

Psychological First Aid Resources For Critical Care



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Purpose of PFA

A Provincial Critical Care Working Group was created in response to the COVID- 19 pandemic and is composed of provincial operation, medical leaders, and front line staff. The Provincial working group identified the need for psychosocial support for front line workers as a priority during this pandemic.

The CC SCN in collaboration with AHS Addictions and Mental Health adapted Psychological First Aid training to be viewed from a Critical Care lens. This presentation was offered widely to the Critical Care community in Alberta.

Psychological First Aid (PFA) was developed as an evidence-informed approach to help children, adolescents, adults, and families in the immediate aftermath of disaster. A flexible, practical, and safe approach that is consistent with the five essential elements of early trauma intervention (Hobfoll et al., 2007). PFA has been recommended for both individuals and groups for post-trauma care beyond the disaster (Litz, 2008).

PFA was designed to reduce the initial distress caused by traumatic events and to foster short and long term adaptive functioning and coping. The principles and techniques of PFA are highly flexible and adaptable to individuals and too many situations, events, and have advantages of being:

- Consistent with research evidence on risk and resilience following trauma
- Applicable and practical in varied settings, including field settings
- Appropriate for developmental levels across the lifespan
- Culturally informed
- Delivered in a flexible manner

PFA does not assume all trauma victims will develop severe mental health problems or long-term difficulties in recovery. It is informed by research and based on human resilience post-trauma. The foundation of PFA is based on the understanding that disaster survivors and others affected by traumatic or extreme stressful events, will experience a broad range of early reactions (for example, physical, psychological, behavioral, spiritual), but that most will adapt well over time.

At times, post-trauma reactions will cause enough distress to interfere with adaptive coping, either in the short or in the long term. Recovery may be helped by support from compassionate and caring mental health professionals.

Taken from: <https://insite.albertahealthservices.ca/Main/assets/tms/hpsp/tms-hpsp-psychological-first-aid.pdf#search=PFA>

Background on Strategic Clinical Networks

About Alberta's Strategic Clinical Networks (SCN)

The SCNs are multidisciplinary teams that work across the health system to ensure high quality care and value for every Albertan. The networks are embedded within Alberta's health system and have a mandate to identify gaps in care and improve health outcomes across the province and across the continuum of care. Having a single, province-wide health system is an asset that enables us to work together to maximize available health resources, assess current practices, implement health system improvements, and manage change on a provincial scale. By removing administrative barriers and creating opportunities for stakeholders to collaborate across zones, share ideas and work together to develop solutions, we're able to tackle pressing issues and achieve system-level change.

All networks fulfill a critical role within the health system by bridging gaps, connecting stakeholders and enabling collaboration across institutional and geographic boundaries. The networks are embedded within Alberta's health system, and this enables us to support continuous improvement on a local and provincial scale, respond to critical health needs, and work together to address pressing health issues.

About Alberta's Critical Care (CC SCN)

The Critical Care Strategic Clinical Network (CC SCN) is a dedicated group of individuals, consisting of front-line care clinicians, operational and medical leaders, patients and families, researchers, eCritical Alberta, policy makers and a number of other stakeholder groups, working in collaboration with the critical care community in Alberta.

The CC SCN facilitates and supports Alberta's health system to develop and implement evidence-informed, clinician-led, team-delivered critical care services and health improvement strategies that lead to better outcomes for patients and families and greater value for the health system. Front-line staff are key to this work, participating in expert working groups, project teams, and learning collaboratives, and

Our Mission

The Critical Care Strategic Clinical Network™, through innovation and collaboration, works to ensure evidence-based, quality care for people in Alberta experiencing critical illness or injury

contributing vitally to the development, implementation, and evaluation of priority initiatives. Further, investing in their skill development using the learning collaborative methodology builds overarching capacity locally and for the health system, and is essential to maturing as a learning health system.

The CC SCN will continue to realize value and sustainability in our health system by:

- Increasing efficiencies to positively impact capacity and to reduce healthcare costs in critical care.
- Minimizing avoidable delays in ICU discharge in favor of more clinically appropriate lower-intensity levels of care when patients are ready.
- Decreasing avoidable ICU re-admissions and longer-term complications of critical illness/injury.
- Improving patient and family experience and satisfaction, particularly related to continuity in care.
- Improving health care professional satisfaction (e.g., reduced strain and burnout).

