## **9.9 Appendix I: Psychosocial Supports - Checklists, Tools, Resources**

| **Action** | **Responsibility**  (Who will do what?) | **How will the Action be completed?** | **Status**  (Not Started,  In progress, Complete) | **Comments** |
| --- | --- | --- | --- | --- |
| Increase awareness of the potential psychosocial implications of a pandemic. |  |  |  |  |
| Incorporate psychosocial considerations/messaging into communications with community members. |  |  |  |  |
| Provide community members with information about the psychological reactions to emergencies and recommendations for positive coping strategies. |  |  |  |  |
| Identify potentially vulnerable or at-risk populations or individuals in the community and plan for their psychosocial needs. |  |  |  |  |
| Provide psychological first aid training (or access to training) to HCWs, essential service workers/first responders and others, as appropriate. |  |  |  |  |
| Post information on how to access Mental Health Crisis Lines. |  |  |  |  |
| Provide employees with contact cards (i.e. Need to Talk, Mental Health First Aid cards, Employee Assistance Program), as appropriate. |  |  |  |  |
| Connect people with loved ones and social support. |  |  |  |  |

**TOOLS/RESOURCES**

CPIP Annex: [Pandemic Influenza Psychosocial Annex](http://www.phac-aspc.gc.ca/cpip-pclcpi/ann-p-eng.php)

<https://www.canada.ca/en/public-health/services/flu-influenza/canadian-pandemic-influenza-preparedness-planning-guidance-health-sector/pandemic-influenza-psychosocial-annex.html>

Includes a suggested planning framework for addressing the psychosocial implications of an influenza pandemic (or any large-scale public health emergency).

Helping Children Cope with Stress During the 2019-nCoV Outbreak (WHO)

https://www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf?sfvrsn=f3a063ff\_2

Coping with Stress During the 2019-nCoV Outbreak (WHO)

<https://www.who.int/docs/default-source/coronaviruse/coping-with-stress.pdf?sfvrsn=9845bc3a_2>

Psychological First Aid After a Disaster or Emergency (AHS)

<https://www.albertahealthservices.ca/assets/healthinfo/mh/hi-amh-prov-mhpip-pfa-after-a-disaster.pdf>

Resources for Responding to Emergencies and Disasters (Canadian Psychological Association)

<http://www.cpa.ca/public/emergencies/Resources>

**Kids Help Phone 1-800-668-6868**

Kids Help Phone is a Canadian charitable organization that provides 24/7 free confidential professional online and telephone counselling and volunteer-led, text-based support in English and French to youth across Canada. Kids Help Phone also provides information on how to access community support services for youth.

**Hope for Wellness Help Line 1-855-242-3310**

For those experiencing emotional distress and want to talk, contact the toll-free **Hope for Wellness** Help **Line** at 1-855-242-3310 or the online chat at hopeforwellness.ca open 24 hours a day, 7 days a week.

On request, telephone counselling is also available in:

* Cree
* Ojibway
* Inuktitut

**Training Courses**

Psychological First Aid (PFA) –free on line interactive course available from the National Child Traumatic Stress Network (NCTSN) Learning Centre https://learn.nctsn.org

Mental Health First Aid Canada - <https://www.mhfa.ca/>

Mindfulness Practices – <http://www.mindfulnessinstitute.ca/>

Grief and Loss – <https://edmonton.cmha.ca/documents/grieving/>

Trauma Informed Care – <https://www.albertahealthservices.ca/info/Page15526.aspx>