

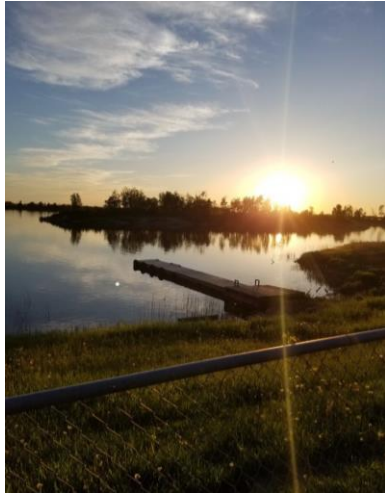
# Occupational & Critical Incident Stress Management

## OCISM Orientation

Date: May 23<sup>rd</sup>, 2024

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# Occupational & Critical Incident Stress Management

- About OCISM.
- Services
  - Critical Incident Stress Management; and
  - Occupational Stress Management (OSIs).
- Resources and Supports.

OCCUPATIONAL & CRITICAL  
INCIDENT STRESS  
MANAGEMENT



GESTION DU STRESS  
PROFESSIONNEL ET À LA SUITE  
D'UN INCIDENT CRITIQUE

**1-800-268-7708**

Ask for OCISM / Demandez la GSPIC  
[ocism-gspic@hc-sc.gc.ca](mailto:ocism-gspic@hc-sc.gc.ca)

24 hours a day  
365 days a year  
Confidential Service

24 heures par jour  
365 jours par année  
Service confidentiel

# Occupational and Critical Incident Stress Management (OCISM)

Since 1991, the OCISM program has provided support services for nurses.

Peer support is one of the founding principles of OCISM services.

Our team is made up of nurses:

- ✓ who know and understand the day-to-day reality of nurses working in isolated First Nations and Inuit communities; and
- ✓ who have completed advanced training in CISM.

*Nurses Helping Nurses*

# Who can access OCISM services?



- Specifically for Nurses working in First Nations and Inuit communities across all Regions, regardless of employment/designation.
- For ISC, agency, band, and student nurses.

# OCISM goals

1. **Primary prevention:** education about the impacts of workplace stress, information and tools to enhance resilience against stress reactions.
2. **Secondary prevention:** access to early supports and interventions to reduce the psychological impact caused by challenging events.
3. **Accelerate the recovery** of nurses who are experiencing reactions through prompt access to interventions.



# OCISM services

## Critical Incident Stress Services

- assessment and defusing
- Critical Incident Stress Services (1:1 counselling)

## Occupational Stress Injuries Support

- Cumulative Stress Coaching
- Resiliency Coaching
- Peer Assistance Support/Wellbeing Check-ins

