Creating
a Safe Space

Healthcare Worker Support Toolkit

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Healthcare Worker Support Toolkit

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Disclaimers

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Section 5: Healthcare Worker Support Toolkit

Toolkit Purpose

The Toolkit was developed in partnership with the Mental Health Commission of Canada and supports healthcare leaders and policy makers to develop, implement or improve healthcare worker support programs. The Toolkit includes tools, resources, and templates from organizations across the globe who have successfully implemented their own healthcare worker support programs.

Toolkit Development

The 2018 environmental scan focused on peer support programs for healthcare providers and their resources. The researchers performed a scoping study using the Arskey and O'Malley framework[1] to characterize the range and context of interventions used to psychologically support health professionals.

In the 2020 environmental scan, the Canadian Patient Safety Institute and the Mental Health Commission of Canada broadened the scope of the scan to include psychological safety models for healthcare providers, which included psychological self-care supports and supports that address moral distress. The toolkit was updated to reflect the broadened scope of the 2020 scan. Two strategies were used to update the toolkit:

1. Healthcare worker support program developers and experts in the field were contacted to provide any additional resources.
2. A systematic grey literature search was conducted.

Toolkit Summary

Following the above search strategies, tools, resources, and templates from 24 organizations were included in the 2018 scan, and 37 organizations/programs were added following the 2020 scan.

Types of tools, resources, and templates that are available in the toolkit include healthcare worker support program specific information, such as program descriptions, program development documents, promotional and recruitment materials, policy documents, evaluation tools, training resources, and testimonials. In addition, tools, resources, and templates related to the psychological well-being of healthcare workers, including psychological self-care and moral distress, were also included such as background information (e.g., fact sheets, worksheets, PowerPoint presentations) on the psychological well-being of healthcare workers and webinars. These types of resources are reflected in the "Category" column in the tables below. For additional information and context for these resources, the originating organization, title of the resource, brief description, and access to the resource are also provided in the toolkit tables below.

The toolkit is divided into three tables:

Table 1.1 includes resources from peer support programs identified in the 2018 and 2020 environment scans, tools on developing and improving peer support programs, and general psychological well-being resources from experts and organizations (including COVID-19 resources).

Table 1.2 includes resources that address psychological self-care in healthcare workers, such as fact sheets about psychological self-care, worksheets for developing a psychological self-care plan, and webinars.

Table 1.3 includes resources that address moral distress in the healthcare sector, such as links to moral distress projects currently being developed, fact sheets, toolkits, ethical decision-making frameworks, and PowerPoint presentations.

Programs and Materials

Table 1.1: Peer Support Resources

Organization	Title	Category	Description	Access
Alberta Health Services	Peer Trauma Response Team Logic Model	Program Description	Logic model for expanding AHS's peer trauma response team	PDF
	Peer Trauma Response Team Network Committee - Terms of Reference	Program development tool	Terms of Reference for the Peer Trauma Response Team Network Committee	PDF
	Peer Trauma Response Team - Applicant Package	Recruitment	AHS's peer supporter applicant package including background information and application templates	PDF
	Peer Trauma Response Team Incident Report Form	Documentation template	Incident report form to log peer support interactions	PDF
ARISE	ARISE: A randomized controlled trial of a multi-component intervention for nurses in critical care and trauma	PowerPoint Presentation	A presentation on the background, development, description, and evaluation of the ARISE program.	PDF
Attention-Based Training from the Royal College of Surgeons in Ireland (RCSI)	ABT Manuals for weeks 1-8.	Program Material	Program materials for the Attention-Based Training Program by RCSI. This program was modified from a similar program that demonstrated success to address COVID-19 related stress and anxiety. Program manuals include brief descriptions of each session with links to YouTube videos that go over each session.	Week 1: PDF Week 2: PDF Week 3: PDF Week 4: PDF Week 5: PDF

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Strategies to Address the Psychological Safety of Healthcare Workers