Key to having the greatest positive change and impact on the health system and patient care is to ensure the whole community agrees on the work moving forward, contributing in a focused and meaningful way to make provincial improvements in care for critically ill Albertans.

Background on Addictions and Mental Health.

Addiction and Mental Health (AMH) unites more than 9,000 AHS employees throughout the province. The AMH portfolio co-ordinates, plans, delivers and evaluates a province wide network of AHS programs and contracted services. We work with a common purpose: to promote understanding and compassion, to encourage healthy behavior and attitudes, and to help all Albertans achieve well-being throughout their lives.

Addiction & Mental Health (AMH) strategic goals are positioned to support all Albertans, and include focus on:

- Provision of a range of care and treatment services for Albertans;
- Promotion of mental wellness and;
- Reduction of the prevalence of substance dependence and mental illness.

Our strategy guides us in moving forward with common goals, clearly identified priorities and concrete actions to support Albertans. Our success is grounded in positive and measurable gains for our clients. To accomplish these goals, we have four key objectives:

We work with a common purpose: to promote understanding and compassion, to encourage healthy behavior and attitudes, and to help all Albertans achieve well-being throughout their lives.

1. Enhance appropriate use of crisis and emergency services to support Albertans facing emergent or crisis situations.
2. Provide community treatment services to Albertans through promotion and prevention activities, specialized care, and follow-up from emergent or crisis situations.
3. Provide addiction and mental health supports in home care and supportive living environments, including housing and home-based supports.
4. Provide specialized interventions for complex and high-risk vulnerable populations, including tailored short-term and longer-term services, as well as AMH supports for community housing.

We focus on coordinating and integrating services across the health spectrum and with community service providers, Primary Care providers and other stakeholder with an emphasis on meeting the needs of vulnerable and underserved Albertans with addiction and mental health needs.

PFA Knowledge Resources




Australian Red Cross PFA handbook	https://www.redcross.org.au/getmedia/dc21542f-16e4-44ba-8e3a-4f6b907bba6f/Psychological-First-Aid-An-Australian-Guide-04-20.pdf.aspx
World Health Organization Psychological first aid: Guide for field workers	https://apps.who.int/iris/bitstream/handle/10665/44615/9789241548205_eng.pdf?sequence=1
PFA for Critical Care PowerPoint	https://extranet.ahsnet.ca/teams/HPSP/CTE/cnehub/SiteAssets/Documents/SCN/PFA%20PP%20Presentation%20April%2030.pdf
PFA	https://insite.albertahealthservices.ca/Main/assets/tms/hpsp/tms-hpsp-psychological-first-aid.pdf#search=PFA
Frequently asked questions. Early interventions for psychological trauma	https://insite.albertahealthservices.ca/Main/assets/tms/hpsp/tms-hpsp-trauma-faq.pdf#search=PFA






APPS for Mental Health




5 Things to ask yourself when choosing a Mental Health app.

- Look for reliable organizations like universities, governments, and mental health services.
- Make sure you're comfortable with how your data may be used (stored, shared, or sold).
- Read the app description to see if it uses evidence-based practices (such as cognitive behavioral therapy).
- Do the activities fit into your lifestyle? Do you find the app engaging and appealing?
- Some apps allow you to download and share your data. Look for this feature if you want to involve your healthcare team with your status and progress.

