



THE CANADIAN DENTAL
HYGIENISTS ASSOCIATION
L'ASSOCIATION CANADIENNE
DES HYGIÉNISTES DENTAIRES

2023 Healthy & Respectful Workplace Survey: Executive Summary

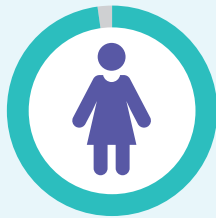


The Canadian Dental Hygienists Association (CDHA) retained Harry Cummings and Associates to conduct the 2023 Healthy and Respectful Workplace Survey to collect data on the experiences of dental hygienists in their work environments over the last 12 months. A total of 2,906 dental hygienists completed the survey, which was distributed electronically to all active CDHA members through a secure website and promoted via email. The survey ran from September 11 until October 15, 2023; analysis and reporting were completed in November 2023.

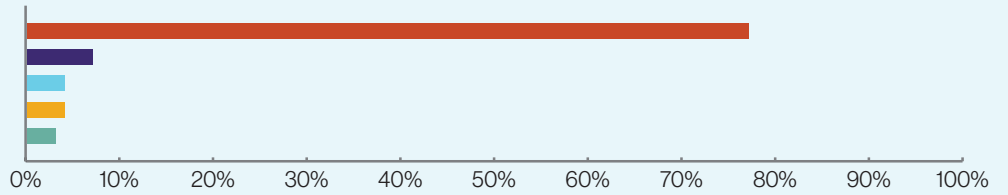
Demographic Profile



77%
 of respondents were
 35 years or older



98%
 identify as female



77% identify as white or Caucasian
 7% identify as South Asian
 4% identify as Chinese

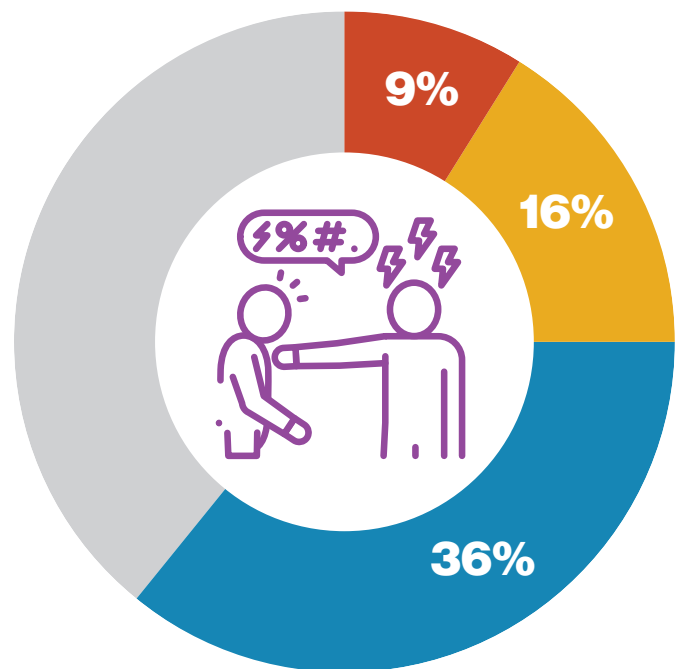
4% identify as First Nations, Métis or Inuit
 3% identify as Filipino

Mistreatment in the Workplace



In the last 12 months, 6 in 10 respondents personally experienced and/or witnessed some form of harassment, bullying, abuse and/or violence in the workplace. The most common forms of mistreatment in the workplace were incivility, verbal and non-verbal abuse, and harassment and bullying.

- 9% of respondents **personally experienced** mistreatment
- 16% of respondents **witnessed others experiencing** mistreatment
- 36% of respondents **personally experienced and witnessed others experiencing** mistreatment



Sources of Mistreatment

Mistreatment from dentists

- 17% of respondents have personally experienced some form of mistreatment
- 24% of respondents have observed other staff being mistreated

Mistreatment from managers

- 17% of respondents have personally experienced some form of mistreatment
- 20% of respondents have observed other staff being mistreated

