



TÖÖINSPEKTSIOON



Euroopa Liit
Euroopa Sotsiaalfond

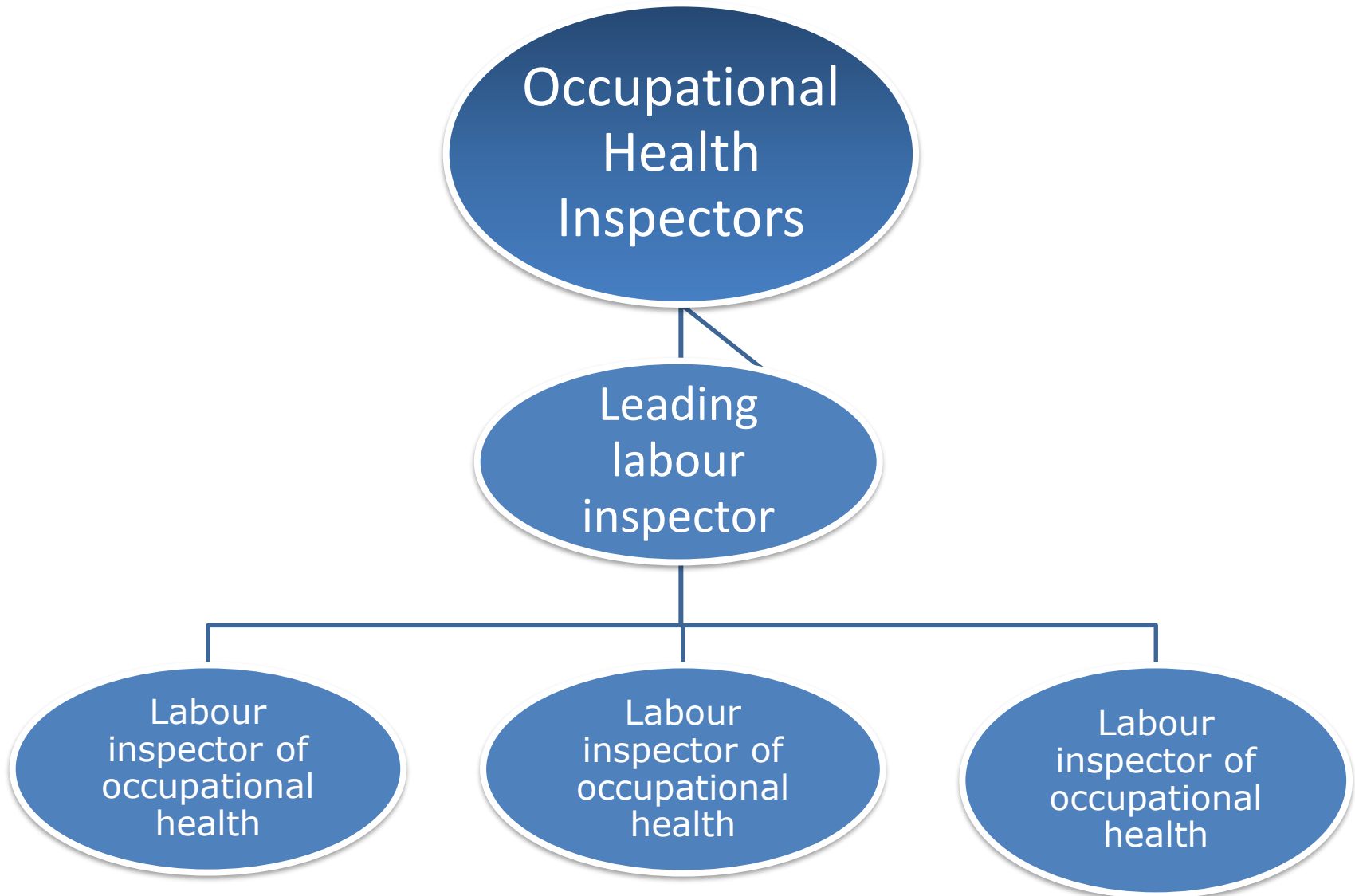


Eesti tuleviku heaks

The role of labour inspectorate in elimination of emotional harassment and conflicts in Estonia

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20.11.2019
Latvia

Supervisory Department



Occupational
diseases

Work-related
illnesses

Target
inspection
visits

Complaints

What we have done

Target inspection visit

✓ 2012

✓ Health care institutions



Target inspection visit



First visit

1. Questions to the employer

- ✓ Has the employer prepared a risk assessment?
- ✓ Does the risk assessment also address psychosocial risk hazards?
- ✓ What psychosocial risk hazards have been considered in the risk assessment?
- ✓ Who participated in the risk assessment?
- ✓ What measures did the employer take after the risk assessment?
- ✓ Is there a need for further action on psychosocial risks?