Taken from: <https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-mobile-tools-mental-wellness.pdf>

 <p>Woebot - Your Self-Care Expert <small>10+</small> CBT, DBT & mindfulness skills Woebot Labs Inc. ★★★★★ 4.7, 2.4k Ratings Free</p>	<ul style="list-style-type: none"> • Think through situations with step-by-step guidance using tools from Cognitive Behavioral Therapy (CBT) • Learn about yourself with intelligent mood tracking. • Master skills to reduce stress and live happier through over 100+ evidence-based stories from our clinical team. https://woebot.io/how-it-works
 <p>Happify: for Stress & Worry <small>4+</small> Activities, Games & Meditation Happify, Inc. ★★★★★ 4.2, 174 Ratings Free - Offers In-App Purchases</p>	<ul style="list-style-type: none"> • Science-based activities and games can help you overcome negative thoughts, stress, and life's challenges. • Developed by leading scientists and experts who've been studying evidence-based interventions in the fields of positive psychology, mindfulness, and cognitive behavioral therapy for decades. https://apps.apple.com/ca/app/happify-for-stress-worry/id730601963
 <p>MindShift CBT - Anxiety Canada <small>12+</small> Proven Mental Health Relief Anxiety Canada Association #92 In Health & Fitness ★★★★★ 4.3, 316 Ratings Free</p>	<ul style="list-style-type: none"> • Scientifically proven strategies based on Cognitive Behavioral Therapy (CBT). • Learn to relax and be mindful • Develop more effective ways of thinking. • Use active steps to take charge of your anxiety. https://apps.apple.com/ca/app/mindshift-cbt-anxiety-canada/id634684825

 <p>Sanvello for Stress & Anxiety ⓘ Depression, Anxiety & Stress Sanvello Health Inc. #66 in Medical ★★★★★ 4.6, 741 Ratings Free - Offers In-App Purchases</p>	<ul style="list-style-type: none"> • Helps you understand you: Our thoughts, moods, and behaviors all shape how we feel. • Gives you clinically validated techniques to help you manage your moods and thoughts. • Understand what works for you to feel better. https://apps.apple.com/ca/app/sanvello-for-stress-anxiety/id922968861
 <p>Better Stop Suicide ⓘ Helps you through tough times The Better App Company Limited ★★★★★ 4.5, 107 Ratings Free</p>	<ul style="list-style-type: none"> • Help you press your own stop button should suicidal thoughts come to you. • Remember 'suicide is a permanent solution to a temporary problem'. • This app is to calm and slow your mind, and to help you to use your thinking brain. • Help you experience a soothing night of restful sleep, so you can wake the next day with an important task for you to complete. A task that will help save your life. https://apps.apple.com/gb/app/better-stop-suicide/id1451620546
 <p>TalkLife: Depression & Anxiety ⓘ Mental Health Support Network TalkLife Limited ★★★★★ 4.6, 116 Ratings Free - Offers In-App Purchases</p>	<ul style="list-style-type: none"> • Start talking and feeling better right now. • A community of likeminded supportive people across the globe who understand what it's like to battle the ups and downs. • An app for the moments when you just need a friend and some advice. • We're here for everyone and anyone who just needs someone to talk to. https://apps.apple.com/us/app/talklife-depression-anxiety/id449804588
 <p>Mood App: Journal ⓘ You Matter Young Human, LLC ★★★★★ 4.6, 2,384 Ratings Free</p>	<ul style="list-style-type: none"> • A free journaling app that has the necessary tools to help users track moods and express feelings through journaling, live texting, meditation games, and live venting. • Process what you are going through. • Gives you the tools to express what you are feeling, so you don't get stuck in your thoughts. • Analyze, understand, and potentially circumvent negative events by tracking your mood and journaling in your personal diary. https://apps.apple.com/us/app/mood-app-journal/id1241839696
 <p>Daylio Journal ⓘ Super Easy Journal with Stats Relaxio S.r.l. #34 in Lifestyle ★★★★★ 4.8, 27,361 Ratings Free - Offers In-App Purchases</p>	<ul style="list-style-type: none"> • Keep a private journal without having to type a single line. • Pick your mood and add activities you have been doing during the day. • This format will help you to understand your habits better.