Organization	Title	Category	Description	Access
				Week 6: PDF Week 7: PDF Week 8: PDF
Battle Buddies	Battle Buddy Pocket Card	Program Material	Every Battle Buddy is provided a "Battle Buddy Pocket Card" that outlines the rationale and processes of the system. Posters with similar information are also posted in work areas.	PDF
BC Emergency Health Services	BC EHS CIS Program Logic Model	Program description	Logic model for BC EHS's Critical Incident Stress program	PDF
	FAQ - Psychological Supports for Employees	Program description	FAQ document on BC EHS's psychological supports available to employees	PDF
	Slide deck - Tackling occupational stress injuries - The BC EHS Experience	Program description	Slide deck providing a background on occupational stress injuries and an overview of BC EHS's response program	PDF
	Critical Incident Stress Program Policy	Policy document	BC EHS's policy document on their Critical Incident Stress Program	PDF
	Critical Incident Stress Program - Volunteer Peer Team Orientation Manual	Recruitment	Orientation manual for new peer team members	PDF
BC First Responders	BC First Responders Mental Health Website	Program development tool	Homepage of BC First Responder's mental health resource library which includes many tools, documents, and templates to promote first responder mental health	Webpage
	Overview of Peer Support Programs	Program development tool	Overview of what a peer support program is, components and recommended training	PDF
	Developing a peer support policy	Policy document	Document on how to create a peer support policy and an associated policy template	PDF

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Organization	Title	Category	Description	Access
BC Ministry of Health	Supporting the Psychosocial Well-being of Health Care Providers During the Novel Coronavirus (COVID-19) Pandemic	Background	This document outlines guidance for psychosocial planning for health care providers who provide care and services during the COVID-19 pandemic.	PDF
Brigham and Women's Hospital - Centre for professionalism and peer support	Peer Support	Program description	Homepage of Brigham and Women's Hospital's peer support program	Webpage
	Peer Support FAQ	Program description	Overview of Brigham and Women's Hospital's peer support program including FAQ's	PDF
	Coping and Recovery after a Medical Error	Promotional material	One-pager on reactions and coping strategies for clinicians following a medical error	PDF
	Coping and Recovery after an Adverse Event	Promotional material	One-pager on reactions and coping strategies for clinicians following an adverse event	PDF
Burlison et al.	Second Victim Experience and Support Tool (SVEST)	Evaluation Tool	Journal article that introduces and evaluates the "SVEST" assessment tool - a staff survey on experience and supports available for the second victim; the article includes a download link to the SVEST tool	PDF
Burnout Intervention Program - Al Amal Mental Health Complex	Program Agenda	Program description	Program schedule and agenda, along with content handouts that review burnout, visual imagery, progressive muscle relaxation, and social skills training.	PDF
Canadian Medical Association	The Wellness Connection	Webpage	The Wellness Connection is a virtual peer support program for physicians and medical learners to gather and discuss shared experiences, get support, seek advice, and help each other. The webpage provides background on the program, links to the different platforms of the program (e.g., virtual peer support, a "gratitude space", and educational content/training resources).	Webpage

Organization	Title	Category	Description	Access
		Background	Document reviews the background, objectives, implementation process, and expected outcomes of the virtual support program.	PDF
Canadian Mental Health Association	Here4Healthcare	Webpage	Provides resources for the mental health and well-being of healthcare workers and achieving work-life balance.	Webpage
Canadian Patient Safety Institute	Healthcare Provider Video - Patient and provider	Testimonial	Patient and provider come together in wake of patient safety incident	Video
	Healthcare Provider Video - Peer support	Testimonial	Dr. Julia Trahey calls for peer support networks to assist providers following patient safety incidents	Video
	Healthcare Provider Video - Physician story	Testimonial	Dr. Francois deWet turns "physician's worst nightmare" into opportunity for improvement	Video
	The Impact of Disclosure: Second Victim of Harm	Testimonial	Nurse Nadine Glenn, shares her story of the impact of a patient safety incident on her life and career	Video
Chatham-Kent Health Alliance	Critical Incident Stress Management	Policy Document	Policy document on the provision of Critical Incident Stress Management services to support the recovery of health care workers experiencing normal distress following exposure to abnormal events	PDF
	Critical Incident Stress Management: Peer Support Guide	Policy Document	Policy document on the provision of Critical Incident Stress Management for staff, physicians, volunteers, and students	PDF
	Critical Incident Stress Management: Peer Support Group	Program Description	Brochure describing the Critical Incident Stress Management program	PDF
Emergency Medicine Cases	Failing up after Medical Error	Testimonial	Short podcast on a physician's experience following a medical error	Podcast

