



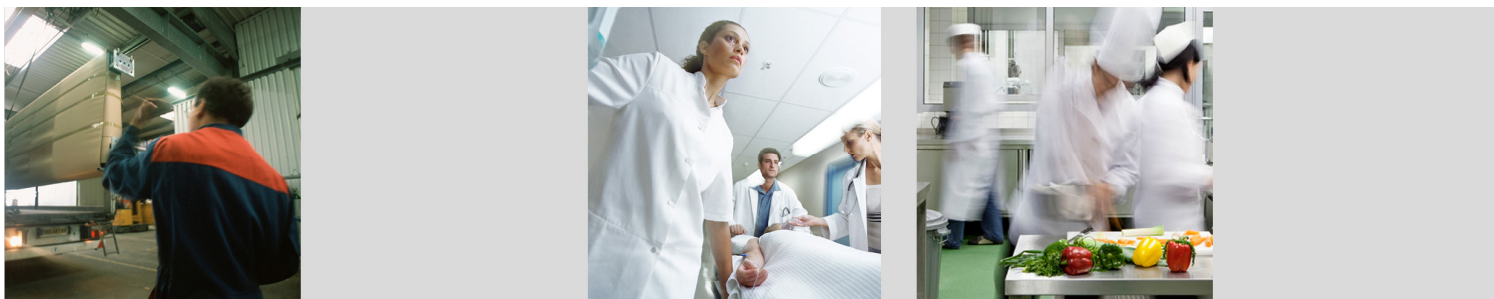
## SLIC 2012 - Campaign on psychosocial risks – Country report I (ESTONIA)

### General description

National legislation	<p><b>The Occupational Health and Safety Act</b> regulating the field of occupational health and safety in Estonia provides for that factors, including psychological risk factors present in the work environment do not endanger the life or health of workers or that of other persons in the work environment. In the Act psychological risk factors are aspects which may in time lead to the changes in the psychological status of an employee. Such aspects include both monotonous work, work not suitable to the abilities of a worker as well as all factors that may cause changes in the mental and physical state of a worker.</p> <p>The OSH Act can be found here:  <a href="http://www.legaltext.ee/et/andmebaas/tekst.asp?loc=text&amp;dok=X30078K7&amp;keel=en&amp;pg=1&amp;ptyyp=RT&amp;tyyp=X&amp;query=Occupational+Health+and+Safety+Act">http://www.legaltext.ee/et/andmebaas/tekst.asp?loc=text&amp;dok=X30078K7&amp;keel=en&amp;pg=1&amp;ptyyp=RT&amp;tyyp=X&amp;query=Occupational+Health+and+Safety+Act</a></p>
Campaign goals or indicators	<p>The objective of the campaign was to obtain an overview of psychosocial risks in health care institutions, risk assessment of them, their prevention and reduction. By dissemination of the information we wanted workers to be aware of their problems and to admit them. In conclusion we can say that the campaign resulted in better awareness of both employers and employees, indicating bottlenecks that need to be considered for psychosocial risk factors.</p>
Sectors inspected	<p><b>Health care sector</b> (hospitals and retirement houses).</p>
SLIC inspection tools and methods	<p>Guide for labour inspectors, Psychosocial Risk Assessments, a flyer for employers, Psychosocial risks at work, background, Guidance – inspection of psychosocial risks at work, Work aid/interview guidelines, Stress at work checklist, Guidance tool for hospitals, Guidance tool for hotels and restaurants, Guidance tool for the transport of goods.</p>



<p>National tools (existing tools, development of new national tools or adjustment of campaign tools)</p>	<p>1) <b>The web-page instrument for mapping stress at work</b>- the stress mapping instrument is a questionnaire with 35 questions measuring six important types of work-related stressors. Questions are based on the best available evidence-based knowledge linking job characteristics with health effects. The questionnaire is designed to support principle of sound administration, providing enterprises and organizations feedback on how their staff assesses their psychosocial work environment. The questionnaire has been developed by the Health and Safety Executive in Great Britain (HSE) and its original name is HSE Management Standards Indicator Tool.</p> <p>The web-paged stress mapping instrument enables to compare the result of one`s company with the ones of the whole country (in 2010 there was a nationwide survey) and provides concise information on the state of the company concerning six relevant psychosocial risk factors as well.</p> <p>The web-paged instrument for mapping stress at work is available here: <a href="http://www.stressivastu.ee/">http://www.stressivastu.ee/</a></p> <p>2) <b>The brochure on stress at work</b> – the booklet aims to provide information on the nature and formation mechanisms of stress at work, explain employers` obligations on management of psychosocial risk factors of work environment and give advice to prevent stress at work both on the level of an organization and an employee. The brochure in the Estonian language is available here: <a href="http://www.tooelu.ee/UserFiles/Sisulehtede%20failid/Teemad/T%C3%B6C3%B6stress/Ti_Stress_EST.pdf">http://www.tooelu.ee/UserFiles/Sisulehtede%20failid/Teemad/T%C3%B6C3%B6stress/Ti_Stress_EST.pdf</a></p>
<p>Number of labour inspectors</p>	<p>The total number of labour inspectors? <b>28</b></p> <p>The number of labour inspectors with competence on psychosocial risks? <b>6</b></p> <p>The number of labour inspectors actively taking part in the campaign? <b>6</b></p>



