



“Resilience”

An individual’s or group’s (e.g., families, teams, organizations) ability to adapt and navigate sudden or prolonged stress and return to mental, social, cultural, emotional, physical, and spiritual well-being.

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Sources: "Glossary of Terms: A Shared Understanding of the Common Terms Used to Describe Psychological Trauma" (2019), version 2.1.

What works: A manual for designing programs that build resilience.

Resilience on the job and at home: Maintaining our capacity to cope during times of change and challenge.



Resilience is a system and a process

Resilience is not just an individual trait; resilience is also a process that changes systems. Systems are the connection between people, communities, economies, and natural environments. The processes that can change those systems are Recovery, Adaptation, and Transformation.

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**DONALD BERMAN
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Going further in geriatric care
À l'avant-garde des soins gériatriques



Recovery

A system's ability to return to the same level of functioning it had before it encountered a problem.

For example, a public safety person begins experiencing burnout, but with the support of their organization, they can create a more flexible schedule and take a little time off. Both interventions support recovery back to that person's normal behavior and mental health.

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Adaptation

A system changes to accommodate a disturbance and by doing so survives or thrives.

For example, healthcare and public safety workers face challenges like understaffing, unsafe conditions, long hours, and limited resources, which can cause operational stressors. The responsibility for managing and adapting to these stressors should not rest solely on individuals. Resilience demands collective efforts, including funding, staffing, training, and resource accessibility at individual, organizational, policy, and governmental levels.

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Transformation

The environment around an individual is changed to make coping under stress easier for everyone in the system.

For example, in response to COVID-19 there is an opportunity for healthcare and public safety organizations to listen and learn about the challenges these professionals experienced and are still experiencing. With an accurate perception of the challenges experienced by HCWs and PSP, organizations can work to implement the resources that employees truly need and make changes that will improve healthcare and public safety for everyone

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Key Takeaway

Resilience is a crucial asset for healthcare workers (HCWs) and public safety professionals (PSP) to cultivate. Resilience can help to offset some of the adverse impacts from burnout, moral injury, operational stressors, and various mental health conditions.

By developing resilience AND resilient systems, HCWs and PSP can better cope with demanding or psychologically traumatic experiences, helping to protect long-term mental well-being and adaptability.

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Resources

There are resources designed to promote resilience:

BOS: BOS can help provide training to empower first responders and other Public Safety Personnel (PSP), frontline workers, and healthcare workers to care for their own mental health.

R2MR Front-line Training Program – Level 1

Training: Public Safety Personnel (PSP) can learn about mental health in general, how to communicate about mental health, and how to challenge stigma, as well as learning skills to support resiliency, including tactical breathing, mental rehearsal, goal setting, self-talk, and attention control.

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Glossary of Terms

Background

The Glossary of Terms was created to promote a shared understanding of many common terms used to describe mental health challenges arising from exposure to potentially psychologically traumatic events and stressors.

The initial iteration of the glossary was intended to:

1. Facilitate open discourse and conversations among the many partners and stakeholders at the National Conference on PTSD held in 2019; and
2. Assist in developing the Federal Framework on PTSD. To date, Act C-211 stands as the only federal government Act that acknowledges the importance of work-related risk factors in the development of PTSD in certain professions.

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Collaborators

CIPSRT

Canadian Institute for Public Safety
Research and Treatment



ICRTSP

Institut canadien de recherche et
de traitement en sécurité publique

Canadian Institute for
Pandemic Health
Education and Response

CIPHER



ICEISP

Institut canadien
d'éducation et d'intervention
en santé en cas de pandémie

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