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Organization	Title	Category	Description	Access
forYOU - University of Missouri Health Care	forYOU elevator speech	Program description	Elevator speech providing an overview of the forYOU program	[PDF](#)
	forYOU Team Homepage	Program description	Homepage of the University of Missouri Health Care's forYou Program. Provides overview of the second victim phenomenon and program resources	[Webpage](#)
	The Scott Three-Tiered Interventional Model of Second Victim Support	Program description	One-pager on the 3 tiers of support available in the forYOU program	[PDF](#)
	Building a Second Victim Support Program Checklist	Program development tool	forYOU's concise checklist on key actions to develop and implement your own second victim peer support program	[PDF](#)
	Designing a Second Victim Support Program: Assessment Worksheet/Planner	Program development tool	forYOU's planning template to help organizations to develop and implement their own second victim peer support program	[PDF](#)
	forYOU Interaction tracking	Evaluation tool	Tracking template for interactions between the peer supporter and the program participant	[PDF](#)
	Leadership - forYOU team activation policy	Policy document	forYOU policy document	[PDF](#)
	forYOU Brochure for Employees	Promotional material	Promotional brochure that describes the forYOU program and signs and symptoms of the second victim phenomenon. Includes a survey for program users to provide feedback on the support they received	[PDF](#)
	forYOU Brochure for Family Members	Promotional material	Promotional brochure directed at family members, describing the support the forYOU program provides	[PDF](#)
	Second Victim Trajectory	Promotional material	One-pager on the 6 stages of recovery after adverse event and associated supports	[PDF](#)

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Organization	Title	Category	Description	Access
	forYOU team membership application form	Recruitment	Application form to join the forYOU peer support team	PDF
Health Canada - Occupational & Critical Incident Stress Management (OCISM)	OCISM Tips for coping for individuals directly involved in a traumatic event	Promotional material	Coping tips for an individual involved in a traumatic event	PDF
	OCISM Tips for coping for individuals involved in sustained, high intensity work	Promotional material	Coping tips for individuals exposed to ongoing trauma as a part of their work	PDF
	OCISM Tips for Family, Friends and Co-workers of individuals involved in a traumatic event.	Promotional material	Tips for family members on how to support their loved one who has experienced a trauma at work	PDF
	OCISM Tips for supervisors and managers of employees involved in a traumatic event	Promotional material	Tips for managers to support an employee who has been through a traumatic event	PDF
	OCISM Tips on Coping following a traumatic Event	Promotional material	Lists signs and symptoms following a traumatic event.	PDF
	OCISM Brochure	Promotional material	Brochure on the background, purpose and actions of the OCISM Program	PDF
IHI - Institute for Healthcare improvement	Leadership Response to a Sentinel Event: Respectful, Effective Crisis Management	Background	IHI's website of resources to support individuals and organizations after an adverse event	Webpage

