



Community
Mental Health
Action Plan

**COVID 19/
CRISIS
RESPONSE**

COVID-19/CRISIS RESPONSE

The Community Mental Health Action Plan, in collaboration with key stakeholders in municipal and provincial governments and, not-for-profit organizations, has developed this document, as an addendum to the Community Mental Health Training Framework. The initial Framework, published in 2019, contains trainings and resources in six domains related to mental health. This Addendum is intended to complement the Framework.

You are invited to review the full Framework document on this website (www.mentalhealthactionplan.ca) as there are many resources that could also be of help to front-line workers.

During this unprecedented time of uncertainty, the Coronavirus (COVID-19) pandemic continues to impact the psychosocial well-being of Albertans.

This addendum is intended to provide support to front-line workers, caregivers and crisis response workers as they navigate the complexities of work and personal demands, associated with this difficult time.

The trainings and resources contained herein are geared towards increasing awareness and providing strategies to bolster people's ability to 'weather the storm'. The document is divided into two segments: Supporting Professionals During Covid-19 and Crisis Response.

A. SUPPORTING PROFESSIONALS DURING COVID-19

■ Supporting Yourself

In this section, trainings and resources have been selected that provide information on ways the pandemic can affect mental health and well-being, including experiencing heightened levels of stress, anxiety and fear.

It includes ways to build resilience, develop self-care, adjust to working from home and manage isolation.

A subsection has been included to support the specific mental health needs of Healthcare Workers, taking into account the added stress resulting from providing essential health services.

■ Supporting Others

This section is divided into two subsections. The first offers information and strategies practitioners can use to help their clients manage their own mental well-being. The latter contains resources for employers to support the well-being of themselves and their employees.

■ Supporting Caregivers

Recognizing the on-going stress that can accompany caring for loved ones and family members, this section provides resources on understanding caregiver stress and coping strategies. There is a resource to guide employers of health care and home care providers in supporting staff who also caregive to their family or friends.

A subsection provides a list of caregiver hotlines and online support services.

B. CRISIS RESPONSE

Professionals working in crisis response roles such as emergency workers, first responders, essential workers, disaster responders and helping professionals can experience increased levels of stress, anxiety and are at risk for developing vicarious trauma. This section specifically addresses the psycho-social needs of these professionals providing training, resources and tools to support self-care and recover from the impacts of providing services amid the pandemic.

COVID 19/ CRISIS RESPONSE

IN-PERSON/ONLINE TRAININGS

TITLE/SOURCE	DESCRIPTION	DURATION	POPULATION(S)	COST	CONTACT INFO/LINK
<u>Psychological First Aid (PFA)</u> <u>Alberta Health Services</u>	These trainings will help participants to understand the most supportive things to say and do and will provide information about how to best approach disaster, pandemic, and emergency situations to ensure personal safety and the safety of others.		Emergency workers, helping professionals		To register email: HPDIP.MH.EarlyID@ahs.ca
<u>Psychological First Aid (PFA) for a Pandemic (for Responders/Helpers & Community Members)</u> <u>Alberta Health Services</u>	This interactive online training focusses on the 5 essential elements for effective disaster psychosocial response, key PFA action principles, and self-care for responders, with a particular focus on responding and recovering from the psychosocial impacts of the COVID-19 pandemic.	2 hrs		Free	To register email: HPDIP.MH.EarlyID@ahs.ca
<u>PFA for Pandemic: Train the Trainer (TT)</u> <u>Alberta Health Services</u>	This interactive webinar is designed to create psychosocial and response capacity within AHS and in community by training PFA facilitators to offer these webinars to their community, stakeholders, organizations and members of the public. Prerequisite: PFA for a Pandemic (for responders/helpers & community members- 2 hrs webinar and/or 6 hr in class workshop.	3 hr TT workshop		Free	To register email: HPDIP.MH.EarlyID@ahs.ca
<u>PFA for a Pandemic, with Child, Youth & Family</u> <u>Alberta Health Services</u>	This interactive webinar has been developed to support professionals as well as parents and caregivers, to enhance skills and increase confidence when supporting children, youth and families during the COVID-19 pandemic.	2 hrs			To register email: HPDIP.MH.EarlyID@ahs.ca
<u>PFA for Disasters, Emergencies and Crisis Events</u> <u>Alberta Health Services</u>	This in person training offers extensive group activities and experiential role plays to building PFA skills and knowledge. Content is focussed on disaster, emergency and crisis response. Not available online.	6 hrs		Free	To register email: HPDIP.MH.EarlyID@ahs.ca
<u>Psychosocial Disaster Learning Series</u> <u>Alberta Health Services</u>	The goal of this five-chapter online session is to provide a foundational review of knowledge about disaster psychosocial approach, tailoring it to our local needs in Alberta. Each chapter is intended to help update your knowledge prior to being deployed in a disaster responder role.	30 min each	Disaster Responders	Free	https://www.albertahealthservices.ca/info/Page17072.aspx
<u>Psychological First Aid</u> <u>National Child Traumatic Stress Network</u>	For those unable to take the AHS PSA in-person training, this interactive online course puts the participant in the role of a provider in a post-disaster scene. This course is for individuals new to disaster response who want to learn the core goals of PFA, as well as for seasoned practitioners who want a review.	6 hrs	Emergency workers, helping professionals		https://learn.nctsn.org/course/index.php?categoryid=11