	<ul style="list-style-type: none"> Keep track of your activities and create patterns to become more productive! https://apps.apple.com/us/app/daylio-journal/id1194023242
 <p>Wysa: Mental Health Support <small>19+</small> Depression and Anxiety Helper Touchkin ★★★★★ 4.7, 541 Ratings Free - Offers In-App Purchases</p>	<ul style="list-style-type: none"> Research-backed, widely used techniques of CBT, DBT, yoga and meditation are employed to support you with depression, stress, anxiety, sleep, loss and a whole range of other mental health and wellness needs. An emotionally intelligent chat box that reacts to the emotions you express. For extra support, take guidance from a real human coach - a qualified mental health professional. Leveraging behavioral techniques, coaches help you identify, design and work towards goals that are aligned with your true values. Your identity will remain anonymous and your conversations are privacy protected. https://apps.apple.com/ca/app/wysa-mental-health-support/id1166585565 CBT – Cognitive Behavior Therapy DBT- Dialectical behavior therapy
 <p>Headspace: Meditation & Sleep <small>12+</small> Stress less & relaxing sounds Headspace Inc. #5 in Health & Fitness ★★★★★ 4.8, 653.3K Ratings Free - Offers In-App Purchases</p>	<ul style="list-style-type: none"> Headspace is an app that aims to bring the principles of mindfulness meditation to users' lives, and hopes to improve concentration and mood, reduce anxiety, and increase productivity. The app asks users to zero in on a specific need, in lieu of having to answer a series of questions. Invitations to explore the app immediately require confirmation of a monthly or annual purchase commitment. While the app is well-organized and will appeal to a wide range of situations where meditation is stressed, the high price point and pressure to subscribe can be off-putting. https://apps.apple.com/us/app/headspace-meditation-sleep/id493145008
 <p>Tactical Breather <small>12+</small> National Center for Telehealth & Technology ★★★★★ 5.0, 4 Ratings Free</p>	<ul style="list-style-type: none"> Tactical Breather can be used to gain control over physiological and psychological responses to stress. Through repetitive practice and training, anyone can learn to gain control of your heart rate, emotions, concentration, and other responses during stressful situations. <p>Recommended by Dr. Marianne Hrabok, clinical psychologist and former professional practice leader for psychology in Edmonton with Alberta Health Services.</p> <ul style="list-style-type: none"> https://apps.apple.com/ca/app/tactical-breather/id445893881

Chat & Text Lines

<p>Crisis Text Line</p> <ul style="list-style-type: none"> ☑ Free ☑ 24/7 <p>Text HOME to 741741</p>	<ul style="list-style-type: none"> • You are connected with a Crisis Responder, a real-life human being trained to bring people from a hot moment to a cool calm through active listening and collaborative problem-solving. • https://www.crisistextline.ca/
<p>Kids Help Phone</p> <ul style="list-style-type: none"> ☑ Free ☑ 24/7 <p>Text CONNECT to 686868</p>	<ul style="list-style-type: none"> • All conversations you have with a volunteer Crisis Responder are confidential. • https://kidshelpphone.ca/text/
<p>Youth Space</p> <ul style="list-style-type: none"> ☑ Free ☑ 7 pm- 1 am ☑ Everyday 	<ul style="list-style-type: none"> • Emotional support and crisis chat open to anyone in Canada under 30 years old. • Online crisis & emotional support chat. • We listen without judgement, and keep chats confidential & anonymous. • https://youthspace.ca/
<p>HOPE FOR WELLNESS HELPLINE</p> <ul style="list-style-type: none"> ☑ Free ☑ 24/7 <p>Call toll-free at 1-855-242-3310 or chat on line.</p>	<ul style="list-style-type: none"> • Offers immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada. • Experienced and culturally competent counsellors can help if you: want to talk, are distressed, have strong emotional reactions, are triggered by painful memories. • On request, phone counselling is also available in: <ul style="list-style-type: none"> ○ Cree ○ Ojibway ○ Inuktitut • https://www.hopeforwellness.ca/
<p>7 Cups</p> <ul style="list-style-type: none"> ☑ 24/7 chat ☑ Tools ☑ Free & upgrades ☑ App available 	<ul style="list-style-type: none"> • Connects you to trained volunteer listeners (via chat) for free emotional support. • Grow at Your Own Pace Explore self-help guides & growth paths for proven tips and advice on how to feel better. • Chat. Be heard by volunteer listeners and chat with others who understand in support chat rooms. • Affordable Online Therapy Confidential online therapy & counseling with licensed therapists, for \$150 per month • https://www.7cups.com/

