



A free workplace mental health service for Ontario's health care organizations



Program Catalogue

2023 - 2024



Canadian Mental Health Association
Ontario



Welcome to Your Health Space

Space to learn, listen, share, and connect.

Your Health Space is a **free** workplace mental health program developed and delivered by the Canadian Mental Health Association (CMHA), Ontario and funded by the Ministry of Health.

Your Health Space provides psychoeducational training to support Ontario's health care organizations in addressing the burnout and moral injury affecting their teams. It is designed to respond to the negative impacts of the mental stressors experienced by your organization's health care workers, leaders, and support staff. Elements of the program's content can be customized to reflect your organization's unique needs.

Our Trainers

Our team includes Trainers from across Ontario who bring with them decades of experience working in health care, training, and adult education.

Bring Your Health Space to your organization today!



* According to program data as of June 1, 2023

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Message from our CEO

Thank you for your interest in Your Health Space.

The Canadian Mental Health Association (CMHA), Ontario envisioned providing this program when we learned of the burnout of staff on the frontline of health care. We wanted to provide new workplace mental health offerings that could respond to the unique needs of Ontario's health care organizations.

With funding from Ontario's Ministry of Health, the idea has evolved into a robust curriculum with flexible delivery options, a talented team of trainers across the province, and overwhelmingly positive participant feedback, with 4.3 out of 5 participants reporting that applying what they learned will enhance their well-being. This demonstrates both that there is a need for workplace mental health supports for health care organizations, and that program participants are recognizing the value that this curriculum creates.

I am tremendously proud of this program and the work of our team and sincerely hope that it is helpful to you and your organization. I am also very interested in feedback. Should you have some, you can reach me at cquenneville@ontario.cmha.ca

Kind regards!



Camille Quenneville, CEO
Canadian Mental Health Association, Ontario Division



**4.3 out of 5
participants
believe that
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enhance their
well-being.**

About CMHA Ontario

Incorporated in 1952, CMHA Ontario provides community-based programs and services across the province to meet the needs of individuals seeking support with their mental health and addictions. Our 30 local CMHA branches are part of a community-based mental health sector which services approximately 500,000 Ontarians annually.

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How does Your Health Space work?



Program Overview

In order to best meet the needs of Ontario's unique health care organizations, Your Health Space offers programming organized into three distinct spaces: Space for Leaders, Space for Staff, and Space for Connection.

Please see Session Descriptions for the learning objectives of individual offerings.

1 Space for Leaders

Through the lens of the National Standard of Canada for Psychological Health and Safety in the Workplace, the Fostering Well-Being Through Leadership Series is designed to introduce health care leaders to the concept of psychological health & safety as a means of promoting and upholding employee well-being.

Beginning with an exploration of the 15 psychosocial factors that impact psychological well-being, leaders will have the opportunity to critically think about the current state of their organization before turning their focus to three psychosocial factors: Psychological Support, Protection from Moral Distress, and Support for Psychological Self-Care. This series encourages leaders to identify their role in promoting psychological safety within the organization, while increasing their confidence in supporting the psychological health of those they lead through the application of practical, evidence-informed strategies.

Who is a health care leader?

- Executive leaders
- HR professionals
- Managers
- Supervisors
- Team Leaders

The Fostering Well-Being Through Leadership Series can be delivered as a **full-day intensive** with 6 hours of instruction or as a **series of two-hour workshops**.

Fostering Well-Being Through Leadership Topics

- Promoting Psychological Health & Safety
- Enhancing Psychological Support
- Inspiring Psychological Well-Being

2 Space for Health Care Workers

Focused on skill-building, learning opportunities in this space orient health care workers to actions they can take to support their own mental health and well-being in the workplace.

Learning modalities available:

- Live **Sessions** delivered in-person or virtually
- **Wellness Moments** micro-learnings scheduled in full or half days
- Self-directed **e-Learning Series** via VIBE LMS

Live Sessions

Created with the unique experiences of health care workers in mind, live sessions on a variety of topics are delivered by Your Health Space Trainers using an audience engagement platform that encourages active audience participation. Following each session, participants will be issued a Certificate of Completion recognizing their commitment to workplace mental health.

Webinars are interactive, didactic training sessions that encourage reflection and teach practical skills. Each webinar is 1 hour in length and is delivered virtually via Zoom.

In addition to encouraging reflection and teaching practical skills, **workshops** provide opportunity for application of theory and discussion among participants. Each workshop is 2 hours in length and available both in-person and virtually.