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Organization	Title	Category	Description	Access
IHI - Institute for Healthcare improvement	Why Is Psychological Safety So Important in Health Care?	Background	Short video on the importance of psychological health and safety in healthcare	Video
	Online Training - Responding to Adverse Events	Training resources	Online training on responding to an adverse event. One module focuses specifically on the second victim Note: The training is free, however you must create an account to access it	Webpage
	Conversation and Action Guide to Support Staff Well-Being and Joy in Work During and After the COVID-19 Pandemic	Program development tool	A guide that provides actionable items for leaders to engage in conversations with colleagues. The aim is to improve communication and problem-solving for staff well-being, develop creative solutions, and promote joy and long-term success. An IHI account is needed to log-in and access the guide at the link provided.	Webpage
	"Psychological PPE": Promote Health Care Workforce Mental Health and Well-Being	Program development tool	A guide that provides evidence-based recommendations for healthcare workers and leaders to support mental health in a healthcare setting. A visual graphic is also provided to be posted for staff as a reference. An IHI account is needed to log-in and access the guide and visual graphic.	Webpage
	PS 101: Introduction to Patient Safety from the IHI Open School	Program description	A free course that includes 3 lessons on adverse events and patient safety, the role of healthcare workers in a culture of safety and building safer systems. To access, navigate to website and log in with IHI username and password. Click Browse Catalog, search "PS 101" and click "Enroll" (you will be able to do so at no charge). You'll return to your Learning Center and see PS 101 listed. Click "Launch" to start the course	Webpage
	IHI Virtual Learning Hour: Workforce Safety in the Age of COVID-19	Webinar	A free, open-access webinar presented by IHI that provides information for leaders on key safety principles for healthcare workers during COVID-19, how to implement support programs, and apply lessons learned from COVID-19 to accelerate worker safety.	Video

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	Industry Voices—3 actions to support healthcare workers' well-being during COVID-19	Background	An article reviewing themes identified by IHI from key publications and interviews to provide information and support healthcare organizations during the pandemic.	Webpage
International Critical Incident Stress Foundation Inc.	ICISF Academy of Crisis Intervention	Training resources	ICISF offers a variety of online and in-person training courses on crisis intervention	Webpage
Living Works	Applied Suicide Intervention Skills Training (ASIST)	Training resources	Applied Suicide Intervention Skills Training (ASIST) is a two-day interactive session on how to intervene and help prevent the immediate risk of suicide	Webpage
	SafeTALK	Training resources	safeTALK is a half-day alertness training course that helps people recognize signs of a potential suicide and how to intervene	Webpage
Medically Induced Trauma Support Services (MITSS)	MITSS Homepage	Program description	Homepage of Medically Induced Trauma Support Services Program. Program is currently being moved to The Betsy Lehman Center – information available at the link.	Webpage
	Clinician Support Tool Kit for Healthcare	Program development tool	Toolkit of resources and templates collated by the MITSS team to support other organizations to develop their own support programs. A new toolkit will be available in 2020, the original toolkit is available at the link.	PDF
	Disclosure and Apology: What's Missing? Advancing Programs that Support Clinicians	Program development tool	Report from a full day forum entitled "Disclosure and Apology - What's Missing", which discussed best practices in developing support programs for healthcare professionals	PDF

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Organization	Title	Category	Description	Access
	MITSS Organizational Assessment Tool for Clinician Support	Program development tool	Organizational self-assessment on key actions required to develop a peer support program	PDF
	MITSS Staff Support Assessment Tool	Evaluation tool	Staff survey on organizational supports available to them following a serious adverse patient event	PDF
Mental Health Commission of Canada	Advancing Psychological Health and Safety within Healthcare Settings	Background	Homepage highlighting the MHCC's work in psychological health and safety in the healthcare sector	Webpage
	Guidelines for the Practice and Training of Peer Support	Background	National guidelines on the practice and training of peer supporters	PDF
	Implementing the National Standard in the Canadian Health Sector: A Cross Case Analysis	Background	This report shows the findings from 19 healthcare organizations who implemented the National Standard for Psychological Health and Safety in the Workplace over three years - their facilitators and barriers to creating a mentally healthy workplace	PDF
	Issue Brief - Workplace Mental Health	Background	Background brief on the issue and importance of psychological health and safety in the healthcare sector	PDF
	Join the Movement Video	Background	Short video on the importance of psychological health and safety in healthcare	Video
	Making the Case for Peer Support	Background	Comprehensive report evaluating the state of peer support in Canada	PDF
	Webinar - Taking care of those providing care: Psychological health and safety in Canadian healthcare settings	Background	Webinar on the importance of psychological health and safety in the healthcare sector	Video