TITLE/SOURCE	DESCRIPTION	DURATION	POPULATION(S)	COST	LINK
<u>Skills for Psychological Recovery (SPR)</u> National Child Traumatic Stress Network	For those unable to take the AHS training, this interactive online course is for individuals who want to learn about using SPR, learning the goals and rationale of each core skill, delivering SPR, and supporting survivors in the aftermath of a disaster or traumatic event.	5 hrs	Helping Professionals		https://learn.nctsn.org/course/index.php?categoryid=11
<u>LivingWorks Start</u> Centre for Suicide Prevention	This is an online, skills-based suicide prevention training program that anyone can learn in as little as one hour. Accessible from any computer or mobile device, the program features realistic audiovisuals and powerful e-learning technology. It also offers customizable elements based on users' profiles and needs, and provides quick access to support and safety resources. Trainees learn life-saving skills to keep their family members, friends, co-workers, and others safe from suicide.		All	\$20	https://www.suicideinfo.ca/workshop/start/
<u>Crisis Response Virtual Training Series</u> Mental Health Commission of Canada	2-part online series: Caring for Yourself and Caring for Your Team for essential workers.	part 1- 2 hrs; part 2 3 hrs	Essential Workers	Free	https://theworkingmind.ca/crisis-response-virtual-training
Crisis Centre BC	A number of live webinars are available through this site. Content includes suicide response, crisis intervention and tools for supporting our mental health.		All	Some are free; others \$99	https://crisiscentre.bc.ca/special-programming-during-the-current-health-situation/

RESOURCES/TOOLKITS/VIDEOS

211 Alberta	211 Alberta is a helpline and website that provides information on and referrals to Alberta's community, social, health-related and government services.		All		211 Alberta by phone, text or chat: dial 2-1-1, text INFO to 211 or visit www.ab.211.ca and click "live chat"
Alberta Health Services	The PDN is a centralized virtual hub for updates and resources for psychosocial preparedness and recovery.				To be added on the email distribution list email HPDIP.MH.EarlyID@ahs.ca
Homewood Health	This resource includes helpful information and references related to the impacts of COVID-19 on mental health.		All		https://bcfirstrespondersmentalhealth.com/wp-content/uploads/2020/04/Homewood-Health-Pandemic-Toolkit.pdf
Crisis Service Canada	The website provides links to a variety of resources from other sources regarding anxiety and other mental health concerns.		All		https://www.crisisservicescanada.ca/en/covid-19-resources/
Canadian Centre for Police & Emergency Services Resilience	The Canadian Center for Police & Emergency Services Resilience was created to promote psychological health and resilience in police officers, soldiers, veterans, and emergency responders including Fire – Rescue, EHS, medical professionals, social workers, and Corrections. Website contains resources and trainings.		First Responders, healthcare workers, human services practitioners		https://911resilience.ca/
Centre for Crisis & Risk Communications	The website contains recorded lectures and webinars on various aspects of Pandemic Risk Communications		Organizations		https://centreforcrisiscommunications.com/resources/