Who is a health care worker?

Anyone in direct contact with patients, clients, or residents, including:

- Nursing & allied health staff
- Administrative staff
- PSWs
- Environmental services
- Food services

Session Topic	Available As	
	Workshop (2 hr)	Webinar (1 hr)
Psychological Health & Safety	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Workplace Stress	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Burnout	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Empathic Strain	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Traumatic Stress	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Moral Distress	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Wellness Moments

Leveraging emerging evidence in work-based micro-learning, Wellness Moments are compact, condensed training sessions delivered in an engaging, gamified way. These focused, 10-15 minute huddles have been developed specifically to meet the unique needs of health care workers and provide them with a choice between two topics at the point of delivery.

Wellness Moments are currently available only to **hospitals and long-term care.**

The health care backgrounds of Your Health Space Trainers allow them to connect with and understand the challenges of session participants.

How do Wellness Moments work?

- 1 Choose one of three learning pathways and schedule Your Health Space Trainers for a full or half-day.
- 2 Identify a member of your organization who can partner with Your Health Space on the day of delivery.
- 3 We'll visit health care workers in their workspace to offer 10 - 15 minute targeted psycho-education and at least one practical strategy that they can utilize to improve their mental well-being in the workplace!



Visual props and individual handouts enhance learning while a laminated 11 x 14" poster is left with the team to reinforce concepts



Pathway

Topics

Flourishing in the Workplace

- Positive Psychology
- Dimensions of Wellness

Addressing Stress in the Workplace

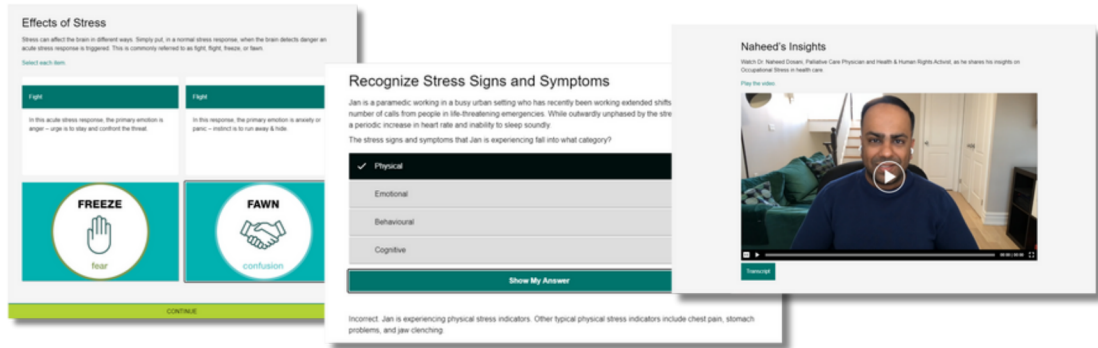
- Managing Stress
- Mindfulness

Addressing Fatigue in the Workplace

- Empathic Strain
- Burnout

e-Learning Series

Delivered through VIBE Learning Management System, Your Health Space presents a self-directed, 12-week e-learning Series that is tailored to the needs and experiences of health care staff. By building on pre-existing knowledge, modules focus on boosting mental health literacy and teaching strategies to manage and mitigate the effects of stress in the health care workplace.



How does the e-Learning Series work?

Enroll



Work with our e-Learning Coordinator to select a convenient 12-week access period.

Learn



Each four-week course is made up of 2-3 modules. Have questions? Your Health Space trainers are available throughout the learning process via chat function.

Connect



Each course includes access to 30-minute Skill Building Sessions hosted virtually by Your Health Space Trainers.

Recognize



Following each course, learners will be issued a Certificate of Completion recognizing their commitment to workplace mental health.

e-Learning Courses	Modules	Skill Building Sessions
Well-Being at Work	<ul style="list-style-type: none"> • Psychological Health & Safety • Flourishing & Wellness • Mindfulness 	<ul style="list-style-type: none"> • Dimensions of Wellness • PERMA Model • S.T.O.P. Technique
Navigating Stress at Work	<ul style="list-style-type: none"> • Occupational Stress • Burnout 	<ul style="list-style-type: none"> • SMART Goals • Job Demands-Resources Model • Circle of Influence
Continuing to Care at Work	<ul style="list-style-type: none"> • Compassion Fatigue • Traumatic Stress • Moral Distress 	<ul style="list-style-type: none"> • Zones of Empathic Strain • Low-Impact Debriefing • 4A Model

3 Space for Connection

Take steps to foster a mentally healthy workplace by bringing health care workers and leaders together to explore workplace mental health and the role that each employee plays in fostering a healthy workplace culture through policies, practices, and relationships.