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Organization	Title	Category	Description	Access
	Webinar - Proactive Peer Support: Protecting and promoting the wellbeing of first responders	Program description	Webinar on the York Region Paramedic Services peer support program	Video
	MHCC - Philippe Larivière, Paramedic Instructor | Stories of Recovery- First Responders	Testimonial	Philippe (Paramedic Instructor, Manitoba) shares his experience of living in recovery with mental illness incited by a particularly difficult call	Video
	Mental Health First Aid	Training resources	Mental Health First Aid is a training course designed to give members of the public the skills to help someone who is developing a mental health problem or experiencing a mental health crisis	Webpage
	The Working Mind - First Responders	Training resources	The Working Mind First Responders (TWMFR), formerly known as Road to Mental Readiness, is an education-based program designed to address and promote mental health and reduce the stigma of mental illness in a first-responder setting	Webpage
	The Working Mind (TWM) Healthcare	Training resources	The Working Mind (TWM) Healthcare is an education-based program designed to address and promote mental health and reduce the stigma of mental illness in healthcare workers. Two courses are available: Caring for Self (for employees) and Caring for your Team (for managers).	Webpage
	Free online crisis training for essential workers during COVID-19: Caring for Yourself, Caring for	Training resources	MHCC developed 3 crisis response training programs for essential workers. Throughout COVID-19, essential workers may experience depression and heightened anxiety. These programs are specifically designed to help provide tools and knowledge to better understand their own mental health and the mental health of others.	PDF

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Organization	Title	Category	Description	Access
	your Team, Caring for Others			
	Webinar: Building Mental Health into Emergency Management and Business Continuity Programs: Pandemic Response	Webinar	Webinar addresses the need to incorporate mental health when developing emergency management and business continuity plans considering the pandemic response. Webinar addresses impact of emergencies and disasters on mental health, mental health needs of workers during an emergency and disaster, and how to build mental health into emergency management and business continuity plans using the National Standard of Canada on Psychological Health and Safety in the Workplace.	Webinar Slide deck
	Opening Minds Workplace Mental Health program	Program description	This service helps organizations navigate the development and execution of an effective and sustainable workplace mental health strategy. By engaging with employers, executive leadership teams and staff of all levels, this process is designed to build or improve on any strategies that may already be in place.	Webpage
	General and COVID-19 specific Resources for Healthcare Sector	Background	Two webpages contain a variety of useful resources for mental health in the healthcare sector, one webpage for general resources and another for COVID-19 specific resources. Resources include reports, posters, videos, webpages, guides, brochures, etc.	General: Webpage COVID-19: Webpage
Michael Garron Hospital	Providing Care and Support for our Staff - Brochure	Promotional material	This brochure describes Michael Garron Hospital's Emergency Department care and support team program that is available for staff	PDF
	Emotional Support Handout	Promotional material	Handout to educate staff how to recognize common reactions to stressful events, strategies to cope, where to get support, and how to help others as a co-worker or family/friend.	PDF
	Emotional Support Response Team:	Training resources	A training PowerPoint presentation for leadership that provides information on why supporting their team is important, signs/symptoms of trauma, when and how to	PDF

Organization	Title	Category	Description	Access
	Guiding Principles for Leadership		activate the emotional support response team, the role of spiritual care and OHS, and debriefing and resolution strategies.	
	Emotional Support Response Pilot: Director/Manager Update	Training resources	A presentation for directors on the scope and background of the emotional support response pilot project, as well as the protocol and evaluation metrics of the project.	PDF
	Second Victim Peer Support: Caring for Our Own	Training resources	Training for peer support workers that provides information on understanding "second victims", signs/symptoms of trauma, levels of support for HCW in the hospital, and the role of peer supporters.	PDF
	COVID-19 Tiered Approach to Physician Support	Program description	Recommendations from working groups across the hospital to increase access and continuity of support for physicians during COVID-19.	PDF
Mindfulness in Motion (MIM)	MIM: An Onsite Mindfulness Based Intervention (MBI) for Chronically High Stress Work Environments to Increase Resiliency and Work Engagement	Program description	The document includes a literature review, an informational video, as well as a program protocol, agenda, and evaluation.	Webpage
Phoenix Australia Centre for Post-Traumatic Mental Health	Development of guidelines on peer support using the Delphi methodology	Program development tool	A study designed to inform the practice of peer support internationally based on the best available advice from experts and practitioners in the field.	PDF
Quebec Physician's	Analysis of the Effectiveness of Employee Assistance	Program description	Report on the effectiveness of the Quebec EAP program in supporting physicians	PDF