Resources for PFA

PFA Videos	Descriptions	
PFA Minnesota Health Length: 11 min	<ul style="list-style-type: none"> How to help people reduce stress symptoms and assist in a healthy recovery following a traumatic event, natural disaster, public health emergency, or even a personal crisis. 	https://www.youtube.com/watch?v=sa7WiL1xwQg
Providing PFA during COVID 19 Quarantine Length: 7 min	<ul style="list-style-type: none"> How to deal with depression during quarantine and self-isolation. How to deal with negative thoughts during coronavirus quarantine and self-isolation. How to spot the signs in yourself immediate help or "psychological first aid" is needed. 	https://www.youtube.com/watch?v=oTzLw7bYipA
PFA American Psychiatric Nurses Association Length: 17 minutes	<ul style="list-style-type: none"> Persons with mental health and substance use needs are at higher risk for developing worsening symptoms during COVID. The psychological reaction to this pandemic is a normal crisis reaction to a very abnormal situation. The principles of psychological first aid can assist healthcare professionals in supporting the psychological health of the patients and communities they serve. 	https://www.youtube.com/watch?v=FWRT7NNeVVI
Brené Brown on Empathy Length: 2.5 minutes	<ul style="list-style-type: none"> In this beautifully animated RSA Short, Dr. Brené Brown reminds us that we can only create a genuine empathic connection if we are brave enough to really get in touch with our own fragilities. 	https://www.youtube.com/watch?v=1Evwgu369Jw

<p>How to give psychological First Aid</p> <p>Length: 5 minutes</p>	<ul style="list-style-type: none"> • How do you help someone who is going through a crisis, trauma, or disaster? <ul style="list-style-type: none"> ○ Information and practical help ○ Socially connect ○ Encourage coping ○ Connect with help 	https://www.youtube.com/watch?v=IOUM_208sJ
Online Resources		
Discriptions		
<p>Resilience Wellness & Mental Helth Resource Guide</p>	<ul style="list-style-type: none"> • Alberta Health Services has assembled packages of resources. • Resources are divided into categories to correspond with the 3 phases of the pandemic: <ul style="list-style-type: none"> ○ Critical Response ○ Response ○ Rebuild 	https://insite.albertahealthservices.ca/Main/assets/hr/tms-hr-whs-resilience-wellness-mental-health-resource-guide.pdf#search=Pandemic%20Resource%20list
<p>Preventing Suicide</p>	<ul style="list-style-type: none"> • Talk about it. Know the signs. Prevent it. • Support is available 24/7 call, text or online chat. • It's important to heal after a loss. Get emotional support and practical help. • Provider Resources. 	https://www.albertahealthservices.ca/injprev/Page4875.aspx
<p>SUICIDE RISK ASSESSMENT ~ Resources for Key Personnel</p>	<ul style="list-style-type: none"> • AHS & Shepell document. • What to do when comments become uncomfortable. • Risk assessment questions. 	https://insite.albertahealthservices.ca/Main/assets/hr/tms-hr-whs-suicide-risk-assessment-guide.pdf
<p>Employee & Family Assistance Program EFAP</p>	<ul style="list-style-type: none"> • Employee and Family Assistance Program (EFAP), which offers a range of services to help AHS staff navigate through work, health and life challenges. • Resilience, Wellness and Mental Health Resource Guide • Wellness Check-In • EFAP Support Services FAQ • Going Home Checklist 	https://insite.albertahealthservices.ca/hr/Page964.aspx