Mistreatment from co-workers

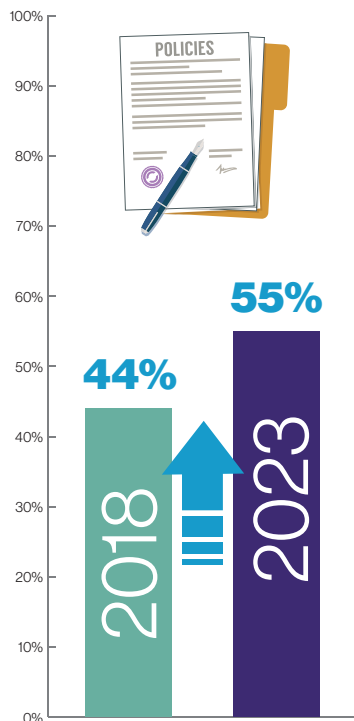
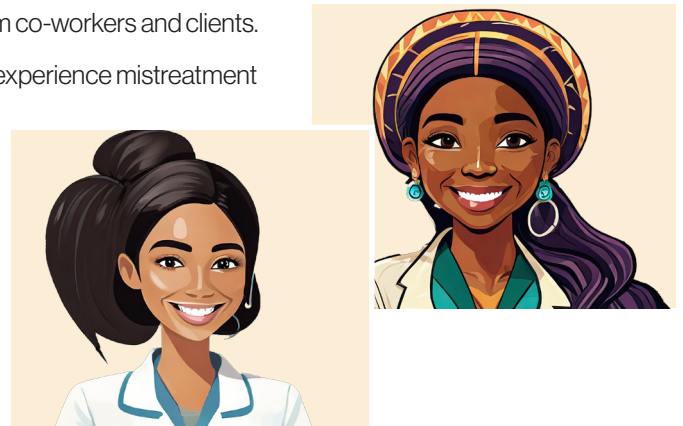
- 20% of respondents have personally experienced some form of mistreatment
- 23% of respondents have observed other staff being mistreated

Mistreatment from clients

- 26% of respondents have personally experienced some form of mistreatment
- 33% of respondents have observed other staff being mistreated

Who Experiences Mistreatment the Most?

- **Younger** dental hygienists are more likely to experience mistreatment from co-workers and clients.
- Dental hygienists with **fewer years in clinical practice** are more likely to experience mistreatment from dentists, managers, and clients.
- Dental hygienists who **self-identify as a visible minority** are more likely to experience mistreatment from dentists, managers, and clients.
- Respondents who **work in a setting without a workplace policy** or statement were more likely to have experienced some form of mistreatment from dentists, managers, and co-workers.