Webinars are interactive, didactic training sessions that encourage reflection and teach practical skills. Each webinar is **1 hour** in length and is delivered virtually via Zoom.

In addition to encouraging reflection and teaching practical skills, **workshops** provide opportunity for application of theory and discussion among participants. Each workshop is **2 hours** in length and available both in-person and virtually.

Session Topic	Available As	
	Workshop (2 hr)	Webinar (1 hr)
Flourishing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mindfulness	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Intersecting Identities	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Challenging Stigma	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grief & Loss	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trauma-Informed Workplaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Session Descriptions

The following pages provide the learning objectives of all available training sessions.

Space for Leaders

PROMOTING PSYCHOLOGICAL HEALTH & SAFETY

Length: 2 hours

Learning Objectives

- Describe the concept of Health-Oriented Leadership
- Define psychological health and safety in the workplace and explore the role of leaders in promoting and upholding the psychological health & safety of teams
- Define Protection from Moral Distress, and explore how moral stressors impact the well-being of health care workers

ENHANCING PSYCHOLOGICAL SUPPORT

Length: 2 hours

Learning Objectives

- Describe what it means to flourish and languish in the workplace
- Explore CMHA Ontario's 3-Gear Model, designed to help leaders identify and support employees who might be languishing in the workplace
- Recognize how the acute stress response can impact communication

INSPIRING PSYCHOLOGICAL WELL-BEING

Length: 2 hours

Learning Objectives

- Discover the importance of psychological self-care among leaders
- Explore the Dimensions of Wellness and understand their connection to flourishing in the workplace
- Identify evidence-based strategies to build healthy habits, both in and out of the workplace

Space for Health Care Workers

EXPLORING PSYCHOLOGICAL HEALTH & SAFETY

Length: 2 hours

Learning Objectives

- Introduce psychological health & safety and the 15 psychosocial factors
- Explore two psychosocial factors in-depth (one specific to health care settings and one specific to the team)
- Identify strategies to improve conditions related to these factors

MANAGING STRESS IN THE WORKPLACE

Length: 2 hours

Learning Objectives

- Define workplace stress and explain its impact on mood, emotions, and work performance
- Identify common signs and behaviours resulting from workplace stress
- Introduce strategies to reduce workplace stress

BURNOUT: FROM EXHAUSTION TO EFFICACY

Length: 2 hours

Learning Objectives

- Define the three dimensions of burnout & explore their potential impact on work and life
- Identify protective factors for combating burnout
- Explore evidence-based adaptive coping strategies to manage or mitigate burnout

Space for Connection

FLOURISHING IN THE WORKPLACE

Length: 2 hours

Learning Objectives

- Illustrate the importance of mental health to overall health, and explore how mental health can impact the workplace
 - Describe what it means to flourish and languish in the workplace
 - Apply the PERMA Model of Well-Being to discover strategies to improve workplace well-being
-

MINDFULNESS IN THE WORKPLACE

Length: 2 hours

Learning Objectives

- Explore the concept of mindfulness in the workplace
 - Identify the three components of mindfulness and the role that mindfulness plays in managing stress
 - Learn practical strategies to integrate mindfulness into the workday
-

INTERSECTING IDENTITIES IN THE WORKPLACE

Length: 2 hours

Learning Objectives

- Explore the concepts of identity & intersectionality and their relationship to workplace mental health
 - Determine how various forms of inequity can combine to create unique challenges and disadvantages in the workplace
 - Examine strategies that use power and privilege to support self and colleagues to flourish in the workplace
-

CHALLENGING STIGMA IN THE WORKPLACE

Length: 2 hours

Learning Objectives

- Define the relationship between mental health, mental illness, and stigma
- Analyze language and actions & their potential negative impacts on well-being
- Explore strategies to decrease stigmatizing language & promote a stigma-free working environment

Space for Connection

DEALING WITH GRIEF & LOSS

Length: 2 hours

Learning Objectives

- Explore the role of grief & loss within health care organizations
- Identify strategies to manage personal grief
- Introduce the 4-R model to support colleagues

FOSTERING TRAUMA-INFORMED WORKPLACES

Length: 2 hours

Learning Objectives

- Explore trauma, its prevalence, and how it shows up in the workplace
- Discuss the principles of trauma-informed care
- Introduce the concept of low-impact debriefing and compassionate curiosity

Making a choice: in-person or virtual?