	<ul style="list-style-type: none"> • Crisis Management Services • Self-Care Tactics • Staff Support Resources 	
Supporting your Mental Health	<ul style="list-style-type: none"> • 2 pager with helpful tips to stay healthy during the pandemic. 	https://insite.albertahealthservices.ca/main/assets/hr/tms-hr-mental-health-resource.pdf
Coronavirus Anxiety: Coping with Stress, Fear, and Worry	<ul style="list-style-type: none"> • COVID-19 can take an emotional toll, especially if you're already living with an anxiety disorder. • But you're not powerless. • These tips can help you get through this stressful time. 	https://www.helpguide.org/articles/anxiety/coronavirus-anxiety.htm
Psychological Wellbeing for Healthcare Workers	<ul style="list-style-type: none"> • Researchers in the UK have developed a digital learning package for wellbeing • The package includes content on psychological impacts, psychologically supportive teams, communication, social support, self-care, and managing emotions. 	https://www.nottingham.ac.uk/toolkits/play_22794#resume=13
Resource Hub: Mental health and wellness during the COVID-19 pandemic	<ul style="list-style-type: none"> • Mental Health Commission of Canada, our commitment is to share credible information and resources about maintaining mental health during this time of crisis, and supporting people managing a mental illness in this new context. • Resources: <ul style="list-style-type: none"> ○ Provincial & Territorial ○ General Public ○ Workplace ○ Children & Youth ○ Seniors ○ International ○ Healthcare Providers 	https://www.mentalhealthcommission.ca/English/covid19

<p>Change the Conversation</p>	<ul style="list-style-type: none"> • Intended to help you have conversations about how to develop safe, healthy, inclusive and respectful working relationships by bringing all of the support and resources you may need to one place. • Appropriate language and tools to engage in dialogue on challenging topics in the workplace. • The tools allow you to customize the topic and your response based upon your needs, comfort level and the situation. <ul style="list-style-type: none"> ○ Self-learning/awareness ○ Ice-breakers or discussion topic for team meetings, pre-shift report, staff forums or conferences ○ Coaching conversation or training 	<p>https://insite.albertahealthservices.ca/hr/Page21364.aspx</p>
<p>Online Resources of support for people with substance use disorders</p>	<ul style="list-style-type: none"> • HAMS Harm Reduction Network • CannabisRehab.org • Sober Recovery • myRecovery • The Daily Pledge • In the Rooms • SMART Recovery • AA Sober Living • 12 Step Online Meetings 	<p>https://csam-smca.org/wp-content/uploads/2020/03/Online-Resources-of-support-for-people-with-substance-use-disorders.pdf</p>
<p>The Working Mind</p> <p> <input checked="" type="checkbox"/> Free <input checked="" type="checkbox"/> 1 hour long </p>	<ul style="list-style-type: none"> • Tool Kits • Posters • Assessment tools for individuals and teams • Online platforms • Crisis Response Virtual Training: Caring for yourself 	<p>https://theworkingmind.ca/health-care-resources</p> <p>https://theworkingmind.ca/courses</p>

<p>Elite Health Care Webinars</p> <ul style="list-style-type: none"> ☑ Free ☑ 1 hour long ☑ New upcoming webinars 	<p>On Demand Webinars</p> <ul style="list-style-type: none"> • From Exhaustion to Extraordinary: Strategies to Reverse Nurse Fatigue. • Stress, Burnout, and Self-Care in the Face of COVID-19 • COVID-19: What We've Learned, Where Are We Headed. • Celebrating Nursing: Become the Best Version of Yourself. • Leading with Compassion, Even When You Feel Emotionally Depleted. • Crisis Readyng Your Mind So You Can Better Serve Your Patients Through These Challenging Times. 	<p>https://www.elitecme.com/webinars/</p>
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Posters

Use the acronym **P.A.U.S.E.**^{1*} to mitigate the stress response.

P **Pause:** As soon as you notice you're triggered, take a breath. For example, let's say you get cut off on the highway. Before you spin into the typical road rage and get bent out of shape, as soon as you notice your energy shift, take a deep breath.

A **Ask yourself why:** What actually triggered you? Was it the event itself, or could it have been related to previous judgment you had or a common trigger? Often, the emotion is tied to something below the surface of the actual event. Perhaps being cut off is going to make you late, or nearly caused a collision. When we get cut off it is easy to go into reaction and/or anger mode. This step invites you to bring awareness to your common triggers and blind spots.

U **Understand where you're at:** What are you feeling? Is it frustration, insecurity, or something else? Are you angry? Anxious? Frightened? A significant part of managing emotions is identifying them.

S **Select a skillful response:** This is a critical step – it's where all the magic happens in the process. As you take that step back, consider ... what matters most in this situation? What is my goal? And how can I respond in a productive way – a way that will move me closer to my goal? In our example, the most important thing is likely to arrive at your destination safely, and the best way to respond is to let it go and keep yourself collected and attentive for the drive.