2. Workplace visit

3. Short interviews with employees



TÖÖSTRESS TEKITAB VIGU

Ära lase tööstressil üle pea kasvada.

Küsitlus | Seaded | Aruanded | Välju

[1]

Huvituja OÜ Tööstressi kaardistamine

Firma kontaktisik: Kaspar (kaspar@lemmikmail.ee)

All olev küsimustik aitab meil paremini korraldada Huvituja OÜ juhtimist. Küsimustikud on anonüümsed. Vastamisel lähtuge palun oma töölaste kogemustest viimase kuu kuu jooksul. Vastamine on vabatahtlik ning võtab aega umbes 10-15 minutit.

Suçu *

Varus *

Osakend *

Küsimus	Hinnang					
	Mitte kunagi	Harva	Mõnikord	Sageli	Alati	Vastamata
1. Ma tean, mida minut töö oodatakse:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ma saan ise otsustada, millal teen puhkepausi:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Erinevad esepooled nõuavad minult töö vastutuliste ülesannete täitmist:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ma tean, mida teha, et oma tööülesandeid täita:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Mind ahistatakse töökohal sõnade või tegudega:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Mulle antud tähtaegadest ei ole võimalik kinni pidada:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Kui töö läheneb raskeks siis töökasliased aitavad mind:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Saan oma tööle toetavat tagasisidet:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Second visit



* Järvamaa Haigla - sisehaiguste osakond (2012-04-30 09:58:56)

Vaheta test

Kokku täidetud 19 küsimustikku.

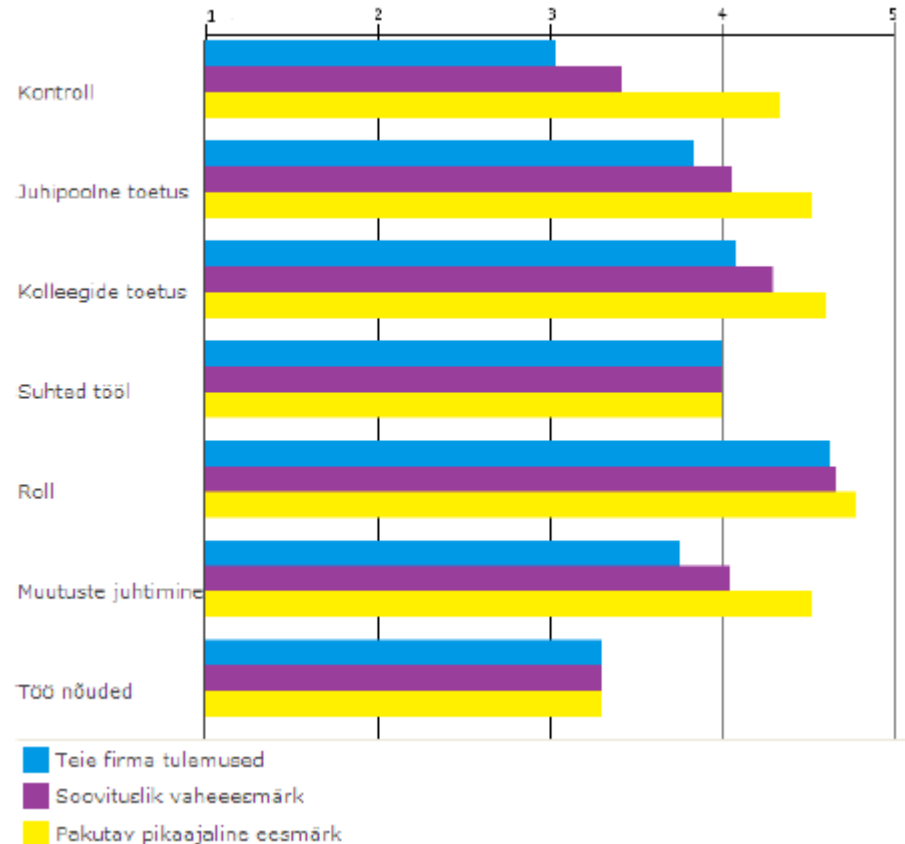
Tulemused

	Teie firma tulemused	Soovituslik vaheeesmärk	Pakutav pikaajaline eesmärk
Kontroll	3.03	3.41	4.33
Juhipoolne toetus	3.83	4.05	4.52
Kolleegide toetus	4.08	4.29	4.6
Suhted töö	3.99	3.99	3.99
Roll	4.62	4.66	4.77
Muutuste juhtimine	3.75	4.04	4.52
Töö nõuded	3.3	3.3	3.3