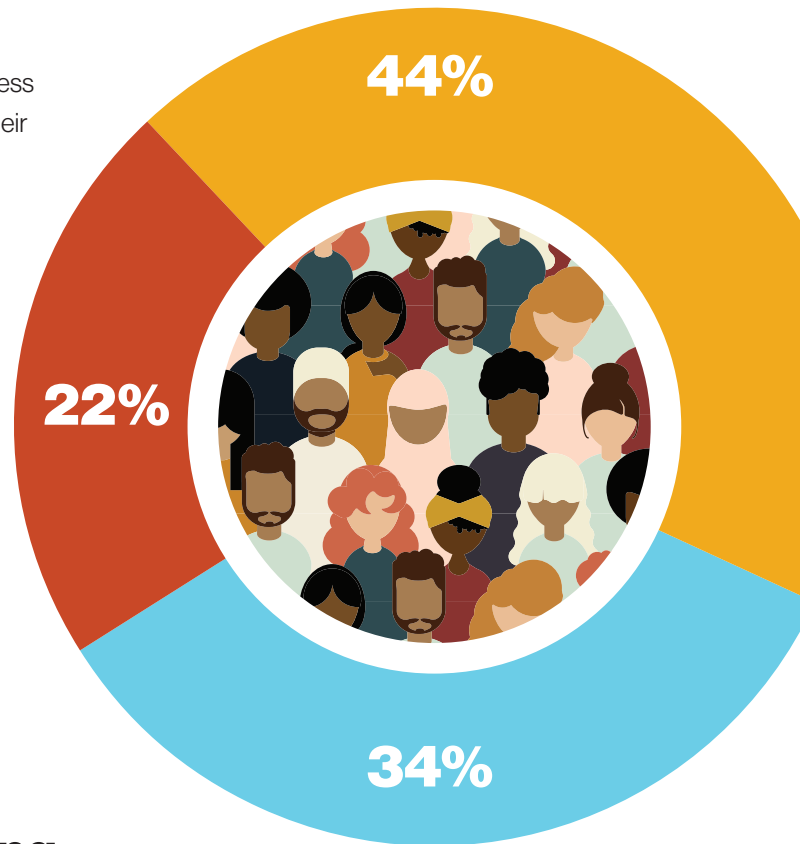
Workplace Policies

In 2023, 55% of respondents confirmed that their workplace has a policy to address **bullying, harassment, abuse, and violence**, an improvement over 2018 when 44% of respondents said they had such a policy. Of the remaining respondents, 27% reported they do not have a policy and 18% were unsure if a policy exists at their workplace.

Workplace Policies

Policies on **diversity, equity, and inclusion** (DEI) appear to be much less common in the workplace. Only 22% of respondents confirmed that their workplace has a DEI policy while 44% reported they do not have a policy and 34% are unsure if a policy exists at their workplace.

- Have a DEI policy
- Do not have a DEI policy
- Unsure of a DEI policy



Response to Harassment, Bullying, Abuse, and Violence in the Workplace

The three most common actions taken by respondents in response to workplace incidents involved discussing the matter with others.

47%

*discussed the matter with
a co-worker*

46%

*discussed the matter with
a dentist and/or manager
and/or owner*

34%

*discussed the matter with
the offending person*

Response to Harassment, Bullying, Abuse, and Violence in the Workplace

Reasons for not taking action

Approximately 19% of respondents reported that there were occasions when they did not take any action in response to mistreatment. The major factors influencing this decision were:



52%

Concerns about possible retaliation from others in the workplace



49%

Concerns about the possible impact on job security and/or career advancement



45%

Concerns about whether the complaint would be taken seriously



44%

Concerns about whether the incident would be considered harassment/bullying/abuse

Impact of Harassment, Bullying, Abuse and/or Violence in the Workplace



49%

of respondents reported that they lost respect for the offending person



33%

reported that they avoided other staff at their workplace



47%

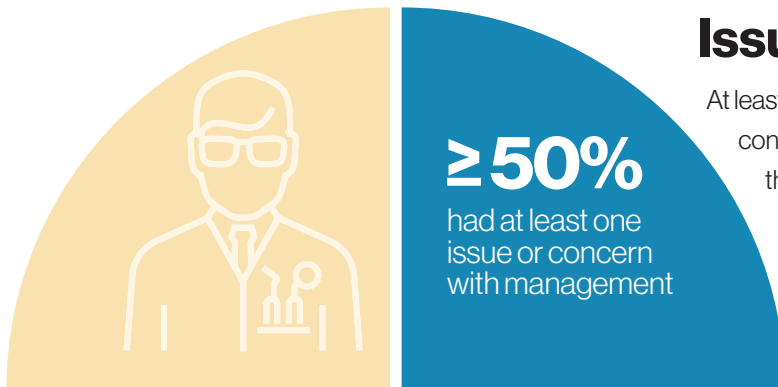
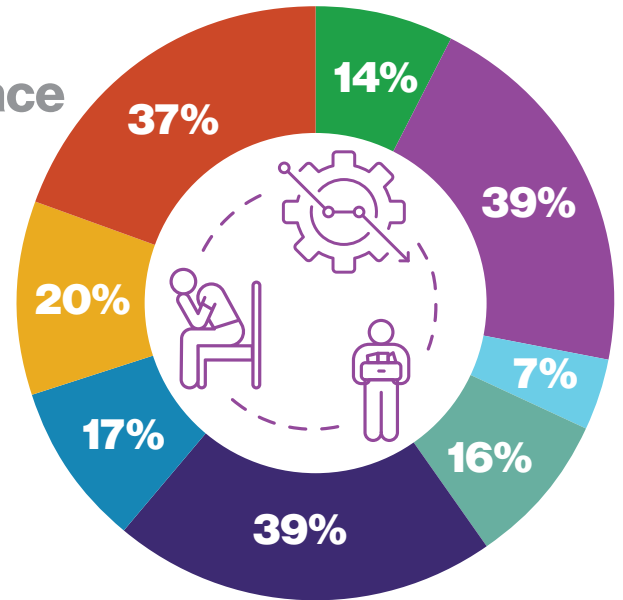
reported that they experienced symptoms of stress

Impact of Harassment, Bullying, Abuse and/or Violence in the Workplace

Impact on work performance

- ■ loss of motivation and interest in work (37%)
- ■ loss of confidence in clinical abilities (just over 20%)
- ■ reduced efficiency and performance (17%)

Close to 16% of respondents reported that they reduced their hours at their workplace while 7% took a leave of absence (e.g., sick leave). Approximately 39% of respondents considered quitting their job, and almost 14% quit their job.