**Confidential**

**Voluntary**

## **OCISM definition of a Critical Incident**

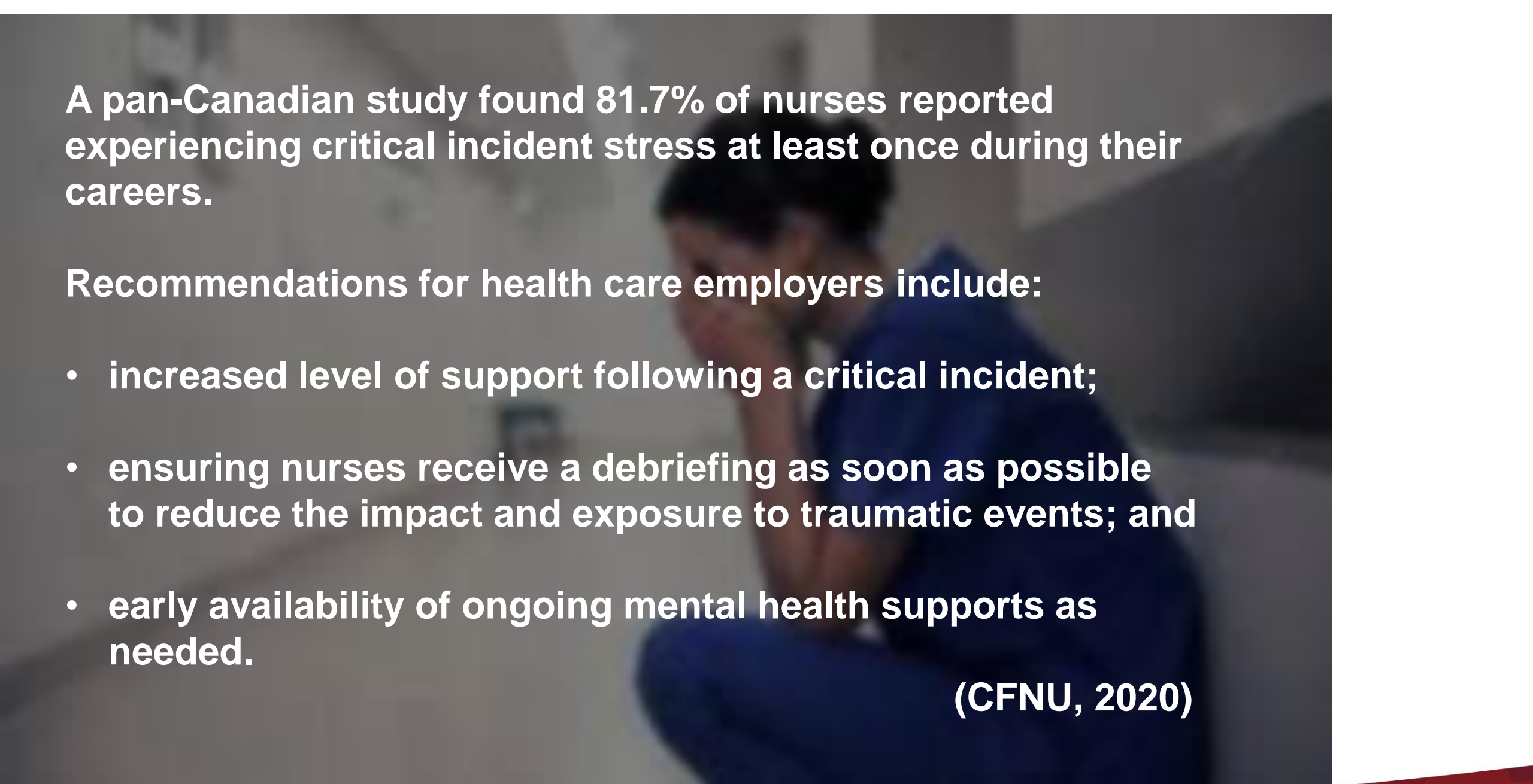
A practice-related event faced by nurses in the course of their job which causes them to experience unusually strong reactions and has the potential to interfere with their ability to function at the scene or later.

**A normal reaction to an abnormal event.  
Earlier intervention and support helps recovery.**



Critical Incident  
Stress  
Services





**A pan-Canadian study found 81.7% of nurses reported experiencing critical incident stress at least once during their careers.**

**Recommendations for health care employers include:**

- increased level of support following a critical incident;**
- ensuring nurses receive a debriefing as soon as possible to reduce the impact and exposure to traumatic events; and**
- early availability of ongoing mental health supports as needed.**

**(CFNU, 2020)**



## Critical Incident risk factors...

What are potential risk factors for nurses that can be present before, during and/or after a traumatic event?

# Health care professional risk factors before, during or after a traumatic event



## Individual:

- personal /family history
- personality and coping strategies
- nature/intensity of traumatic events
- social support

## Work environment:

- professional supervision
- equipment to perform duties
- role clarity
- training
- event: type, severity, proximity, age, ethnic background
- management support
- access to timely defusing/critical incident stress management services.

# OCISM: Access to Assessment, Support, & Referral

OCISM will provide telephone support to:

- assess
- defuse
- refer for supports



## Confidential and voluntary services



24 hours a day  
7 days a week

1-800-268-7708 (ask for OCISM)  
ocism-gspic@hc-sc.gc.ca

- A nurse can call or email OCISM anytime.
- A nurse manager or a Nurse in Charge can refer a team after an event.
- OCISM will **proactively** contact nurses named in an event when an Occurrence Report is submitted.

