



Our journey towards a mentally healthy workplace continues

We know our success depends on the wellbeing of our staff. Peel Regional Paramedic Services is committed to creating a culture that puts staff psychological health and safety first. Here's a look at our journey from 2019 to July 2021.

Humanizing the Workplace

- Distributed plants to ARBs and Divisions as well as table soccer
- Partnered with Wounded Warriors Canada to help with mental health resources for front-line staff
- Partnered with St. John Ambulance to bring therapy dogs into the workplace 1x week

Family Support Working Group

- Hosted two in-person symposiums on occupational stress injuries and paramedic mental health

Return to Practice (RTP) Initiatives 2020

- Initiated creation of the 'Welcome Letter' to inform both Paramedics and Superintendents of training and other expectations during the RTP process to alleviate stress surrounding a return to the workplace during a pandemic
- Initiated development and delivery of the 'Exit Letter' to close the loop and feel confident that all their needs have been met
- Provided detailed information/plans for Occupational Therapists/WSIB case workers
- Engaged Paramedics who are coming back on a more gradual return (modified in the workplace) to allow them to begin training at a pace that feels comfortable and is safe

External Violence Against Paramedics

- Development and approval of Zero Violence Policy; shared and implemented broadly across the service
- Development and approval and completion of reporting mechanism for external violence - EVIR
- Presented Council Report on External Violence Against Paramedics
- Successful collaboration with Peel Regional Police
- Addition of safety equipment - spit hoods and soft restraints
- Launch of social media awareness campaign
- Launch of internal communications strategy

If you have questions or want to learn more about future programs and initiatives, please contact Faith Bisram at faith.bisram@peelregion.ca.

2019



2020



2021



Culture of Safety

- Integration of Culture of Safety into Standard Operating Procedures
- Review of hiring process under a Culture of Safety lens
- Delivered suicide prevention training to paramedics
- Developed Return-to-Work checklist

Family Support Working Group

- Created 7 newsletters for families/loved ones of paramedics on OSIs and mental health, to be distributed via email in 2021

The Quarantine Support Unit

- Supports staff impacted by COVID
- Quarantine Support Unit created to provide staff with emotional and psychological support regarding COVID exposure and isolation concerns

Cumulative Exposure Tracking

- Development of a process to track every paramedic's cumulative exposure to traumatic calls
- Involves proactive conversations lead by supervisors to help break down Mental Health stigma and increase awareness of Mental Health supports

Cumulative Exposure Dashboard

- Dashboard created showing various workplace psychological metrics as potential indicators of psychological wellbeing to assist with decision making regarding future Mental Health programs