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Organization	Title	Category	Description	Access
Health Program	Programs: The Case of the QPHP			
	Program Homepage	Program description	Homepage of the Quebec Physician's Health Program	Webpage
	Rapport Annuel 2017-2018	Program description	Annual report of the PAMQ program.	PDF (French Only)
	During a workplace crisis - is it possible not to react	Promotional material	Two-pager on responding to difficult situations at work.	PDF
RISE: Resilience in Stressful Events - Johns Hopkins	Caring for the Caregiver - Introduction	Program description	Video on overview of the Caring for the Caregiver program	Video
	Caring for the Caregiver: Peer Support for Caregivers in Distress	Program description	One-pager overview of the Caring for the Caregiver program	PDF
	Hospital peer-to-peer support	Program description	Homepage of the Caring for the Caregiver: Implementing RISE (Resilience in Stressful Events) Program. Provides an overview of the issue and their program	Webpage
	The Aftermath of Medical Errors: Supporting Our Second Victim Colleagues	PowerPoint	Background on "second victims", review on implementation of a Second Victim Peer Support Structure at The Johns Hopkins Hospital.	PDF
SickKids	Trauma Response and Peer Support policy	Policy document	SickKids policy statement on trauma response and peer support.	PDF
	Scope of Manager, Peer Support Program Role	Recruitment	Document explaining the scope, roles and responsibilities of the Manager, peer supporter program role	PDF

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Organization	Title	Category	Description	Access
TED Talks	TED Talk - Dr. Brian Goldman - Doctors make mistakes. Can we talk about that?	Testimonial	Canadian physician, Dr. Brian Goldman, shares his experience following a medical error	Video
The Royal College of Emergency Medicine	The Safety Toolkit – Supporting the Second Victim	Program Development tool	Toolkit of document and resources collated by the Royal College of Emergency Medicine to support the second victim	PDF
	Supporting the Second Victim - Recommendations	Promotional material	One-pager of recommended actions for individuals and leadership teams to support the second victim	PDF
University of Kentucky - hCATS (health Colleges Advancing Team Skills) to CPR (Cultivating Practices of Resilience) Camp	CPR Camp Schedule	Program material	Detailed schedule of program activities.	PDF
	Habits of Resilient People Handout	Program material	A handout that covers habits that enhance resiliency.	PDF
	hCATS Cultivating Practices in Resilience Project Plan	Program material	Group project activity handout.	PDF
	Slice of Life: Pre- and Post- Opening Burnout Activity	Program material	A handout given to clients before and after participating in the program. The pre-program burnout activity allows participants to indicate what they do during their week. The post-program burnout activity allows participants to schedule their week in a way that will allow them to be resilient and their best self.	Pre-Program: PDF Post-Program: PDF
	Wrap up and work-life balance	Program material	Detailed agenda for wrap-up group discussion and a work-life balance planning activity.	PDF
Washington Patient Safety Coalition	PODCAST: The New Wave of Healthcare - Episode 2: How can large hospital systems offer care to its caregivers after an adverse event?	Testimonial	Podcast of healthcare professionals discussing their experiences following an adverse event	Podcast

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Organization	Title	Category	Description	Access
Well-Being at Work	Well-Being at Work: Equipping young doctors with skills to thrive in medicine.	Background	One-page document on the background, format, and delivery mode of the program as well as links to media coverage.	PDF
Workplace Strategies for Mental Health	Peer support Programs	Program development tool	Overview of setting up a workplace peer support program	Webpage