# OCISM Critical Incident Stress support

## Counselling

- 1:1 sessions with an OCISM Mental Health Professional (MHP).
- Short-term, up to 4 sessions within 3-4 weeks of the event. This can help:
  - Reframe thoughts and perceptions related to stressors.
  - Find strategies that can help with coping.



## Travel out of community to access MHP services

- With OCISM assessment and manager approval, OCISM may cover cost of travel to access the OCISM MHP services. This may include 2 nights hotel, meals as per Travel Directive.

## OCISM Leave Certificate

- Provided by MHP during session on assessment, to be given to your manager to confirm access to OCISM services and to discuss leave options.
- Completion of provincial workers compensation documentation (to report workplace injury) is required as soon as possible after the event.
  - \*Professional Institute of the Public Service of Canada (PIPSC) members may qualify for “Leave with Pay” to access OCISM critical incident services.

## Definition of an OSI

- Mental health problems resulting from cumulative exposures to traumatic events in the workplace.
- Resulting from stressors experienced while serving in a professional capacity.

CFNU, 2020



**Normal reactions to ongoing workplace stressors.**

# Occupational Stress Injuries

Occupational stress injuries can be caused by ongoing exposure to the emotionally demanding nature of the job and workplace issues

- Vicarious Trauma
- Compassion Fatigue
- Moral Distress
- ethical dilemmas
- staff shortages/turnover
- conflict in the workplace
- job stress
- burnout



# Preventing OSIs and managing your wellness



Develop stress management tools or techniques to help reset stress responses:

- by being self aware of S&S;
- build your resilience: have a self-care plan;
- reach out for support;
- report occurrences at work involving self & others; and
- accessing other resources available.



## The Mental Health Continuum Self-Check (MHCC, 2021)

Be aware of how your body responds to stress:	Thriving	Languishing	Struggling	Distressed
<b>Changes in Mood</b>	<ul style="list-style-type: none"> <li>• Normal mood</li> <li>• Calm</li> <li>• Confident</li> </ul>	<ul style="list-style-type: none"> <li>• Irritable</li> <li>• Impatient</li> <li>• Nervous, sad</li> </ul>	<ul style="list-style-type: none"> <li>• Angry</li> <li>• Anxious</li> <li>• Pervasive sadness</li> </ul>	<ul style="list-style-type: none"> <li>• Easily enraged</li> <li>• Anxiety/panic</li> <li>• Depressed mood/numb</li> </ul>
<b>Changes in Thinking and Attitude</b>	<ul style="list-style-type: none"> <li>• Takes things in stride</li> <li>• Able to concentrate and focus on tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Intrusive thoughts</li> <li>• Sometimes distracted or loss of focus on tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Recurrent intrusive thoughts</li> <li>• Constantly distracted or cannot focus on tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Suicidal thoughts/intent</li> <li>• Inability to concentrate/loss of cognitive abilities</li> </ul>
<b>Changes in Behaviour and Performance</b>	<ul style="list-style-type: none"> <li>• Physically/socially active</li> <li>• Performing well</li> </ul>	<ul style="list-style-type: none"> <li>• Decreased socializing</li> <li>• Procrastination</li> </ul>	<ul style="list-style-type: none"> <li>• Avoidance</li> <li>• Decreased performance</li> </ul>	<ul style="list-style-type: none"> <li>• Withdrawal</li> <li>• Can't perform duties/tasks.</li> </ul>
<b>Physical Changes</b>	<ul style="list-style-type: none"> <li>• Normal sleep patterns</li> <li>• Good appetite</li> <li>• Feeling energetic</li> </ul>	<ul style="list-style-type: none"> <li>• Trouble sleeping</li> <li>• Changes in appetite</li> <li>• Some lack of energy</li> </ul>	<ul style="list-style-type: none"> <li>• Restless sleep</li> <li>• Loss of appetite</li> <li>• Some tiredness/ fatigue</li> </ul>	<ul style="list-style-type: none"> <li>• Cannot fall/stay asleep</li> <li>• No appetite</li> <li>• Prolonged fatigue/exhaustion</li> </ul>

# Practicing regular self-care helps build our resilience



## Building Resiliency

Resiliency is the mental reservoir of strength that people can call on, in times of need, to cope with stress and hardship.