We understand that it may be challenging to decide whether to offer live workshops in-person or virtually. Regardless of which option you choose, you can expect your learners to experience:

- Sessions facilitated by experienced Your Health Space Trainers
- Sessions presented using Mentimeter, an Audience Engagement Platform that encourages active audience participation and allows for participant anonymity
- Real-time interaction and collaboration
- Time to talk to Trainers to have their questions answered directly

Below are some factors to consider when making a choice for your organization.

	Advantages	Challenges
In-person	<ul style="list-style-type: none"> • Enhanced ability of trainers to notice and respond to non-verbal cues • Refreshments can be provided by organization to increase participant comfort • Opportunity to connect in-person with colleagues 	<ul style="list-style-type: none"> • Possible exposure to environmental hazards, pathogens, and illness inherent to the health care setting • Possibility of last-minute cancellations due to weather / illness • Additional costs for organization or participants such as room use, cleaning, parking, refreshments, travel time, backfill, etc.
Virtual	<ul style="list-style-type: none"> • Reduced risk of infection transmission • Accessible anywhere – participants can live, virtual training from home, personal office, or shared screen • Works well for teams working in a hybrid or remote 	<ul style="list-style-type: none"> • Limited ability of trainers to notice and respond to non-verbal cues • Increased potential for environmental distractions • Risk of computer fatigue due to lack of movement, poor ergonomics, increased screen time, etc. • Technical challenges or glitches

Space for Health Care Workers

INTRODUCTION TO PSYCHOLOGICAL HEALTH & SAFETY

Length: 1 hour

Participants are introduced to the National Standard of Canada for Psychological Health & Safety in the Workplace along with an overview of the 15 psychosocial factors that affect well-being in healthcare workplaces.

WORKPLACE STRESS

Length: 1 hour

Examine the unique stressors experienced by healthcare workers, learn about the effect of stress on well-being and performance, and explore practical strategies for addressing workplace stress.

PROTECTION FROM BURNOUT

Length: 1 hour

Explore the three components of burnout while uncovering associated risk factors and protective factors to help prevent burnout.

EMPATHIC STRAIN

Length: 1 hour

Empathy is a must-have quality for health care workers, but it can be difficult to sustain. This webinar provides an overview of how empathic strain manifests in the caring professions and practical steps that can be taken to keep this occupational stressor at bay.

TRAUMATIC STRESS

Length: 1 hour

Examine how traumatic stress can emerge in health care settings and explore strategies that health care workers can use to protect themselves and their colleagues in the workplace.

MORAL DISTRESS

Length: 1 hour

An introduction to the concept of moral challenge in health care work, the risks of moral distress and injury, and strategies to approach and address this unique stressor.

Space for Connection

POSITIVE PSYCHOLOGY AT WORK

Length: 1 hour

An overview of the Dimensions of Wellness and an introduction to PERMA Model of Well-Being helps health care workers better understand well-being & its relationship to the workplace.

BEING MINDFUL AT WORK

Length: 1 hour

An overview of the components of mindfulness with practical opportunities to examine how mindfulness can be personalized for use at work & elsewhere.

PATHWAY 1 FLOURISHING IN THE WORKPLACE

The **flourishing** pathway focuses on teaching individual and workplace strength-based strategies through two topics: Positive Psychology and Dimensions of Wellness. This pathway encourages participants to reflect on and identify how they can contribute to and improve their mental well-being in the workplace.

Positive Psychology Learning Objectives

- Explore what it means to flourish in the workplace
- Gain an understanding of positive psychology's P-E-R-M-A model and discuss practical strategies that can be used to work towards flourishing in the workplace

Dimensions of Wellness Learning Objectives

- Explore the concept of well-being through the Dimensions of Wellness
- Brainstorm strategies health care workers can implement in the workday to help nourish well-being

PATHWAY 2 COPING WITH STRESS IN THE WORKPLACE

Explores evidenced-based tools and strategies to manage stress at work, including the powerful practice of mindfulness. The **stress** pathway focuses on teaching individual and workplace stress management strategies through two topics: Managing Workplace Stress and Mindfulness.

