

PHC Staff and Medical Staff Wellness Resource List

Wellness is the act of practicing healthy habits on a daily basis to attain better physical and mental health outcomes, so that instead of just surviving, you're thriving. Here are some resources to help you thrive at work and at home.

Psychosocial Support and Wellness

Homewood Health - Employee and Family Assistance Program (EFAP):

Homewood Health provides confidential and comprehensive service to both employees and their immediate families including counseling, a 24-hour crisis line, Life Smart Coaching (health, life balance, and career) and online resources (e-learning, interactive tools, health & wellness assessments, and a library of articles) to help develop specific strategies to address workplace situations.

1-800-663-1142

www.homeweb.ca (Use Organization Code when prompted: **PHC578**)

Critical Incident Stress Management (CISM)

A critical incident is an event that causes a powerful emotional reaction. Examples of critical incidents in health care include: the death or suffering of a patient, resident, or colleague; witnessing or responding to an incident where someone was hurt; sustaining a physical injury, or being verbally or physically threatened or assaulted.

Critical Incident Stress Management (CISM) can help those impacted by critical stress by offering opportunities for healthcare employees to talk about difficult events in a confidential, safe, and supportive process. That may include individual or group intervention, providing personal coping strategies, advice to family and friends, and assistance to the managers and supervisors involved in the situation.

How to access CISM support:

Homewood Health - 1-800-663-1142 (select Option 2 for Organizational Support). Requests can be done by PHC leaders, including Clinical Nurse Educators

WorkSafeBC – 1-888-922-3700

Care to Speak

A peer-based phone, text, and webchat service providing free and confidential mental health support to health and social support workers in BC. Call 1-866-802-7337 (PEER).

This service is available Monday to Friday, 10:00 am – 2 pm and 5:00 pm – 9:00 pm.

www.careforcaregivers.ca

Respect at Work resources

Resources, information and training available related to respect at work, coaching and strategies on resolving disrespectful conflict, including incidents of racism or discrimination.

<https://connect.phcnet.ca/life-career/occupational-health-wellness/respect-at-work>

No Bully email line

Confidential No Bully email line for further advice or guidance on how to file a formal complaint of bullying, harassment, micro-aggression, racism or discrimination. All communication is kept confidential (unless/until a formal complaint is filed).

phcnobully@providencehealth.bc.ca

Adler Telehealth

Confidential counselling services available to PHC staff through Adler Community Health Services (ACHS). If interested in seeking services, please fill out form (via link below). A clinician will follow-up to discuss appropriate options and resources.

<https://forms.office.com/r/yhLXgWzTom>

Foundry Virtual BC

Foundry Virtual BC offers free mental health and wellness supports for people ages 12-24 and their caregivers across BC. Staff who fall within the age range can access counselling & peer support, substance use services, groups, primary care and employment services through video, audio and chat options. For further questions and/or information, please visit www.foundrybc.ca/virtual or email online@foundrybc.ca.

Indigenous Mental Health and Wellness Supports

The Hope for Wellness Help Line offers immediate help to all Indigenous peoples across Canada. It is available 24 hours a day, 7 days a week to offer:

- counselling
- crisis intervention

Call the toll-free Help Line at 1-855-242-3310 or connect to the online chat at www.hopeforwellness.ca.

Indian Residential School Crisis Line is a national service for anyone experiencing pain or distress as a result of their residential school experience. Call toll-free 1-866-925-4419.

Kuu-Uu Crisis Line Society provides a 24-hour crisis line for Indigenous people across BC. Toll free number - 1-800-588-8717. Learn more at www.kuu-uscisline.com.

Métis Crisis Line is an immediate crisis intervention service for Métis people across the province of BC, 24 hours a day – 1-833-MétisBC (1-833-638-4722)

Crisis Support

The Crisis Line Association of BC (CLABC) is the provincial association representing member crisis lines from across British Columbia. Members of CLABC provide emotional support, crisis and suicide assessment and intervention, and resource information.

Crisis line workers are trained in critical skills such as empathetic reflection, active listening, and collaborative problem solving. They use crisis and suicide assessment and intervention protocols that are based on recognized better practices. The following crisis line services are available:

- **9-1-1** if you are in an emergency.
- **1-800-SUICIDE** (1-800-784-2433) if you are considering suicide or are concerned about someone who may be.
- **310Mental Health Support** at 310-6789 (no area code needed) for emotional support, information and resources specific to mental health.
- **Kid's Help Phone** at 1-800-668-6868 to speak to a professional counsellor, 24 hours a day.
- **Alcohol & Drug Information and Referral Service** at 1-800-663-1441 (toll-free in B.C.) or 604-660-9382 (in the Lower Mainland) to find resources and support.

Safety and violence prevention

First Aid

First aid is provided by on-site Security or a designated First Aid Responder. For questions about who the designated First Aid Responder is for your area, please ask your leader. If you feel you need further medical attention please go to the Emergency Department.

Workplace Health Call Centre

Report all violent incidents and near misses, including when you are threatened or traumatized, to the Workplace Health Call Centre **as soon as possible**. This will help prevent delays in the WorkSafeBC claims process by ensuring that WorkSafeBC forms completed thoroughly and accurately and are submitted on-time. You may not need to take time off or require medical treatment immediately after an incident but reporting the incident right away can support a future WorkSafeBC claim if needed. This will also help you to access the appropriate support services.
1-866-922-9464

Violence Prevention Training

Violence Prevention training is available to all staff across PHC, with additional training and supports available depending on your area of work. Please contact your manager or violenceprevention@providencehealth.bc.ca if you have questions about violence prevention training.

Medical staff wellness resources

Medical Staff Resource Webpage

Web-based wellness toolkit for PHC medical staff.
<https://www.phcmedstaff.ca/working-at-phc/stressleave/>

Doctors of BC Physician Health Program

The PHP of BC offers confidential advocacy, support and referral assistance for BC physicians, residents, medical students and their immediate families dealing with issues that can impact their health and well-being. PHP also offers peer support programs.
<https://www.physicianhealth.com/>

Canadian Medical Association (CMA) Physician Wellness Hub

Provides a collection of resources, information and programs leading the way to physician wellness.
<https://www.cma.ca/physician-wellness-hub/content/about-physician-wellness-hub>

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Other wellness resources

PHC staff discounts

PHC has partnered with community organizations and businesses to bring preferred rates to staff.
<https://connect.phcnet.ca/life-career/employee-resources/staff-discounts>

Questions?

Questions about wellness resources available to you? Did we miss something in this resource list? Please contact Wellness, Occupational Health & Safety at wellness@providencehealth.bc.ca.

Do you have an idea on how to support wellness in our organization and are unsure of who to speak with about his idea? Please reach out to Ideas: Forward at ideasforward.ca.

