

**Working Together,
Resilient together**

Peer Support in Ottawa

April 2021



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Tri-Service

- Grass roots
- Cooperation
- Resource & knowledge sharing
- We care



Ottawa Paramedic Peer Support Team



Dedicated room



YOUR RESOURCE LIST

Employee and Family Assistance Program
For employees & family members
Now provided by MORNEAU-SHEPELL 24/7
Contact 1-844-880-9142
Website www.workhealthlife.com

Boots on the Ground 1-833-677-2668
www.bootsontheground.ca

Ottawa First Responders Foundation
www.ottawaftrf.ca

Distress Centre 613-238-3311
(Ottawa and Region) www.dcoottawa.on.ca

Crisis Line (mental health) 613-722-6914
(Ottawa and Region) www.crisisline.ca

Tema Foundation video resources
www.tema.foundation

WHAT TO WATCH FOR

Whether you are experiencing a reaction to a specific incident, or stress from an accumulation of events, it is common to feel strong emotional or physical reactions which are unusual for you. Sometimes these stress reactions appear immediately after the event or even a few hours or days later. In some cases, weeks or months may pass before the stress reactions appear. The duration of the signs and symptoms vary for each individual. Remember you are not alone. These are natural reactions to abnormal events.

Physical Reactions:
Headaches, anxiety, chest pain, shortness of breath, GI disturbances, loss of appetite, insomnia.

Emotional Reactions:
Panic, shock, fear, loss of control, irritability, overwhelming sadness, exaggerated emotions.

Thinking Reactions:
Difficult decision making and concentration, confusion, racing thoughts, hyper-alertness.

Behavioral Reactions:
Anger, numbness, crying, pacing, withdrawal, excessive activity, negativity, hyper-vigilance.

PEER SUPPORT

When you need support, we will be here for you.

CALL US
613-314-0373 or 613-601-2377

paramedicpeersupport@ottawa.ca

OTTAWA PARAMEDIC SERVICE
SERVICE PARAMÉDICAL D'OTTAWA

Families need support too!

Send an email to:
firstresponderfamilyottawa@gmail.com

Don't know what you need?

Call us, we can help.

WHO WE ARE

We are supportive and caring peers who have been trained in Crisis Intervention. Members encompass all platoons and divisions, including operations, communications, logistics, community paramedicine and public education.

We can be the first step in helping you initiate your natural coping strategies and are here to listen, empathize and defuse or mitigate with you. We can help you take care of immediate needs and, create a short term plan to help you retake control.

We will guide you to additional resources that will include a **NEW** maintained up-to-date clinician resource list!

A current peer support team list is available in the hoteling area with photos/contact numbers for easy access to an active team member.

WHAT WE OFFER

- 1. One-on-One Support**
For the times when you need to talk to someone about daily frustrations at work or home.
- 2. One-on-One Crisis Intervention**
For the time an incident overwhelms you and you are in crisis.
- 3. After every interaction, your peer support member will follow up with you.** The timing and method are pre-determined before you leave the session.
- 4. Peer support may proactively reach out to peers to do check-ins as well.**

For privacy and confidentiality, most one-on-one sessions will be held in the Peer Support room across from the gym or another appropriate location. Each interaction is confidential unless we are concerned about immediate harm to yourself or others.

To validate this program, we do keep confidential usage statistics.

HOW IT WORKS

- 1. Reach out 24/7**
 - The dedicated phone numbers
 - In person at any time
 - Contact a member directly

The list of current peer support members and their photos are found at HQ in the hoteling area near the computers or CACC at the front entrance.
- 2. Contact your shift Superintendent to make an immediate request.**

CALL US

613-314-0373
613-601-2377

CONFIDENTIAL!

Your confidentiality is our number one priority. We want you to feel comfortable using peer support and we can't



Team "baseball cards"



Name tags

OPS observations

- Face-to-face
- Supporting ALL staff
- Growing needs
- Paramedics as PSP & HCW
- Sustainability



Thank you



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Ottawa Firefighter Wellness & Fitness Initiative

The **purpose** of the WFI is to ensure that uniformed personnel are healthy enough to work safely and effectively during their careers, while also enjoying their time away from the job.



5 Components of OFS Wellness Initiative

- Behavioral Health
- Fitness
- Rehabilitation
- Medical (Firefighter Specific Screening)
- Confidential Data Collection

Communication Strategies

- <https://ofsps.org/>
- <https://twitter.com/ottfirewfi>
- ottfirewfi@gmail.com
- <https://www.iaff.org/behavioral-health/>

Thank you



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PEER TO PEER WITH OTTAWA POLICE-