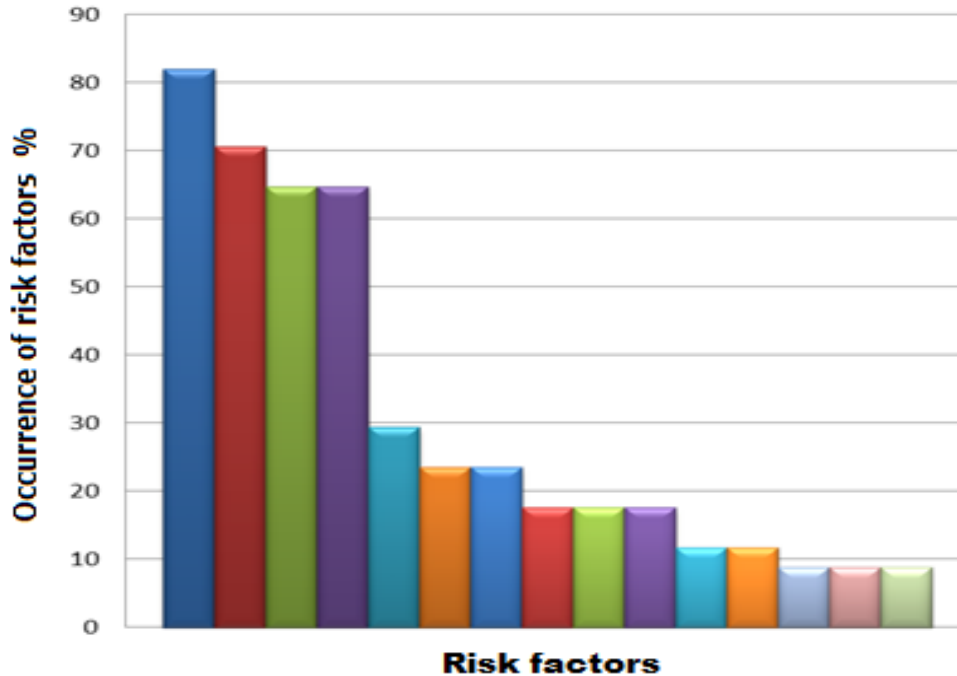
* Järgmistes faktorites läheb sul väga hästi: Suhted töö, Töö nõuded (faktorid on paremad kui 80% vastanute). Me soovime sul seada nendes faktorites omad vahe ja pikaajalised eesmärgid, et säiliks pidev areng

- Läheb hästi - püüdke kõrget taset hoida.
Näitaja kuulub 20% paremate hulka, on sellest kõrgem või ligilähedane
- Olukord on hea, kuid vajab parandamist.
Näitaja on parem kui keskmine, kuid ei kuulu 20% paremate hulka
- Selge vajadus olukorda parandada.
Näitaja on keskmisest madalam, kuid kes ei kuulu veel 20% halvemate hulka
- Olukord vajab kiiret tegutsemist.
Esindab neid, kelle näitaja kuulub 20% halvemate hulka