E **Empower yourself:** Empower yourself to move forward from that place of awareness so that you can invite a healthier outcome. Use some positive self-talk or humour to help mitigate your stress response. I.e. "I don't know what is happening for that person that would prompt them to behave that way. They could be having an emergency, or maybe he/she is just a jerk... Either way, I am not going to let their bad day ruin my perfectly good day." Finally, take some deep cleansing breaths.

Every time you 'P.A.U.S.E.' you are building that self-reflective capacity – strengthening that muscle within yourself to respond rather than simply react. [Read the full article here.](#)

Valley, M. (2018). Respond to Stress: How to Keep Your Cool in Times of Stress. Mindful Moments. Downloaded and modified from: <https://www.valley.com/insight/stress/>.
How to Respond to Stress in 5 Steps. "The author's original acronym 'P.A.U.S.E.' was revised to 'P.A.U.S.E.'"

Pause

<https://www.compassionnet.ca/Workplace/OHS2020RespondingVersusReactingPAUSE.pdf>



Going Home Checklist

Before your shift ends, take a moment to reflect.

- ☒ Acknowledge one thing that was difficult and let it go
- ☒ Acknowledge one thing that went well
- ☒ Be proud of the care or attention you gave today
- ☒ Ask a colleague how their shift went
- ☒ Switch your attention to going home to rest and recharge

➤ Visit [Health & Wellness on Insite](#) for more self-care resources



Going Home Checklist

<https://insite.albertahealthservices.ca/Main/assets/hr/tms-hr-whs-wellness-going-home-checklist.pdf#search=Going%20Home%20Checklist>



Healthy Albertans.
Healthy Communities.
Together.



Homewood Health

AHS Wellness Check-in Overview

Your Employee Family Assistance Program (EFAP) is here to help!



Alberta Health Services (AHS) frontline care teams have access to 30-minute virtual group sessions (up to 10 employees) which offer support in a critical incident, such as the COVID-19 pandemic. These sessions are designed to offer assessment, emotional first aid and self-care strategies to employees. There are multiple ways to join, including telephone and video.

During these sessions, an EFAP clinician will facilitate a session that allows team members to take time to explore, reflect, identify, and share if comfortable, the following:

- Types of stress reactions to crisis situations such as COVID-19
- Triggers that may contribute to stress during a shift
- Coping strategies to address stress reactions
- EFAP support resources available for team members and their families

Booking a Wellness Check-in

AHS managers can request a Wellness Check-in by following the below steps. These sessions are provided through video or conference call and are ideally scheduled at the beginning or end of a shift.

Step 1: Call 1-877-273-3134 and ask to be connected to the Crisis Management Services team.

Step 2: Inform a member of the Crisis Management Services team that you want to set up a Wellness Check-in for your team. Together, you'll discuss the needs of your team and decide on an appropriate date and time.

Step 3: Prior to your scheduled session, the group session facilitator will connect with the AHS manager, to introduce themselves and to discuss any updates impacting the team.

Step 4: Immediately after the group session, group session facilitator will follow up with the AHS manager to provide generic session feedback and any recommendations for future support.

Need more information or assistance? All calls are completely confidential.

Call us anytime. 1-877-273-3134 | TTY: 1-888-384-1162

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Wellness Check- in

<https://insite.albertahealthservices.ca/main/assets/hr/tms-hr-whs-efap-wellness-check-in.pdf>

Promoting & Supporting Your Mental Health



We all have mental health. How you feel may vary from day to day and can be thought of as on a spectrum from being healthy, reacting, injured or ill. The following table outlines the mental health continuum model, the symptoms you may experience across the spectrum, actions you can take and the supports to help you across the continuum.