Table 1.2: Psychological Self-Care Resources

Organization	Title	Category	Description	Access
American Holistic Nurses Association	Holistic Self-Care for Nurses	Background	A webpage by AHNA that provides self-assessment, background information, and tools for self-care.	Webpage
American Psychiatric Nurses Association	Managing stress and self-Care during COVID-19: Information for nurses	Background	A webpage by APNA that provides tips for managing stress, signs, and symptoms of excessive stress, and coping with moral distress.	Webpage
Australasian College of Paramedicine	Self-Care for Healthcare Workers during disasters	Background	A document that reviews the importance of self-care for healthcare workers and provides a worksheet for developing a self-care plan.	PDF
Black Dog Institute	Self-care planning for healthcare workers: COVID-19 mental health and wellbeing resources	Background	A document that explains what self-care is and provides worksheets to create a self-care plan and templates for personal planning. Designed specifically for Healthcare Providers during Covid-19.	PDF
Canada's Department of National Defense	Sustaining the Wellbeing of Healthcare Personnel during COVID-19 Pandemic	Background	A fact sheet provided by DND that reviews sources of stress during the pandemic for healthcare workers and positive coping strategies and self-care techniques to mitigate stress.	PDF
College of Nurses of Ontario	Self-care Sheet	Background	Provides information on self-care, guiding questions, and strategies for self-care.	PDF

Strategies to Address the Psychological Safety of Healthcare Workers

Organization	Title	Category	Description	Access
Health Outreach Partners	Self-Care: Taking Care of Ourselves So We Can Take Care of Others	Background	Information on what individual and organizational self-care is and strategies for developing self-care techniques on an individual and organizational level.	PDF
Homewood Health	Building a Self-Care Plan	Background	A toolkit that provides information on the relevance of self-care for healthcare workers, self-care techniques, and how to build a self-care plan.	PDF
Marshfield Clinic	Self-Care: What and Why	Background	Information on defining self-care, evidence base for self-care plans, and practice base for self-care.	Webpage
	Self-Care Planning	Background	A 3-step plan to developing a self-care plan.	Webpage
McLean Hospital	Clinician Self-Care Webinar	Webinar (available in English and Spanish)	A webinar by Dr. Blaise Aguirre that offers strategies from dialectical behavior therapy to help mental health professionals and health care workers from all disciplines cope with the challenges they are facing during COVID-19. The webpage provides a recording of the webinar, a downloadable version of the slides, and answers to viewers' questions.	Webpage
Mental Health Commission of Canada	The Working Mind: COVID-19 Self-care & Resilience Guide	Background	A document that provides a mental health self-assessment, background on self-care and resilience, and guide on developing a self-care and resilience plan.	PDF
Ohio State University	Staying Calm and Well in the Midst of the COVID-19 Storm	Webinar	An 8-week webinar series that was recorded and is available for free online that offers practical evidence-based tactics and resources for managing mental health during the pandemic.	Webpage
Saskatchewan Health Authority	Building a Self-Care Plan	Background	Information and worksheet to develop a self-care plan.	PDF
TED Talks	The Importance of Self-Care Playlist	Webinar	A playlist of TED Talks that focus on the topic of self-care.	Webpage

Organization	Title	Category	Description	Access
University of North Carolina, Department of Psychiatry	Webinars and Video-based Mental Health and Self-care Resources	Webinar	This webpage provides links to webinars about the well-being of healthcare workers, self-care fitness videos, as well as other apps and web-based resources.	Webpage
University of Buffalo, School of Social Work	Emergency Self-Care Worksheet	Background	Provides step-by-step instruction to prepare a self-care plan for when things go quickly and/or unexpectedly wrong.	PDF
University of Saskatchewan	Self-Care for Northern Practitioners	Background	A resource for practitioners located in northern Canadian communities, reviewing sources of job stress, burnout, and ways to develop self-care strategies.	Webpage