Diagramm

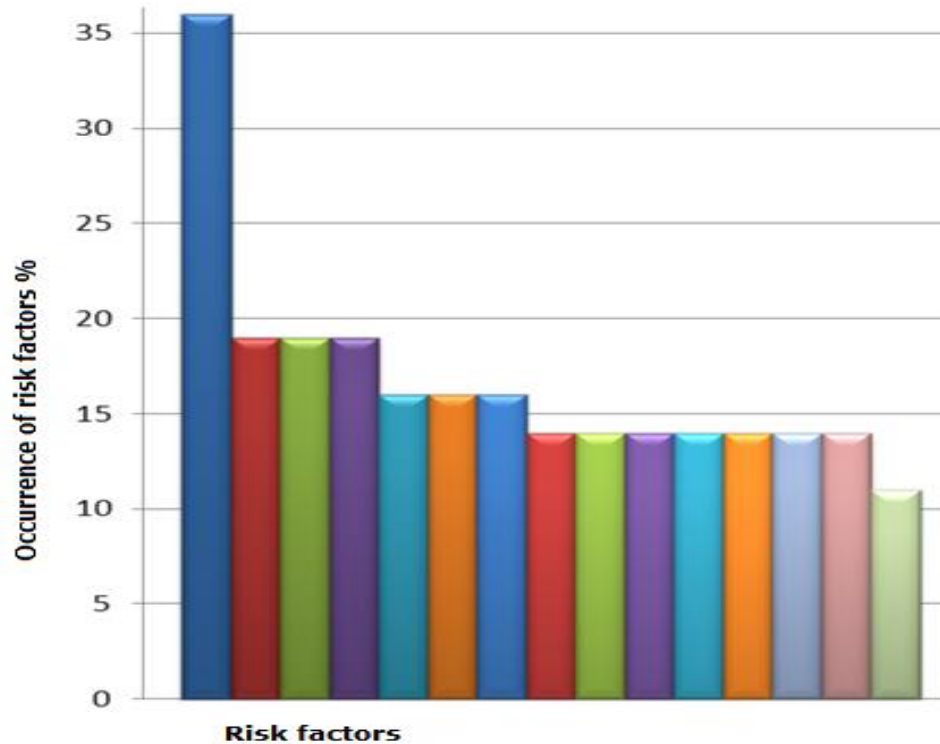


Results



- | | |
|---|---|
|  workload / time pressure |  big responsibility |
|  night work / shift |  precise and strenuous work |
|  relationships between employees |  communication with the patient |
|  threats and violence |  communication with a person with special mental needs |
|  unclear expectations |  drab job |
|  frequent changes |  patient unpredictable behavior |
|  mental overload |  exposure to death |
|  working alone | |

Results



-  good cooperation
-  different trainings
-  comfortable rest rooms
-  good work organization
-  joint events
-  health promotion events
-  violence
-  security guaranteed
-  good working environment
-  low frame rate
-  lack of recognition
-  unrealistic expectations of patients' loved ones
-  drab job
-  high workload
-  low language skills



Target inspection visit

✓ 2017

✓ Welfare institutions

Questionary

1. Workplace risk assessment is available?
2. The risk assessment addresses psychosocial risk hazards?
3. Is an appropriate action plan in place?
4. There is a instruction for dealing with a crisis?
5. Employees are guaranteed additional weekly rest breaks?
6. Employees find time to take breaks?
7. The employer has organized further training on conflict prevention and conflict resolution?

Information about psychosocial hazards

<https://www.tooelu.ee/en/homepage>

Working environment

■ Hazards of the working environment

- Biological hazards
- Ergonomical hazards
- Physical hazards
- Chemical hazards

■ Psychological hazards

■ Organizing working environment

- Compiling the Safety Manual
- First Aid at Workplaces
- Personal Protective Equipment
- Safety Manuals
- Non-work rooms
- Health Check
- Work Equipment
- Teleworking

Working relations

■ Occupational Disease, Work-Related Illnesses, Incapacity for Work

- Occupational disease
- Work-Related Illnesses
- Incapacity for Work
- Occupational Accident

2019

Occupational Health and Safety Act before 2019

§ 9. Physiological and psychological hazards (previous)
(2) **Psychological hazards** are monotonous work or work not corresponding to the abilities of an employee, poor work organisation, working alone for an extended period of time, and other similar factors that may gradually cause changes in the mental state of an employee.

Occupational Health and Safety Act in 2019

§ 9¹. Psychosocial hazards (2019)

(1) Psychosocial hazards are work involving a risk of an accident or violence, unequal treatment, bullying and harassment at work, work not corresponding to the abilities of an employee, working alone for an extended period of time and monotonous work and other factors related to management, organisation of work and working environment that may affect the mental or physical health of an employee, including cause work stress.