With practice we can strengthen our resiliency by:

- reframing negative thoughts
- focus on what we can directly impact
- building healthy habits
- seek support from others



# Develop a self-care plan: “Comforts of Home”

- Building healthy stress management habits helps strengthen our resiliency.
- How can you adapt to your new environment to decrease work-related stress and to make yourself feel at home? **Ex: bringing your own pillow, bedding.**
- Building resilience is an **ongoing practice** of looking after yourself

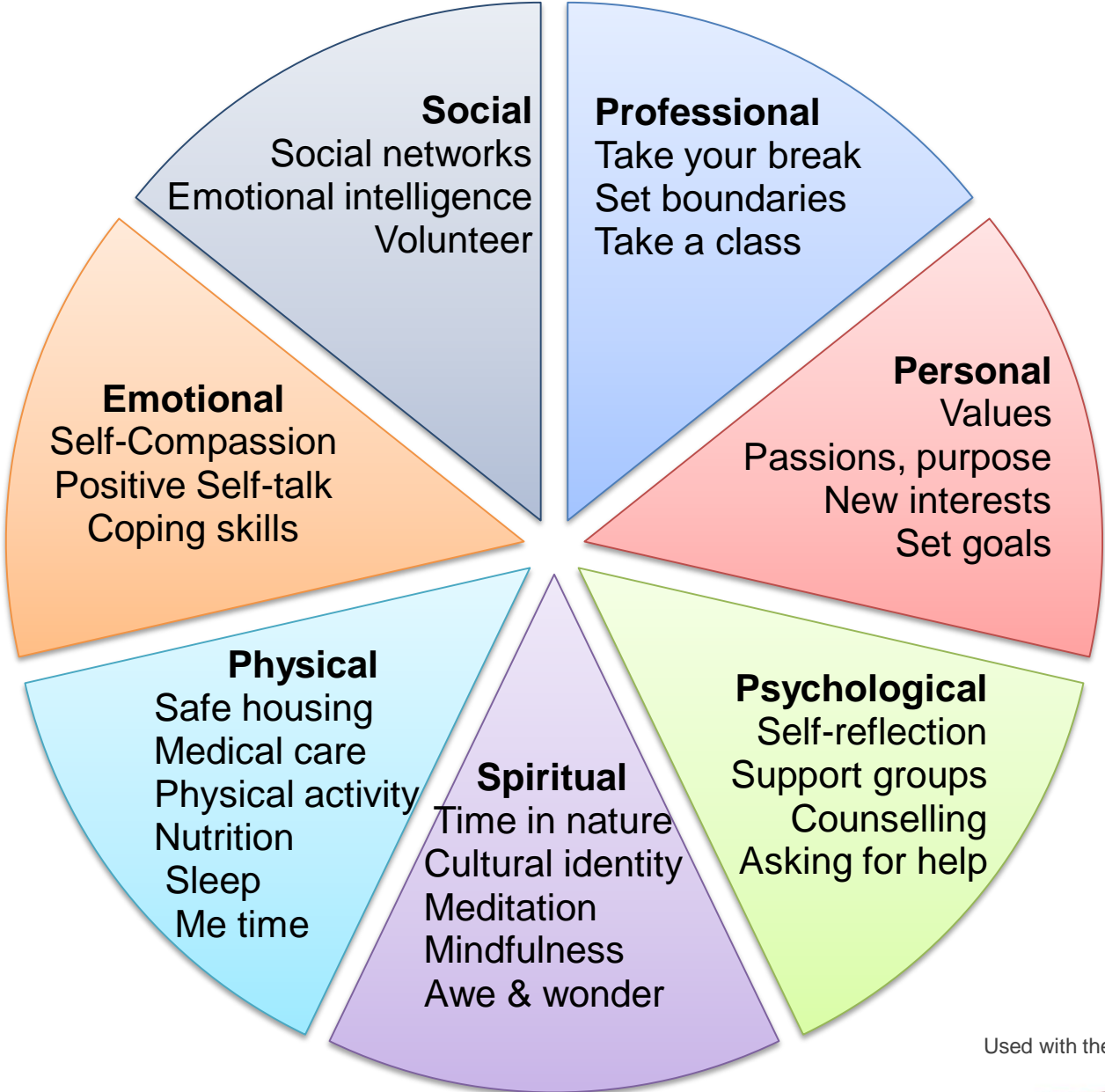


## Develop a Self-Care Plan: “Comforts of Home”

A large, empty rectangular box with a thin black border, occupying the central portion of the slide. It is intended for the user to develop a self-care plan.

# Wellness Wheel for Individual Wellness

- A range of tools or techniques to help reset the fight, flight or freeze response.
- Can help restore our individual wellness and build resilience.



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# OCISM Psychological health support services



## Cumulative Stress Coaching

Short term coaching with an OCISM MHP to address early warning signs and symptoms of occupational stress.

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## Resiliency Coaching

Short term coaching with an OCISM MHP to help you cope with work-related challenges, build on your existing abilities and develop new skills.

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## Peer Assistance Support/ Wellbeing Check-ins

Ongoing check-ins with an OCISM nurse who can offer training on positive coping skills and offer a listening ear.

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# External Resources