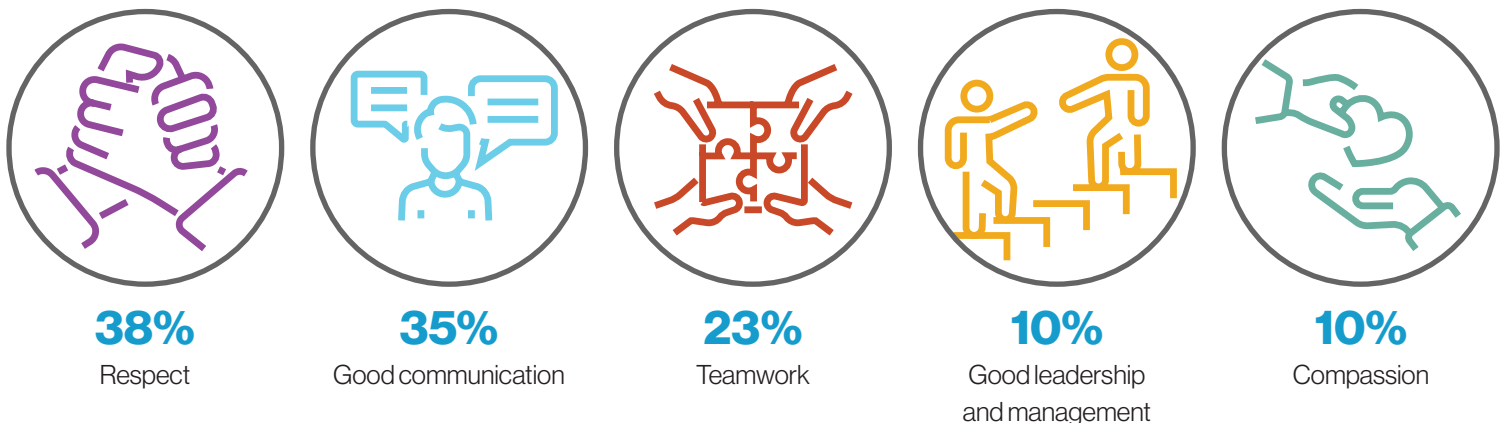


Management and Leadership Issues in the Workplace

At least 50% of respondents reported that they had at least one issue or concern with management or leadership in their workplace. Three of the top five concerns pertaining to both dentists and managers are poor people skills, lack of accountability, and lack of transparency. In addition, dentists were identified as demonstrating a lack of leadership and poor communication, and managers were identified as having poor management/administrative skills and not consulting on changes in the workplace environment.

Key Features of a Healthy and Respectful Workplace

Key features or values of a healthy and respectful workplace as identified by respondents were:



Suggestions for Supporting and Promoting a Respectful and Healthy Workplace

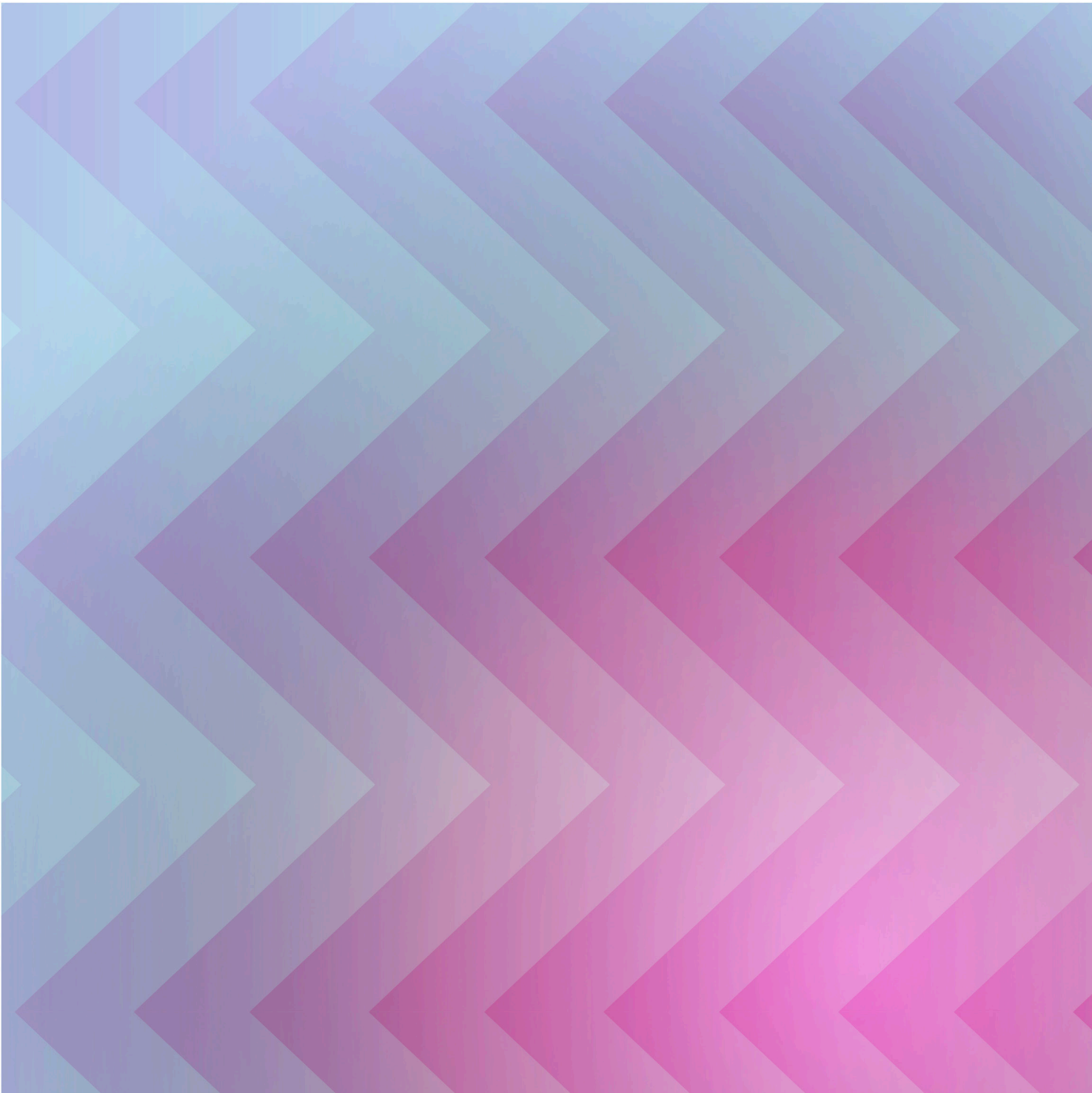
- ✔ Provide support to those affected by mistreatment in the workplace.
- ✔ Establish and/or strengthen workplace policies.
- ✔ Establish a companion policy statement on diversity, equity, and inclusion that promotes a welcoming, diverse, and discrimination-free workplace.
- ✔ Establish and/or strengthen workplace procedures and protocols for addressing harassment, bullying, abuse, and violence.
- ✔ Ensure that there is accountability and that the workplace policy on harassment, bullying, abuse, and violence is enforced.
- ✔ Provide more education, training, and skills development.



CDHA's Member and Family Assistance Program, provided by Homewood Health, offers counselling services and is free for CDHA members. Go to cdha.ca/homewoodhealth for more information.

Conclusion

Although the 2023 and 2018 survey questions were structured somewhat differently, the 2023 results appear to show a slight reduction in the proportion of respondents encountering mistreatment in the workplace. The most common issues involving dentists, managers, and co-workers (i.e., passive aggressive bullying/harassment, bullying/harassment, incivility, non-verbal abuse, and verbal abuse) remain the same. It is encouraging to learn that policies on bullying, harassment, abuse, and violence are being adopted by a greater number of workplaces, as the data show that dental hygienists with workplace policies in place experience lower incidences of mistreatment. CDHA remains committed to supporting dental hygienists who experience mistreatment in the workplace and collaborating with stakeholders to reduce its occurrence.



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