Table 1.3: Moral Distress Resources

Organization	Title	Category	Description	Access
American Association for Critical Care Nurses	The 4A's to Rise Above Moral Distress	Background	Description of the 4A's to address moral distress.	PDF
American Journal of Nursing, Continuing Education	Moral Distress: A Catalyst in Building Moral Resilience	Training resources	This article outlines the concept and prevalence of moral distress, describes its impact and precipitating factors, and discusses promising practices and interventions.	PDF
Assistant Secretary for Preparedness and Response's Technical Resources, Assistance Center, and Information Exchange (TRACIE)	Preventing and Addressing Moral Injury Affecting Healthcare Workers During the COVID-19 Pandemic	Background	An introduction to moral distress and a review of ways to prevent and address moral distress in healthcare workers. Also includes self-care strategies and additional resources.	PDF
British Columbia Ministry of Health – Fraser Health	COVID-19 Ethical Decision-Making Framework	Background	The ethical decision-making framework, and underlying principles and values provides an interim process to support healthcare organizations and teams to make challenging decisions in a COVID-19 outbreak.	PDF
Canadian Medical Association	COVID-19 and Moral Distress	Background	A review of moral distress in healthcare, the importance of addressing moral distress, causes and symptoms, and strategies for clinicians, leaders, and organizations to address moral distress.	PDF

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Organization	Title	Category	Description	Access
Center for Health Evaluation and Outcome Services (CHÉOS)	Moving from moral distress to moral action: A self-care intervention for ICU professionals	Evaluation tool	MCA is accessed through a confidential website and consists of eight steps that break down a moral distress problem and help generate solutions. It aims to improve resiliency by increasing effort into looking after oneself, analysing and thinking through the situation causing them distress, and taking meaningful action to address it. Blurbs and videos explain each component and visual representations including tables, graphs, and word clouds are produced as participants make their way through each step.	Webpage
Center to Advance Palliative Care	Fast Five: Strategies for Addressing Moral Distress in Frontline Health Care Workers	Background	Brief 5-minute video featuring Dr. Ira Byock, Chief Medical Officer for the Providence Health System Institute for Human Caring. Dr. Byock shares three practical initiatives that can foster human connection among patients, families, and clinical care teams.	YouTube Video
College Nurses of Ontario	Ethics Practice Standard	Background	This document describes the ethical values and provides scenarios of ethical situations in which there is a conflict of values to encourage reflection and discussion. No solutions are offered, but behavioural directives are provided to help nurses work through ethical situations and provide information about the College of Nurses of Ontario's (CNO's) expectations for ethical conduct.	PDF
Moral Injury of Healthcare	Moral Injury Solutions for Individuals	Program development	Solutions for individuals to take care of themselves and of each other to address moral distress.	PDF
	Moral Injury Solutions for Leadership	Program development	Solutions for leadership to care for their staff and community to address moral distress.	PDF

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	Kaiser Health News: Beyond Burnout: Docs Decry 'Moral Injury' From Financial Pressures of Health Care	Background	News article about moral injury and moral distress, and an interview with the creators of the organization, Moral Injury of Healthcare.	Webpage
Nova Scotia Health Ethics Network (NHEN)	Understanding and Responding to Moral Distress in Health Care – 2019 Conference	Background	A list of resources compiled at the NSHEN 2019 Conference on understanding and addressing moral distress.	PDF
Phoenix Australia Centre for Post-Traumatic Mental Health & The Royal Ottawa's Centre of Excellence - PTSD	A new guide to managing moral injury in healthcare workers during COVID-19	Background	This guide to moral injury during COVID-19 has been developed as a practical resource for healthcare workers and organisations to better understand the range of moral emotions arising from the COVID-19 pandemic and to develop organisational and individual strategies to mitigate risks of lasting harm.	PDF
University of Kentucky	The Moral Distress Education Project	Program description	The project is a self-guided web documentary that aims to educate, inform, and de-stigmatize moral distress to help viewers process morally distressing experiences. The documentary includes interviews with a team of multi-disciplinary experts ranging in topics including defining moral distress, end-of-life cases, origins, signs and consequences of moral distress, and solutions.	Webpage
	Moral Distress Resources	Background	A collection of resources on moral distress, including links to measures of moral distress, articles on better understanding and addressing moral distress, and case studies of moral distress.	Webpage

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Organization	Title	Category	Description	Access
University of Virginia School of Medicine	The Cost of Caring: Recognizing & Reducing Moral Distress	Background	A review of moral distress, recognizing moral distress, and strategies for reducing moral distress.	PowerPoint

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