## [canada.ca/mentalhealth](https://canada.ca/mentalhealth)

Portal by PHAC. Has list of resources available by region and support type.

## [HopeForWellness](https://www.hopeforwellness.ca). 1-855-242-3310

Immediate help to all Indigenous peoples across Canada, available 24 hours a day, 7 days a week to offer counselling or crisis intervention.

## [LifeSpeak \(Canada.lifespeak.com\)](https://www.lifespeak.com) Password:canada

Educational resource with podcasts, blog posts and tip sheets on topics like sleep issues, diabetes, general fitness, workplace wellness, diversity and inclusion, and mental health.

## [For ISC employees: Centre for Integrity Values and Conflict Resolution](https://www.integrityvalues.ca) 1-866-247-1080

Provide a range of impartial and confidential services related to:

- Values and ethics
- Complaints and disclosures of wrongdoing
- Harassment prevention and resolution
- Informal conflict resolution
- Legal assistance and indemnification

## [For ISC employees: EAP available](https://www.integrityvalues.ca)

Available to ISC employees and their immediate family members 24/7 for mental health support at 1-800-268-7708 and ask for EAP counselling. They will set up services with a network counsellor.



## The World of Apps...



The Smiling Mind  
*(meditation)*



UCLA Mindful



The Mindfulness App



Happier



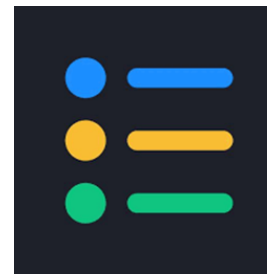
The Breathing App



Happify



MyFitness Pal



Productive  
*(habit tracker)*



For sleep &  
meditation

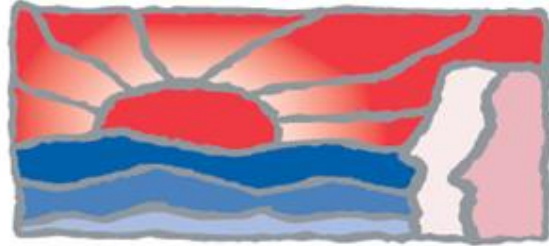
# OCISM Evaluation Link

Thank you for your participation!

May 23, 2024 OCISM presentation  
evaluation form



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**GESTION DU STRESS  
PROFESSIONNEL ET À LA SUITE  
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