (42%). More **middle-aged** respondents reported trauma caused by **coworkers** (33%), **direct managers** (32%), an **accident** (21%) or **workplace policies** (18%), compared to other age cohorts. Respondents 55 years or older are less likely to experience psychological harm at work (15%) compared to middle-aged and young respondents (24%). More respondents aged between 35 and 54 years old also reported experiencing trauma at work (26%) compared to younger (21%) and older respondents (20%).
- **Albertans** (33%) and **British Columbians** (35%) reported more traumatic experiences from their **direct managers** than those from other provinces.
- Seven-in-ten (69%) **health care** workers say they experienced trauma from **customers or clients**. While those working in **finance, legal or insurance services** are more likely to say they experience trauma from their **direct manager** (45%) compared to other sectors.

## HOW WOULD YOU CATEGORIZE THE TRAUMA YOU'VE EXPERIENCED?



	18-34	35-54	55+	Manager	Non manager	ATL	QC	ON	PR	AB	BC	Health care	First responders	Education	Finance/legal/insurance	Manufacturing	Retail
Customers or clients	54% ▲	44%	42%	44%	47%	60% ▲	36% ▼	49%	38%	40%	52%	69% ▲	45%	49%	44%	18% ▼	57%
Coworkers	24% ▼	33% ▲	29%	28%	30%	21%	27%	30%	31%	28%	33%	34%	22%	26%	28%	39%	37%
Direct manager	28%	32% ▲	21% ▼	29%	26%	23%	33% ▲	26%	21%	35% ▲	22%	18% ▼	37%	19% ▼	45% ▲	36%	26%
An accident of some sort	16%	21% ▲	14%	19%	17%	21%	15%	16%	18%	22%	20%	12%	33% ▲	16%	8%	29% ▲	18%
Senior executives	13%	19%	16%	16%	17%	13%	21%	15%	12%	18%	17%	8% ▼	24%	14%	10%	28% ▲	14%
Workplace policies	12%	18% ▲	14%	15%	15%	9%	11%	15%	21%	18%	19%	15%	11%	13%	12%	19%	19%
Values compromised	12%	13%	8%	11%	11%	10%	8%	11%	10%	13%	13%	12%	5%	7%	8%	9%	21%

Q67: How would you categorize the trauma you've experienced? n= 1275 (Those who experienced trauma)



# Several marginalized groups reported being traumatized as a result of their values being compromised

- Respondents with **mental impairment** or a **mood disorder** are more likely than others to report experiencing trauma from their **values being compromised** (21% and 18% resp.) and because of their **direct managers** (44% and 36%). Similarly, those with **chronic pain** are more likely than others to attribute their self-reported trauma to their **values being compromised** (16%) and to **workplace policies** (22%).
- Those working in **larger organizations** (501+ employees) indicated more trauma caused by **senior executives** and **workplace policies**.
- **Unionized workers** are more likely to report experiencing trauma from customers or clients (51%).

## HOW WOULD YOU CATEGORIZE THE TRAUMA YOU'VE EXPERIENCED?

	Total	Racialized Canadian	2SLGBTQ+	Mood Disorder	Mental Impairment	Chronic Pain	Physical disability	Non marginalized groups	Not a racialized person	Less than 100	101-500	501+	Unionized	Not unionized
Customers or clients	46%	45%	54%	48%	55%	50%	46%	44%	46%	42%	47%	49%	<b>51% ▲</b>	<b>42% ▼</b>
Coworkers	29%	31%	35%	<b>37% ▲</b>	38%	30%	39%	28%	29%	27%	35%	29%	28%	30%
Direct manager	27%	28%	25%	<b>36% ▲</b>	<b>44% ▲</b>	32%	29%	25%	27%	26%	24%	29%	24%	29%
An accident of some sort	18%	16%	27%	17%	13%	19%	25%	18%	18%	17%	18%	18%	17%	18%
Senior executives	16%	19%	20%	13%	19%	19%	18%	16%	16%	15%	12%	<b>19% ▲</b>	16%	17%
Workplace policies	15%	16%	14%	18%	20%	<b>22% ▲</b>	18%	13%	15%	12%	14%	<b>18% ▲</b>	17%	14%
Values compromised	11%	8%	9%	<b>18% ▲</b>	<b>21% ▲</b>	<b>16% ▲</b>	<b>19% ▲</b>	11%	12%	11%	<b>15% ▲</b>	9%	10%	12%

Q67: How would you categorize the trauma you've experienced? n= 1275 (Those who experienced trauma)

# Trauma from employees or organizational culture is more likely to remain unresolved

- Respondents who experience self-reported trauma **from clients** (53%) were more likely to say their **trauma was resolved** compared to other types of trauma.
- Those who report experiencing trauma from their **direct manager** (52%), **senior executives** (54%) or **co-workers** (48%) are more likely to indicate that they are **still affected** by their experience.
- Self-reported trauma caused by organizational factors such as **workplace policies** (58%), and **corporate values** (55%) tend to have long lasting effects.

	Total	Source of trauma						
		Customers or clients	Coworkers	Direct manager	An accident of some sort	Senior executives	Workplace policies	Values compromised
It still affects me	38%	31% ▼	48% ▲	52% ▲	36%	54% ▲	58% ▲	55% ▲
I've moved on or resolved it	48%	53% ▲	45%	41% ▼	47%	43%	35% ▼	36% ▼
It never affected my work	14%	16%	7% ▼	7% ▼	17%	4% ▼	7% ▼	8% ▼

# Qualitative Findings

## The most mentioned forms of supports offered for trauma at work are paid time off, EAP and counselling

*Support usually looks like giving paid time off work, helping with day-to-day expenses, if needed, and helping to get proper health care through benefits or free therapy.*

*Our management team and HR team are both very supportive of everyone. We also have an EAP and lots of support from fellow employees. It's like family here.*

*We have psychological benefits provided to us by our work insurance. Any trauma is also addressed by leadership and brought up so that it doesn't happen again.*

*EAP is always available and is a 24/7 tool via a toll-free telephone number.*

**Open ended question:** Thinking of the support provided by your employer to those who have experienced trauma at work, please tell us what that support looks like and if was helpful?

### Primary responses:

- Paid time off
- EAP
- Counselling
- Psychological support
- Phone support
- Encouragement
- Benefits
- Resources
- Third party resources

Q69: Thinking of the support provided by your employer to those who have experienced trauma at work, please tell us what that support looks like and if was helpful? (Open-end) n= 5505