



Mitigating the Impacts of Trauma Exposure in Community Mental Health Services

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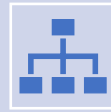
Agenda



Introductions



Setting the Stage: Why is this Topic Important?



Project Overview, Process and Approach



What We Learned



Recommendations

Parkdale Activity Recreation Center

PARC is a community mental health and social service agency that works with members to improve their health and lives, focusing on poverty, mental health, substance use, homelessness, and food security.

Members access services and develop relationships with our staff through five core areas of operation: a drop-in centre, a peer-support program, case management, supported employment and supportive housing.



Why is this Topic Important?



Staff Health and Wellness



Thinking Beyond Standard Benefits



Recognizing the Impact of Daily Injustices



Improving Staff Retention and Sustainable Services

Our Approach to Learning



Literature Review



Examine organizational culture and current supports



Staff Interviews and Surveys



Listen to staff's understanding of challenges, and ideas for improvement

What We Learned from Staff Interviews



Diverse motivations for entering social services: personal experiences, social justice commitment.



Deep Care for agency's goals and they want to see their peers and colleagues thrive.



Staff understand the complexities of the work and of the broader systemic gaps that make it difficult for systemic challenges.



The pandemic had a significant impact on the way staff experienced the work, the workplace, and the broader system.



There is a collective urgency to address inequities and support workers in fulfilling the mission.

Recommendations



Trauma Informed

1



Equity

2



Client Care

3



Collective Care

4

Building a Trauma Informed & Learning Workplace Culture

Elevating Equity & Anti-Oppression Practice for Stronger Allyship

Improved Collaboration in Client Care

Enhanced Peer-to-Peer Support & Collective Care

Trauma Informed & Learning Workplace Culture

Outcomes

- Effective Incident Support
- Proactive Self-care and Resilience
- Collective Capacity to Articulate Challenges in Proactive Manner
- Cultural Emphasis on Wellness
- Engagement Around Difficult Topics

Implementation might look like....

- Improving Post-Incident Follow Up
- Group Wellness Activities
- All Staff Meetings on the Topic
- Staff Tools to Improve Wellness, Self-Flagging System

Elevated Equity & Stronger Anti-Oppression Practice

Outcomes

- Consistency in Application of Service Restrictions
- Improved Organizational Response to Incidents of Discrimination
- Minimize Unconscious Bias
- Empowering Staff Engagement
- Capacity Building for Equity
- Prominent Commitment to Respect

Implementation might look like...

- Guidelines for Confronting Anti-Black Racism and Oppression
- Co-develop Incident Response with staff involved
- Review incident report outcomes and service restrictions to identify potential bias
- Identify Staff Affinity Groups
- All staff to have EDI based learning goals as part of their workplan

Improved Collaboration in Client Care

Outcomes

- Continuous Growth as a Trauma Informed Workplace and Service Provider
- Elevated Staff Morale and Engagement
- Shared Trauma Informed Vision and Language
- Continuous Learning of Sector Best Practices
- Collective Accountability Practices

Implementation might look like....

- Trauma-Informed Care training at all levels
- Clearly defining Trauma Informed Care and Standards of Care
- Policy and Procedure Review
- Boost Onboarding and Provide Ongoing Training

