



HEALTH CARE WORKER SKILL-BUILDING SUPPORT

THE CHALLENGE

As a result of the pandemic's increased stress and anxiety for health care professionals and educators, a new health care worker skill-building support program was designed. It was developed to have an option outside of hospital/school where front-line workers could receive support and take time to focus on their own wellness while continuing to function in a stressful environment.

THE SOLUTION

- The health care worker skill-building support program helps front-line workers with their increased stress and anxiety during COVID-19. It helps build a toolkit of skills on resilience as they manage the stresses of working through a pandemic.
- In addition to health care workers, this service is also available to educators and staff in the school system who may be experiencing increased stress and anxiety.
- The program is available virtually, one-on-one, for four sessions.
- Individuals interested can be referred (or self-refer) through St. Joseph's Healthcare Hamilton's Connect Mental Health and Addiction Outpatient Program. Individuals needing more support are triaged back through Connect and can access additional supports if necessary based on the stepped care model. Referrals can also be taken by contacting CMHA Hamilton directly at 905-521-0090 or info@cmhahamilton.ca.
- The program is available in the Greater Hamilton Area. Canadian Mental Health Association branches in Niagara and Oxford County are also offering the program in their regions.
- The program has a research component in collaboration with Dr. Diana Singh at McMaster University who designed a pre-survey and post-survey to help evaluate the effectiveness of the new program.

WHO IS THIS PROGRAM FOR?

- Health care workers, peer support workers and first responders who may be suffering from COVID-19-related post-traumatic stress disorder or burnout as a result of delivering services
- People addressing fears and concerns around return-to-work/return-to-normal activities
- People back to work and not feeling safe or have increased anxiety
- People who are worried about future waves of COVID-19 or future pandemics
- People impacted by physically distancing and social isolation
- People who are suffering from new onset, acute or recurrent mild-to-moderate anxiety as a result of pandemic conditions