MOVEMENT TOWARDS WELLNESS

CIPSRT Webinar

Sgt. Brent MacIntyre



OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA

*A Trusted Partner in Community Safety
Un partenaire fiable de la sécurité communautaire*

ottawapolice.ca

WELLNESS PROGRAM- MANY PATHWAYS

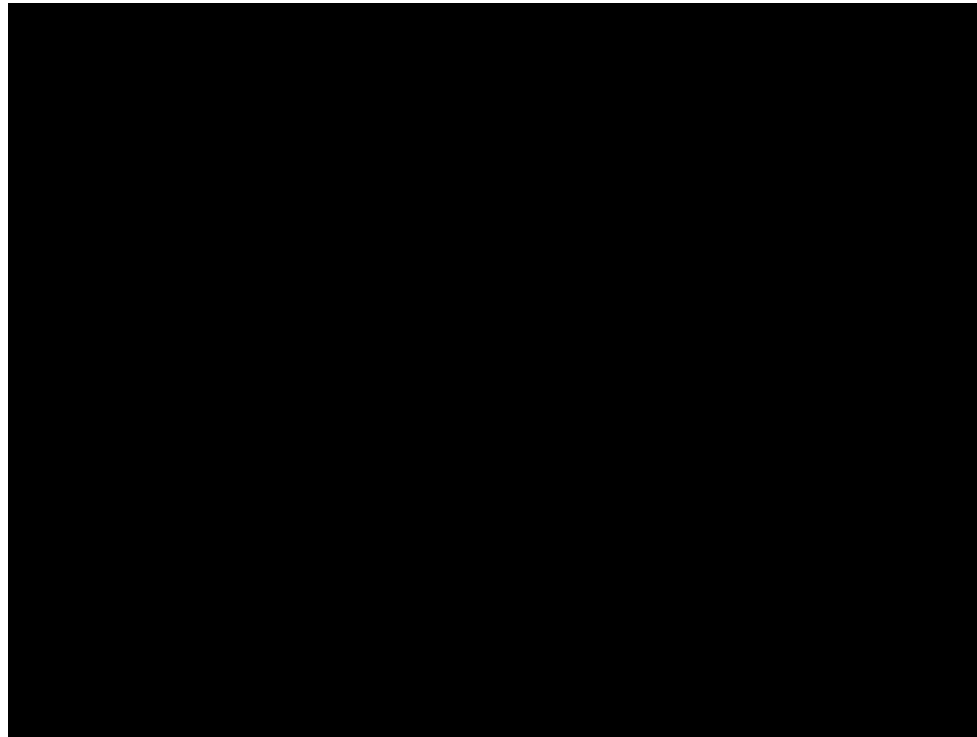


Your path to wellness is not singular. Not all needs are the same.



- ✓ Right Wellness leadership team
- ✓ Rejuvenate the current program
- ✓ Expand to meet identified needs
- ✓ Embed into the OPS culture

WHAT IS PEER SUPPORT- ADVERTISE WHAT IT WILL LOOK LIKE IN YOUR WORK



<https://www.ottawapolice.ca/en/peer-support.aspx>



PEER SUPPORT



- Program officially launched July 1, 2018
- ~70 applicants for Peer Supporter roles
- Peer Support Working Group developed procedures; confidentiality a key component
- 37 Peer Supporters completed 5 day training with MHI
 - 8 Civilian Members
 - 2 Family Members
 - 8 Retirees
 - 19 Sworn Members
- Looking to expand in 2021 & looking for new Peer Supporters!!



PRO TIP #1 – KEEP THE DATA!



- Demographics- M/F; Civ/Sworn/Family/Retiree
- Employee Status –Working/Sick/RTW
- Nature of the Challenge- Personal/Work/Family
- Time Spent offering support hrs/ %
- Type of Support Listen/ Focus/Next Steps
- Who is supporting members and how classified

All Notes SHALL Be kept Secure
NO IDENTIFIERS!!!!

Jul 1, 2018 and Dec 17, 2019

271 Interactions were recorded between
Jul 1, 2018 and Dec 17, 2019

Of the 82 Peers supported:

1(1.22%) were Civilian
26(31.71%) were Civilian Employee
6(7.32%) were Family
1(1.22%) were Retiree (Civilian)
6(7.32%) were Retiree (Sworn)
42(51.22%) were Sworn Member

PRO TIP#2- EMPLOY AN OUTSIDE BADGUY



- ✓ OUTSIDE collaborators will help weed out members not ready for P2P
- ✓ Explain intention of the program- Focus Groups/Ad campaign
- ✓ Have a process in place 4 questions panel interview
OR
Nomination from peers & Panel Interview



- ✓ ERG's to help draft the policy/procedure.
- ✓ Need resources in place- takes money to save money



PRO TIP #3- FIND YOUR PARTNERS



- Find your clinicians and Vet your list!
- Think of new ways for old problems- Embedded Psych/ Triaging
- Outside partners make things easier:



CAMP
AFTERMATH



Ottawa First Responders
FOUNDATION
In this army, no one stands alone.



- Think about connection points with Allied agencies

PRO TIP #4 BLUE BUDDY (COMING SOON)



- Informal support check in – add it to your staff profile page.
- Designate someone you are connected to who you are honest and open
- Connected with Wellness team only

On staff profiles.

- Changed and altered at any time.
- NB: P2P is for everyone





Now or later?

macintyre@ottawapolice.ca

or

Support@Ottawapolice.ca