Enhanced Staff Support & Collective Care

Outcomes

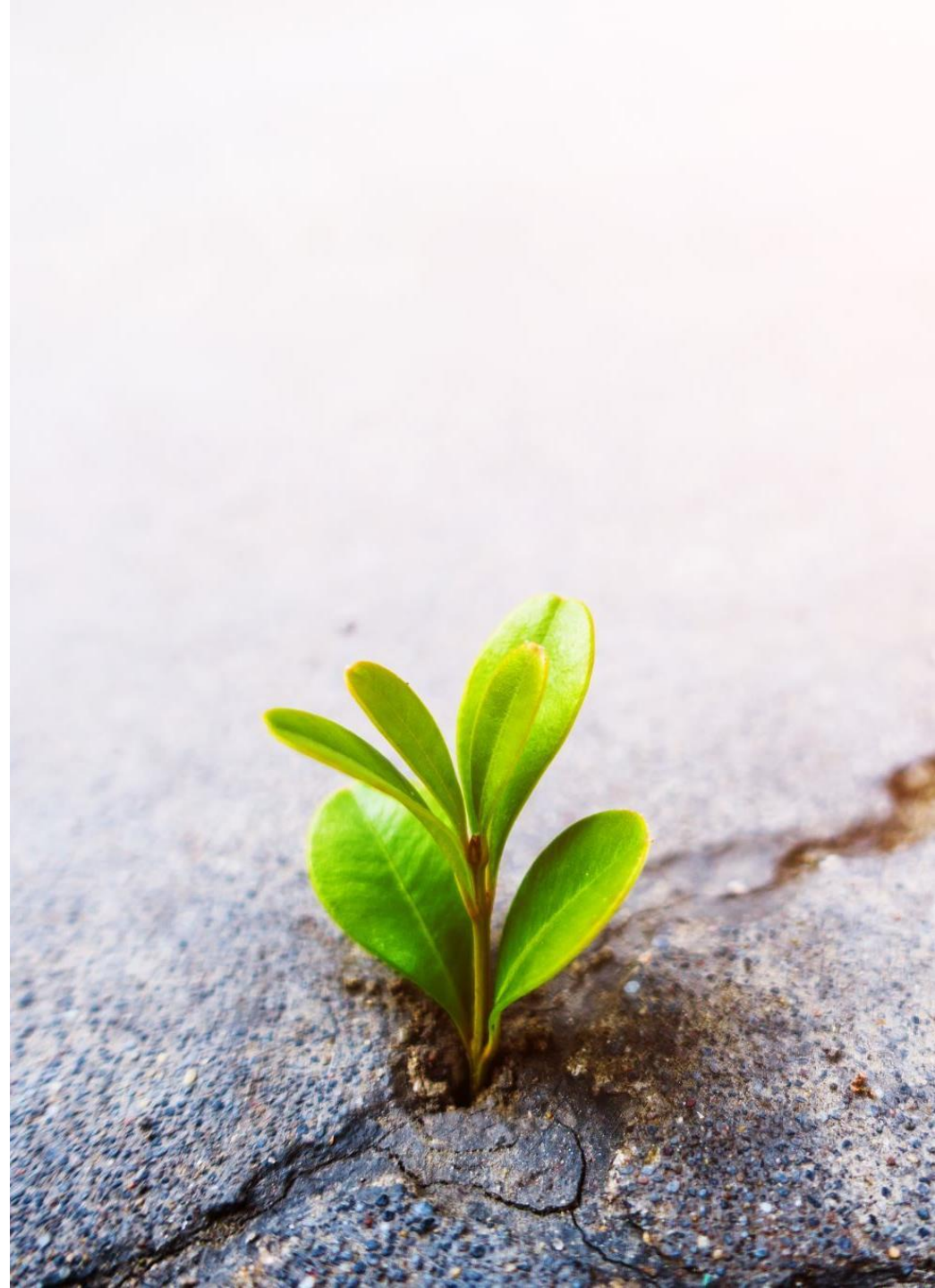
- Nurture Interpersonal Workplace Relationships
- Respect and Dignity in Team Building
- Enhanced Coworker Support Capacity
- Solidarity and Collective Accountability

Implementation might look like....

- Standard Training to include Psychological First Aid Training
- Staff-Led Internal Emergency Response Training
- Support Staff to implement their wellness plans and rest when needed

Conclusion

- This work is so important and necessary if we want the field to be strong, healthy and sustainable.
- The journey towards implementing recommendations is important.
- Commitment to staff well-being and organizational resilience needs to be a foundational.



Q&A

- What stood out for you and why?
- What recommendations would be possible to implement in your workplace?
- What other recommendations come to mind?



Thank you