	HEALTHY	REACTING	INJURED	ILL
Symptoms	<ul style="list-style-type: none"> • Normal fluctuations in mood • Normal sleep patterns • Physically well, full of energy • Consistent performance • Social activity 	<ul style="list-style-type: none"> • Nervousness, irritability, sadness • Trouble sleeping • Tired/low energy, muscle tension, headaches • Procrastination • Decreased social activity 	<ul style="list-style-type: none"> • Anxiety, anger, pervasive sadness, hopelessness • Restless or disturbed sleep • Fatigue, aches and pains • Decreased performance, presentism • Social avoidance or withdrawal 	<ul style="list-style-type: none"> • Excessive anxiety, easily enraged, depressed mood • Unable to fall or stay asleep • Exhaustion, physical illness • Unable to perform duties, absenteeism • Isolation, avoiding social events
Actions to take	<ul style="list-style-type: none"> • Focus on the task at hand • Break problems into manageable tasks • Identify and nurture a support system • Maintain a healthy lifestyle 	<ul style="list-style-type: none"> • Recognize limits • Get adequate rest, eat healthy foods and exercise regularly • Engage in healthy coping strategies • Identify and minimize stressors 	<ul style="list-style-type: none"> • Identify and understand your own signs of distress • Talk to someone • Seek professional help • Seek social support instead of withdrawing 	<ul style="list-style-type: none"> • Follow health care providers recommendations • Seek professional help and use available resources • Regain mental and physical health
Supports	<ul style="list-style-type: none"> • MyLearningLink courses • Workplace supports • Not Myself Today • Respect in the Workplace • Prevention of Violence 	<p>Professional assistance:</p> <ul style="list-style-type: none"> • EFAP: 1-877-273-3134 • Addiction & Mental Health <p>Internal AHS supports</p> <ul style="list-style-type: none"> • My Mental Health • Psychological Safety • Attendance Awareness Support • Workplace Violence Support 	<p>Professional assistance:</p> <ul style="list-style-type: none"> • AHS mental health support • Provincial distress line: 1-877-273-3134 • Health Link: 811 • Your family physician, psychologist, psychiatrist and counsellor • EFAP: 1-877-273-3134 <p>Internal AHS supports</p> <ul style="list-style-type: none"> • WCB (Advisor) • Ability Advisor • Crisis Management Services 	<p>Professional assistance:</p> <ul style="list-style-type: none"> • AHS mental health support • Provincial distress line: 1-877-273-3134 • Health Link: 811 • Your family physician, psychologist, psychiatrist and counsellor • EFAP: 1-877-273-3134

If you are in an emergency situation and need immediate assistance call 911.

There are a variety of available supports to help you, no matter where you are on the mental health continuum. They include:

- AHS Vision, Mission, Values and Strategies
- Our People Strategy, AHS Code of Conduct, Just Culture & Respectful Workplace
- Employee and Family Assistance Program (AHS employees); Alberta Medical Association (Physician and family support)
- AHS supports
- Provincial distress line (1-877-273-3134); Health Link (811)
- Professional supports – family physician, psychologist, psychiatrist or counsellor
- Insite resources – for information

Additional internal supports

- Prevention of Violence
- Psychological Safety
- Not Myself Today
- MyLearningLink courses
- Local peer support (ask your leader if local peer support is available)

Additional external supports

- Better Choices Better Health – online chronic disease self-management program
- Working Through It
- Skills for psychological recovery

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<https://insite.albertahealthservices.ca/main/assets/hr/tms-hr-whs-promoting-supporting-mental-health.pdf>

COVID 19 Knowledge Resources

Alberta Critical Care Research Network	<ul style="list-style-type: none"> • Critical Care Practice Guidelines. • Clinical & Research evidence for Management of COVID-19 patient. • Resources for Health Care Providers. • Additional Resources. 	https://www.criticalcareresearchscn.com/
Department of Critical Care Medicine Calgary	https://insite.albertahealthservices.ca/ccmc/Page11577.aspx	
Department of Critical Care Medicine Edmonton	https://insite.albertahealthservices.ca/ccme/Page10256.aspx	
Care of the Critical ill COVID-19 Pediatric Patient	https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-care-pedatric-critically-ill.pdf	
Care of the Critical Ill COVID-19 Adult Patient	https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-care-adult-critically-ill.pdf	
Frequently Asked Questions COVID-19 Staff	https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-ncov-2019-staff-faq.pdf	
PPE	https://www.albertahealthservices.ca/topics/Page17048.aspx	