Occupational Health and Safety Act in 2019

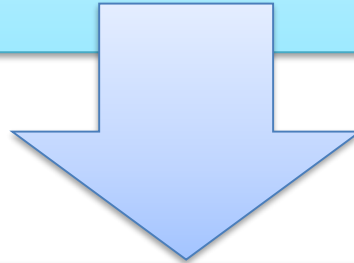
§ 9¹. **Psychosocial hazards (2019)**

(2) In order to prevent damage to health arising from a psychosocial hazard, the employer shall take measures, including adapt the organisation of work and workplace to suit the employee, optimise the employee's workload, enable breaks to be included in the working time for the employee during the working day or shift and improve the enterprise's psychosocial working environment.

Occupational Health and Safety Act

Before 2019

- *work not corresponding to the abilities of an employee*
- *working alone for an extended period of time*
- *monotonous work*
- *other similar factors that may gradually cause changes in the mental state of an employee.*



After 2019

- work involving a risk of an accident or violence
- unequal treatment
- bullying and harassment at work
- other factors related to management, organisation of work and working environment that may affect the mental or physical health of an employee including cause work stress

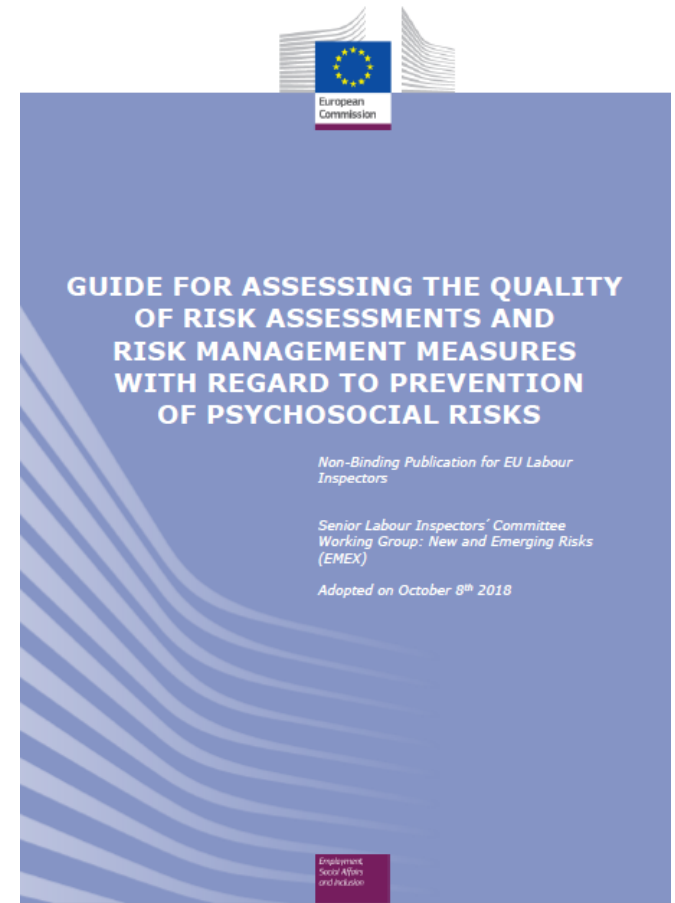
Target inspection visit



- ✓ 2019
- ✓ Cooperation with the Unemployment Insurance Fund
- ✓ People with special needs and disabled employee

Target inspection visit

- ✓ 2019
- ✓ In health care institutions and nursing homes



No	Questions	YES	NO	PARTLY
Risk Assessment				
1.	Has the employer conducted a risk assessment?	32	3	
2.	The risk assessment has been prepared by: 2.1. Internal; 2.2. External.	27 7	- -	
3.	What method was used? 3.1. Interviews ; 3.2. Questionnaires 3.3. Group discussions; 3.4. Observation of the working environment; 3.5. Other, which?.....	11 16 13 24 3	6 6 4 1 10	
4.	Did the risk assessment for the following groups of workers? 4.1. young and old 4.2. women and men 4.3. migrant workers 4.4. temporary-agency workers 4.5. part-time workers 4.6. shift workers 4.7. multicultural working groups 4.8. teleworkers 4.9. Partial working capacity employees 4.10. All the above mentioned groups have been taken into account in the evaluation.	1 1 - - 1 5 1 1 1 -	12 14 7 6 12 9 7 6 9 27	
5.	Did the risk assessment cover all areas of work?	19	11	2
6.	Has the risk assessment of the work environment assessed psychosocial risk hazards?	20	5	7
7.	Has the employer updated the psychosocial risk hazards for risk assessment in 2019?	20	12	
8.	Did the risk assessment cover the following psychosocial risks? 8.1. accident or threat of violence 8.2. bullying and harassment at work 8.3. unequal treatment 8.4. unsuitable work 8.5. working alone 8.6. monotonous work 8.7. management and organization of work 8.8. environment and facilities for work 8.9. mental tension and stress	18 10 7 19 16 12 12 7 24	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Selection and implementation of prevention and protection measures				
9.	Is there a written action plan based on the risk assessment?	25	8	
10.	Action plan measures to reduce psychosocial risk hazards?	11	12	4
11.	Have staff been trained to prevent psychosocial risks?	26	8	
12.	Are the information and guidance on psychosocial risk hazards relevant in the guides?	16	11	6
13.	Instructions and training registered?	24	11	
14.	Have the staff gone to the occupational health doctor?	16	12	6