<p>Training</p>	<p>Has specific training for preparation of the campaign taken place?</p> <p><b>Yes</b> (there was one training day for inspectors and the inspectors had an opportunity to participate in information days for health care sector, where they got useful knowledge)</p> <p>Has training material been developed?</p> <p><b>For information days - Yes</b> (everybody who participated in the information days got it, also the inspectors attended there).</p> <p>The number of training days per inspector - <b>1</b></p> <p>The number of inspectors trained – <b>6</b></p>
<p>National evaluation or follow-up</p>	<p>In the course of the campaign nearly all companies were visited for the second time (but in different causes there were only one visit to 4 companies). During the second visit the results of the stress mapping instrument were introduced to the companies (employees answered the questions electronically and the answers went directly to the inspector) and were analysed. The second visit took place a few weeks after the first one. The impact of the visits was not noticeable yet and employers were also of the opinion that more distinct changes could be seen only in half a year or even a year. The Labour Inspectorate has not planned special activities on this issue yet but in the course of general inspection visits inspectors also check whether the company has assessed psychosocial risks.</p>
<p>Development of national information materials</p>	<p>We developed only the material for information days. It was a cooperation with Ms Taimi Elenurm, an occupational psychologist (the material is attached). The information days and the aim of the material is introduction of possibilities of changing psychosocial work environment and experiences related to that (examples of Denmark, the Netherlands and Estonia), discussion and selection of activities, how to improve work environment in Estonian hospitals and nursing homes, planning on how to make changes happen. The expected result was to raise awareness of possibilities to assess and control psychosocial risk factors in the work environment and of the design of primary activities to improve their work environment.</p>



Development of a national campaign website

We did not develop a national website, we used only <http://www.av.se/SLIC2012/>.

### Assessment of the campaign

Usefulness of background material

The target inspection was carried out by six inspectors. Five inspectors thought that the material was usable and one inspector was of the opinion that it was very good. As a comment it was mentioned that there could have been more measures to prevent psychological risk factors or to alleviate them (e.g. useful examples of the best practices in different countries). The manual was distributed to companies visited, and all the rest were distributed at fairs in which the Labour Inspectorate took part. It was also a good material for the inspectors themselves to read as a background material.



<p>Usefulness of the inspection tools (toolkit)</p>	<ul style="list-style-type: none"> <li>• Guidance – inspection of psychosocial risks at work – four inspectors thought that the guidance material was usable, one thought that it was very good and one inspector was of the opinion that it was useless as the same information was available also in other instruction materials. The guidance material was distributed to enterprises visited and all the rest were disseminated at fairs which the Labour Inspectorate attended.</li> <li>• Work aid/interview guidelines – one of the respondents thought that the material was very good, two that it was good and three that it was usable. It was also mentioned that the material may be useful for employers or work environment specialists. The material was distributed to enterprises visited and all the rest were disseminated at fairs which the Labour Inspectorate attended.</li> <li>• Guidance tool for hospitals – three people thought it was usable, one inspector thought it was good and two were of the opinion that it was a very good material which was interesting to read by themselves and to pass on recommendations. The material was distributed to enterprises visited and all the rest were disseminated at fairs which the Labour Inspectorate attended.</li> <li>• Stress at work checklist – two people thought that the questionnaire was usable, two that it was good and two thought that it was very good The material was distributed to enterprises visited and all the rest were disseminated at fairs which the Labour Inspectorate attended.</li> </ul>
<p>Usefulness of the project flyer</p>	<p>The flyer of the campaign was used to notify employers before the target inspection, so that they could familiarize themselves with the content of the campaign.</p>
<p>Usefulness of the project website</p>	<p>The website of the campaign was necessary to be introduced to employers and employees as a website where they can download necessary tools for assessing psychosocial risk factors.</p>



<p>Description of good examples, in attachment if needed</p>	<ul style="list-style-type: none"> <li>• Cooperation with other countries about the trainings</li> <li>• Using the web-page instrument for mapping stress at work</li> <li>• A joint events with colleagues</li> <li>• Trainings about communication (for example with difficult client) and psychology (for example how to handle grief)</li> <li>• Helping each other (colleagues), strong teamwork</li> <li>• Development interviews with workers, joint discussion with colleagues, satisfaction surveys</li> </ul>
<p>The inspectors' overall experiences of the campaign</p>	<p>Inspectors said that there were positive changes in 32 % of companies after the visits, for example the employer complemented the risk assessment or the working plan. The target controls were beneficial in 73 % of companies, employers founded out what are the low places and what kinds of trainings are needed. The awareness of employers increased in 87 % of companies. The awareness of employees increased 73% of companies. Employers of 41 % of companies can now assess risks better than before; they noticed everyday problems, what could inflict damages, but what they haven't taken seriously so far.</p>



The employers' experiences of the campaign

Employers considered that during the campaign the result changed a little bit in 65 % of companies and a lot in 8,1 % of companies. The campaign contributed a much better health and safety management (including prevention) slightly in 60 % of companies and largely in 22 % of companies. The campaign promoted the distribution of information of psychosocial risk factors among the employers and the employees, slightly in 68 % of companies and largely in 27 % of companies. The campaign helped to assess objective risks slightly in 46 % of companies and largely in 30 % of companies.



## Evaluation

Please, scale the following aspects of the event on a 1-5 basis, where 5 signifies “very much”, 4-“somewhat”, 3 – “undecided”, 2 – “not really” and 1 - “not at all”.

	5	4	3	2	1
Did the campaign influence the national priorities?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign induce measures in the enterprises?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign contribute to the OSH management and prevention culture in enterprises?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign contribute to inform employers and workers?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign induce an increase in adequate risk assessments?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign improve the national OSH infrastructure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the campaign stimulate enforcement in SME:s and high risk sectors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the exchange of information with other member states stimulate national development?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>