



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Proactive Peer Support: Protecting and promoting the wellbeing of first responders

April 25th, 2018 12:00pm-1:00pm E.T.

ORDER OF EXCELLENCE



MENTAL HEALTH AT WORK® RECIPIENT




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Housekeeping Notes

02-28-2018_Duty and benefits Slides_draft.pptx



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CANADA
AWARD FOR
EXCELLENCE
2017

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Chat (Everyone)

Everyone

Files

Name	Size
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Q & A

Guest Speaker



Superintendent John Anderson, ACP
York Region Paramedic Services

PROACTIVE PEER SUPPORT:

Protecting and promoting the
wellbeing of first responders

Mental Health Commission of Canada

April 25, 2018



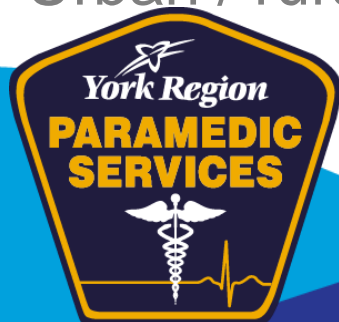
WHO IS YORK REGION PARAMEDIC SERVICES

WHO IS YORK REGION PARAMEDIC SERVICES?

January 1, 2000, 9 municipalities were brought together into one service creating York Region Paramedic Services.

Currently;

- 580 employees
- 64 Ambulances; 22 RRUs; 13 Support Vehicles (PST, SRU, MPU, Logistics)
- 22 stations and growing
- 80,000 response requests (2017) 60,000 transported
- 1.2 million residents
- Urban / rural mix – 1,776 square kilometres – North section of GTA



The background is a solid blue color with several overlapping, semi-transparent geometric shapes. These shapes include large circles and triangles in various shades of blue, creating a layered, abstract effect. The text is centered in the middle of the image.

IN THE BEGINNING...
STARTING THE YORK PEER SUPPORT TEAM

IN THE BEGINNING...

What we had in place;

- Functional Multi-Service CISM team
 - Police, Paramedics, Firefighters, Emerg RNs, MHPs
- Functional JOH&S Committee
- Management (supervisor level and up) trained in Psychological First Aid
- Early adopter of the Psychological Health & Safety in the Workplace Standard
- Senior and Regional Management support



IN THE BEGINNING...

What I/we were seeing;

- Increase in OSI's
- Less socialization time
- Less informal defusings after calls
- Stigma / self stigma
- Lack of knowledge
- Increase in identified suicides and attempts



IN THE BEGINNING...

My role as an Operational Supervisor;

- Need to fix, address situation
- Opportunity from Strategic Plan for the year
- Review what was out there
- What did WE need in York
- Minimal impact on Operations
- Minimal impact on budget



NEXT STEPS...

NEXT STEPS...

- Discussion with Vince Savoia from Tema Conter Memorial Trust
- Presentation to Senior Management
- Approval to select and train a team
- Introduction of PST Concept to staff
- Deployment of team members
- Introduction of team members



NEXT STEPS...

Selection process;

- Concept of team announced service wide
- Confidential nomination process
- Sorting of nominations to meet operational needs
- Screening of staff
- Finalization of team members
- TEAM MEMBERS NOT ANNOUNCED UNTIL TRAINING COMPLETE



NEXT STEPS...

Training;

- Psychological First Aid – M.A.N.E.R.S.
- Applied Suicide Interventions Skills Training (ASIST)
- Mental Health First Aid
- Resilience Building



Policy Building



Policy Pending




York Region

NEXT STEPS...

Team Introduction;

- E-mail to the service
- 1 month socialize idea (build bonds)
- 1 month in pairs initiate coverage
- Final rollout
- Continuing service education
- Continuing team education



FINDINGS & OBSERVATIONS...

FINDINGS & OBSERVATIONS

Observations

- Initial hesitation and doubtful of use
- Clear confidentiality statement
- Built by trust
- Senior medics approaching team members
- Acceptance
- Referrals
- Just Culture training
- R2MR training
- Stats



FINDINGS & OBSERVATIONS

Stats

- Collected from day 1
- No identifiers of person contacted
- Not entirely sure what info to collect





PARAMEDIC SERVICES PEER SUPPORT ACTIVITY REPORT



Completed By:

Your Platoon:

Date:

CONTACTS

Employees I approached

Blue Orange Red Yellow

Employees that approached me

Blue Orange Red Yellow

Third Party Referrals

Repeat/Follow-up Contact with

Blue Orange Red Yellow

Employees

HOURS OF PST RELATED ACTIVITIES

On-Duty Hours

Off-Duty Hours

TYPES OF ISSUES REQUIRING SUPPORT

Addictions

Death & Grieving

Depression

Discipline

Family Issues

Financial

Illness (AAP)

Personal Relationships

Spiritual

Stress

Work Related

PRESENTATIONS

Presentations Conducted

Attendees

Hours Required for Preparation and
Presentation

REFERRALS

Referral Feedback
+ -

EFAP

CISM

Trauma Centre

Other MHP

Other Agency



FINDINGS & OBSERVATIONS

Stats

- Compared to York CISM Team for Paramedic Services
- Compared to similar size service with reactive peer support



Compiled in 2016	Reactive Service	York
Total Employees	651	651
# PST Members	27 members + 1 DC + 1 Commander + 1 Clinical Director + 1 PST Coordinator	21 (includes Coordinator) oversight by DC.
Time Frame	21 Months (adj to 12)	11 Months (adj to 12)
Employee Contacts		
Follow Up Contacts		
Work Related		

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Time Frame	21 Months (adj to 12)	11 Months (adj to 12)
Employee Contacts	322 (184)	
Follow Up Contacts	64 (37)	
Work Related	322 (184)	

Compiled in 2016	Reactive Service	York	York CISM
Total Employees	651	651	
# PST Members	27 members + 1 DC + 1 Commander + 1 Clinical Director + 1 PST Coordinator	21 (includes Coordinator) oversight by DC.	
Time Frame	21 Months (adj to 12)	11 Months (adj to 12)	
Employee Contacts	322 (184)		227
Follow Up Contacts	64 (37)		48
Work Related	322 (184)		227

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Employee Contacts	322 (184)	8,563 (9,341)
Follow Up Contacts	64 (37)	893 (974)
Work Related	322 (184)	

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Employee Contacts	322 (184)	8,563 (9,341)
Follow Up Contacts	64 (37)	893 (974)
Work Related	322 (184)	4479 (4886)(52%)

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OUR FUTURE — ARRIVED QUICKLY

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- CAMH Needs Assessment
 - Team growth
 - Wellness checks
 - Continuing education
- Branching out
 - Wellness
 - Staff training
 - RTP / SAW
 - Anything we can



OUR FUTURE — ARRIVED QUICKLY

- Expansion
 - PS Support services
 - PS Admin Services
 - Senior Services
 - LTC
 - ADP
- Anything we can!



“no paramedic should ever feel alone”

Chief Norm Barrette
March 2016

"A key element to the successful management of a contemporary Paramedic Service is a comprehensive staff wellness strategy inclusive of a robust and appropriately resourced peer support program with strong linkages and guidance with mental health practitioners"

Division Chief / Director David Eeles

November 2016

QUESTIONS?



FOR ADDITIONAL INFORMATION;

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Vince Savoia
Tema Conter Memorial Trust
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THANK YOU



Next Workplace Webinar

May 30, 2018 at 12:00pm E.T.

To watch our past webinars, visit our [website](#)



How did we do?





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Thank you!

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