Final evaluation of the labour inspector				
15.	Does the risk assessment reflect the current state of the work environment?	17	16	
16.	The workers' representative(s) participated in the process to a sufficient degree.	21	12	
17.	The main psychosocial risks were collected and assessed in an appropriate way.	19	13	
18.	All groups of workers were covered.	17	15	
19.	The documentation is appropriate in terms of form and content.	17	16	
20.	Measures have been taken or initiated?	25	8	
21.	Guides that contain PSYCH.OT are readily available?	19	12	
22.	The workers have received appropriate instructions regarding psychosocial risks.	19	14	
23.	Do employees have the opportunity to use separate rest rooms from clients?	30	3	

		Always	Often	Some-times	Rarely	Never
1	Is your workload unevenly distributed so that work is piling up?			1	2	5
2	Is there enough time to complete duties?	7	2			
3	Do you have to work really fast?			1	3	5
4	Can you participate in creating a work schedule?	5	3	1		
5	Is the shift too long?					9
6	Is there good cooperation between colleagues at your workplace?	7	2			
7	How often do you get help and support from your colleagues?	7	2			
8	Do you know exactly what you are responsible for?	8	1			
9	Do you know exactly what is expected of you at work?	8	1			
10	Are you treated fairly in the workplace?	7	2			
11	Are conflicts resolved fairly?	7	2			
12	Are employees recognized if they have done a good job?	6	2	1		

13	Can employees express their opinions?	2	7			
14	How often do you get help and support from your boss?	7	1	1		
15	How often are you stressed?			2	2	4
16	Is your job emotionally difficult?			1	1	5
17	Have you been threatened with violence in the workplace (by clients, their relatives or colleagues)?				1	8
18	Have you been subjected to physical violence in the workplace (by your clients, their relatives or colleagues)?					9
19	Have you been bullied at work (by clients, their relatives or colleagues)?					9
20	Have you felt harassed at work (by clients, their relatives or colleagues)?					9
21	Do you have enough tools for your job?	7	2			
22	Is it exhausting to work alone for a long time?			1	2	6
23	Is the working environment (room size, lighting, noise level, etc.) suitable for the job?	8	1			
24	Are you comfortable restroom and is the room suitable for resting?	9				


TEIS


The Labour Inspectorate is developing a working life information system which includes a working environment self-service and will be one of the options for managing the working environment that will simplify the work of entrepreneurs and reduce the administrative burden and bureaucracy.


TEIS


Turvaline autentimine asutuste e-teenustes


ENGLISH РУССКИЙ


 RIIGI AUTENTIMISTEENUS


 ID-kaart

 Mobiil-ID

 Pangalink

 Smart-ID

 EU citizen

 ID-kaart


Sisselogimiseks vajate kaardilugejat ja kehtivat ID-kaarti. Sisestage ID-kaart kaardilugejasse ja vajutage "Jätkan".

[Jätkan](#)


[Tagasi teenusepakkuja juurde](#)


[Abi id.ee-st](#)

TEIS



TÖÖINSPEKTSIOON


Kirjad / teavitused: **Teated** 



Keel: **EST** 

Minu roll: **Kersti-Kaisa Kruusman**




Minu töölaud > Töökeskkonnaesindajad



Esindajad

Filtreeri aadressi või nime järgi 



 **Töökeskkonnaspetsialist**  + Lisa isik

Vajalikud andmed esitatud.