Managing Stress Learning Objectives

- Learn about occupational stress
- Explore strategies that can be used to help manage and cope with workplace stressors

Mindfulness Learning Objectives

- Learn about mindfulness and each of its components
- Explore techniques to practice mindfulness can practice in the workplace

PATHWAY 3 ADDRESSING FATIGUE IN THE WORKPLACE

Focuses on recognizing and validating some of the fatigue-related effects of occupational stress while highlighting strategies to help reduce fatigue. The **fatigue** pathway focuses on raising awareness and sharing strategies related to two topics: Empathic Strain and Burnout.

Empathic Strain Learning Objectives

- Explore the concept of empathic strain and how it differs from compassion fatigue
- Learn about the ABC model as well as practical strategies to address empathic strain

Burnout Learning Objectives

- Define burnout and its three corresponding dimensions
- Consider how protective strategies can be incorporated to tackle each dimension

COURSE 1 WELL-BEING AT WORK

Laying a foundation of psychological health & safety in the workplace, Well-Being at Work encourages learners to reflect on and identify how they can contribute to and improve their mental well-being in the workplace.

Psychological Health & Safety Module

An overview of the 15 psychosocial factors that affect well-being in healthcare workplaces with an exploration of how participants can support their own psychological well-being through different dimensions of wellness.

Flourishing and Wellness Module

An introduction to the Dual Continuum Model of Mental Health & Mental Illness to better understand well-being & its relationship to the workplace through the lens of positive psychology.

Mindfulness Module

Examine how the practice of mindfulness can be personalized for use at work to cope with workplace stress.

Skill Building Sessions available:

- Dimensions of Wellness - Teaches the importance of caring for the whole self, helping learners create a plan to address each dimension of wellness.
- PERMA Model - Introduces a tool to allow learners to explore each component of PERMA, encouraging the application of the PERMA model to the workplace.
- S.T.O.P. Technique - Introduces and provides opportunity for learners to practice a mindfulness grounding strategy.

COURSE 2 NAVIGATING STRESS AT WORK

Encouraging recognition of workplace and systems factors that contribute to experiences of stress in the health care workplace, Navigating Stress at Work focuses on the effects of stress on well-being and performance, exploring practical strategies for addressing workplace stress and burnout.

Occupational Stress Module

Examine the unique stressors experienced by healthcare workers, learn about the effect of stress on well-being and performance, and work through a practical 4-step model to address work-related stress.

Burnout Module

Examine the three components of burnout, associated risk and protective factors, and explore practical strategies to protect from burnout.

Skill Building Sessions available:

- SMART Goals - Participants learn to set realistic goals, make & track progress toward reaching goals, and celebrate achievement in the workplace.
- Job Demands - Resources Model - Encourages learners to identify and leverage personal and workplace resources to address stress at work.
- Circle of Influence - Participants learn to decrease stress and improve their sense of control by consider their stressors through Covey's Circle of Influence.

COURSE 3 CONTINUING TO CARE AT WORK

People often feel drawn to health care work because they care. However, few health care workers receive training regarding the skills needed to protect themselves from the emotional burden of caring work! Continuing to Care offers participants the opportunity to enhance self-awareness by exploring signs and symptoms of compassion fatigue, traumatic stress, and moral injury, while exploring strategies to ensure empathy remains at the centre of care.

Compassion Fatigue Module

An overview of how compassion fatigue manifests in the caring professions and how health care workers can address it in the workplace.

Traumatic Stress Module

Examine how traumatic stress can occur and explore how health care workers can protect themselves & their colleagues by prioritizing psychologically safe practices.

Moral Distress Module

An introduction to the concept of moral challenge in health care work, the risks of moral distress and injury, as well as strategies to address this unique stressor.

Skill Building Sessions available:

- Zones of Empathic Strain - Encourages learners to identify their personal warning signs of compassion fatigue by reflecting on what they might be thinking, feeling, saying, and doing in each zone.
- Low-Impact Debriefing - Teaches the importance of creating a workplace culture that seeks to avoid causing secondary traumatic stress through a communication model known as Low-Impact Debriefing.
- 4A Model - Invites learners to apply the 4A Model (Ask, Affirm, Assess, Act) to address moral injury through a morally challenging case study.

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Your Health Space is part of Ontario Health's Mental Wellness Supports for Health Care Workers suite of services. This system includes clinical and peer support services that are free and confidential.

Support is available to anyone who works in a health care setting regardless of role.

Now is the time to take care of yourself.

For fast access to free and confidential support, visit:

ontario.ca/healthcareworkersupport



A free workplace mental health service for Ontario's health care organizations



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