

Mental health resources for Paramedic Services (Part 1)

HEALTHY	REACTING	INJURED	ILL
RESOURCE: IMMEDIATE MEDICAL CARE →		CONTACT INFORMATION: 911 and/or your family doctor or your psychiatrist.	
DESCRIPTION: To access treatment programs and workplace benefits, it is important to be diagnosed by the appropriate medical professional . For example, our insurance carrier and WSIB may require a diagnosis by a psychiatrist or a clinical psychologist to approve benefits. You can access the EFAP services below concurrently, e.g. while you wait for a referral.			
RESOURCE: EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP) Our provider: Homewood Health		CONTACT INFORMATION: 1-800-663-1142 TTY: 1-888-384-1152 Homeweb.ca App: e-Ap – find on your Regional devices	
24 HOURS, 7 DAYS A WEEK For all staff including temporary and part time, and their eligible family members. Quality assurance issues or concerns can be reported to EFAP's on-call call center supervisor, to your HR Workplace Health, Safety and Wellness team member, or to zqg-yourhealthyworkplace		Counselling modality matched to client and/or preference: <ul style="list-style-type: none"> • Face to face • Telephonic • E-counselling • Video counselling Visit: homeweb.ca <ul style="list-style-type: none"> • Videos and articles • Access services <ul style="list-style-type: none"> • First chat • Self-directed online • Online group/XX • Download: e-Ap app to your smartphone • e-Ap app can be accessed from all Regional desktop 	
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RESOURCE: EFAP - Urgent request for: Depression Care & Trauma Care			
DESCRIPTION: Depression Care: <ul style="list-style-type: none"> • Depression Care is a mid to long-term treatment option (12-20 sessions) • Depression Care is based upon Cognitive Behavioural Therapy (CBT) that addresses both depression and anxiety symptoms with a focus on keeping an employee healthy and at work. • Our service providers will liaise and consult with the individual's treating physician where appropriate. • Depression Care is offered within a structured, CBT focused treatment model where functioning is equally as important as symptom reduction • Depression care is confidential and voluntary. 			

Legend:



The mental health continuum is referenced above each resource name; coloured areas on the continuum show when the resource may be helpful. If the continuum area is grey, then the resource is less likely to help. Remember, the earlier action is taken, the easier it is to stay or return to green/healthy.

Trauma Care:

- First Responder employees can call Homewood Health’s Client Services Centre (CSC) to request Trauma Care services. A screening will be conducted at intake to ensure an appropriate fit for the program.
- A mid-to-long term treatment option for employees experiencing symptoms of trauma.
- Designed to incorporate industry best practices including Cognitive Behavioural Therapy; resiliency training; and a wide range of online mindfulness tools — **for individuals who remain on the job but are struggling with acute, or long-term, trauma symptoms.**
- The Trauma Care program provides up to 20 hours of individual treatment and is offered as a part of Homewood Health Disability Prevention Services.
- Employees receive rapid access to mental health services, and the treatment they need.
- No referral required. No long wait times for appointments.
- Homewood clinicians have expertise selected for this service. They have specific training in evidence-informed psychotherapy, particularly Cognitive Behavior Therapy relating to PTSD, as well as mood and anxiety disorders.
- Homewood Trauma Care clinicians have experience working with military personnel and first responders, and have undergone additional training to better understand the cultural perspectives of uniformed professionals

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RESOURCE: EFAP - Mainstream Counselling & WorkLife services

DESCRIPTION:

Confidential, professional personal counselling for:

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| <ul style="list-style-type: none"> • Personal Issues • Relationships • Addictions | <ul style="list-style-type: none"> • Workplace Challenges • Child or elder care • Financial | <ul style="list-style-type: none"> • Legal • Diet and nutrition • Naturopathy |
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RESOURCE: PEER SUPPORTERS

CONTACT INFORMATION:

See Pathways for Peer Supporters;
Pathways.peelregion.ca/peersupport
 905-791-7800 x0 to speak with call center to look up names, biographies and contact info on Pathways

DESCRIPTION:

- Trained, volunteer, PRPS employees, who have personally overcome a mental health challenge or that of loved ones, are available to assist peers who are living through similar challenges.
- Peer Supporters listen non-judgementally and provide hope and support on the path to recovery and improved health.

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RESOURCE: DISABILITY MANAGEMENT SPECIALIST

CONTACT INFORMATION: 905-791-7800 x4065

DESCRIPTION:

- Call to set up an appointment for advice and support regarding a mental health or physical health issue and workplace accommodation.
- Liaise with and support the employee and Supervisor; liaise with insurance carrier and WSIB case managers.
- Referrals for specialized services and assessments e.g. EFAP Work Assist, EFAP Trauma Assist, or independent medical evaluations.
- Assist with return to work and workplace accommodation plans for modified hours and/or duties.

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RESOURCE: HEALTH AND SAFETY ASSOCIATE

CONTACT INFORMATION: 905-791-7800 x4912

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DESCRIPTION:			
Provide guidance, support and advice on matters related to workplace health and safety including workplace violence.			
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RESOURCE: HUMAN RESOURCE ASSOCIATE		CONTACT INFORMATION: 905-791-7800 x2645	
DESCRIPTION:			
Provide guidance and advice on all Human Resource matters such as recruitment, employee relations, performance management, benefits, salary administration, training, policy interpretation, and more general inquiries.			
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RESOURCE: WORKPLACE SAFETY AND INSURANCE BOARD (WSIB)		CONTACT INFORMATION: 416-344-1000	
DESCRIPTION:			
Employees must report all work-related incidents to their supervisor immediately and participate in the investigation to help identify the root cause and to prevent re-occurrences. All work-related injury/illness are reported to the Workplace Safety and Insurance Board (WSIB) if it includes one or more of the following conditions:			
<ul style="list-style-type: none"> • Employee requires health care (e.g., receives medical treatment or is taken to any hospital emergency room) • Employee is absent from regular work beyond the day of injury/illness, including any period of modified work (hours or duties) • Employee does not require health care, but requires modified duties that lasts beyond 7 calendar days 			
WSIB evaluates claims for employee benefits. WSIB may require additional information to approve your claim. If your claim is denied you have the option to appeal.			
HEALTHY	REACTING	INJURED	ILL
RESOURCE: Benefits Our provider: Sun Life Financial Canada		CONTACT INFORMATION: 1-800-361-6212	
DESCRIPTION:			
<ul style="list-style-type: none"> • Benefits are available for full time staff. • Please refer to your benefits booklet for coverage details for sick leave benefits, drugs, paramedical professional services (e.g. massage, psychologist, and physiotherapist.) • Complete and submit appropriate forms to XXX to qualify for sick leave (non-work related) absences. Claims for some benefits such as paramedical may be submitted online. Refer to sunlife.ca for more information. • XXX evaluates claims for sick leave and other benefits. XXX may require additional information to approve your claim. If your claim is denied you have the option to appeal. 			
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RESOURCE: LIFESPEAK		CONTACT INFORMATION: Visit: rop.LifeSpeak.com Corporate ID: healthyworkplace	
DESCRIPTION:			
A health and wellness online video clip platform which gives you and your family members instant access to expert advice on a variety of health topics, including mental health.			

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