Nimi	Isikukood	Tegevuskoht	 Ajalugu
1 Maris Anna Tormatševa	48348484848	Tondi, Tallinn	 Kustuta  Muuda

 **Töökeskkonnavolinik**  + Lisa isik

Volinik määramata.

 **Töökeskkonnanõukogu**  + Lisa isik

Palun esita andmed 2 isiku kohta.

Töölaud

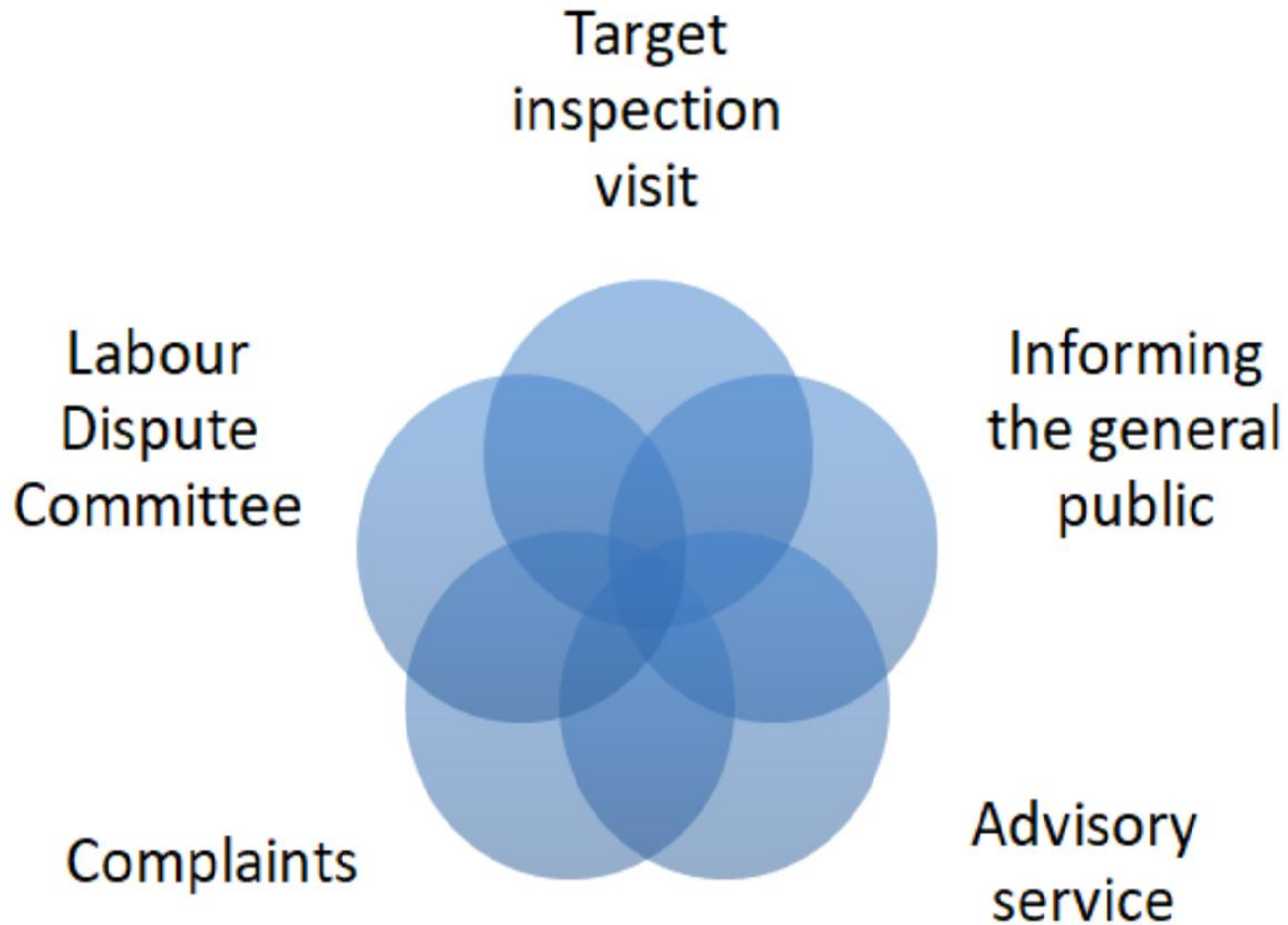
Esindajad

Ohutus ja tervis

Järelevalve

Ettevõtte seaded

Summary





TÖÖINSPEKTSIOON

Thank you!

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