

Occupational Therapy & Psychology

A Collaborative Approach to Return to Work

April 22, 2021

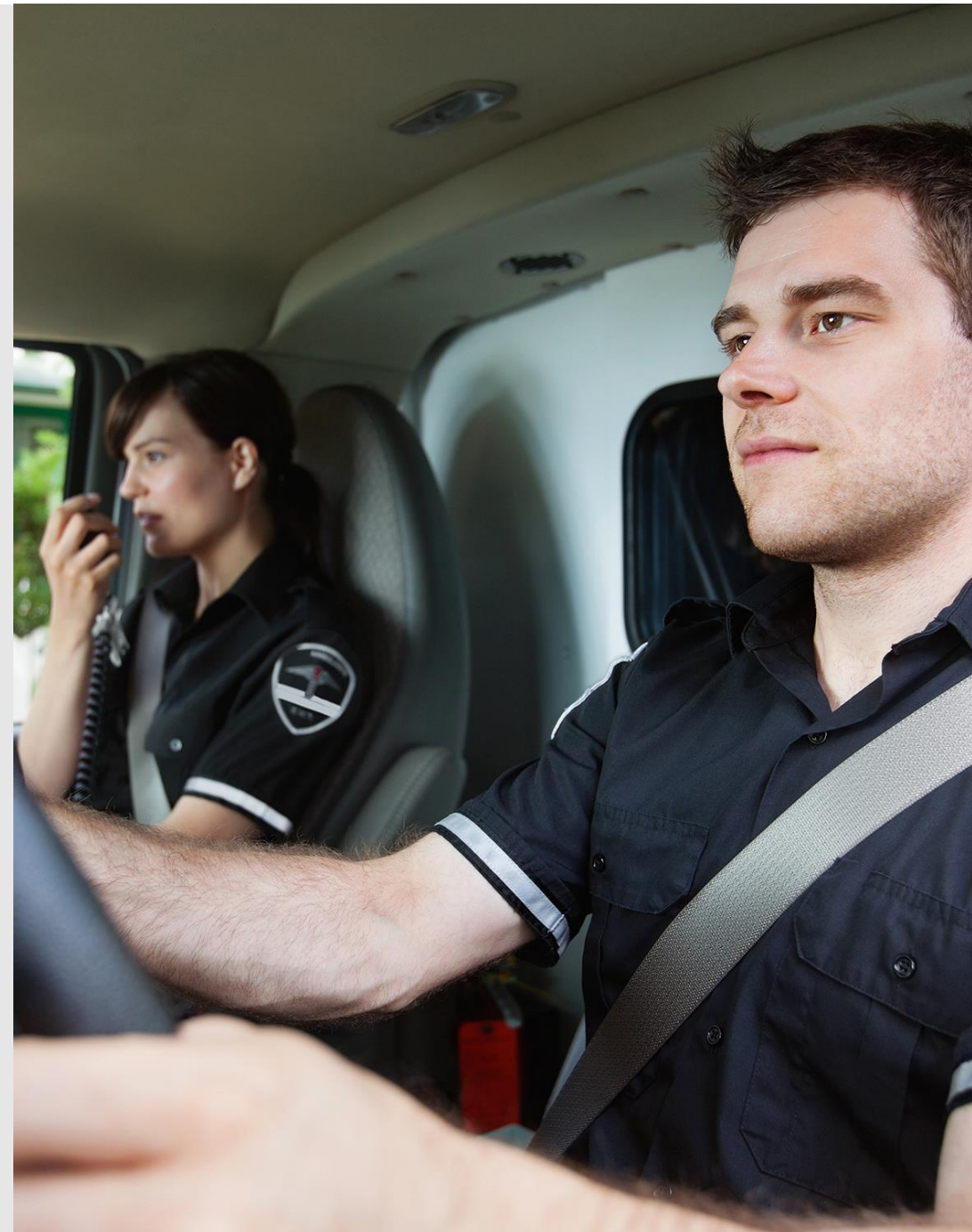
Presenters:

Colin Chan, OT Reg. (Ont.)

Dr. Elisabeth Saxton, R.Psych

Agenda

1. Community Trauma OT Program
2. Experience
3. Innovations
4. Outcomes
5. Take-Aways
6. Distress and Communication Tips



Community OT Trauma Program: Introduction

- **What is the problem?**
 - The cost, the burden, the suffering
 - **Program developed to reduce:**
 - high inter-clinician variability in treatment quality
 - time off work
 - **Collaborative approach**
 - **Functional, Occupational, and Trauma focused**
 - **Communication**
 - **Evidence based**
-

OT Training for First Responders

Competency - Based

- **Best practice modalities**
 - Understanding of PE, EMDR, CPT, work focused CBT, graded activity, work accommodations
- **External subject matters experts**
 - Prolonged Exposure therapy training
 - Cognitive Processing Therapy
 - Cognitive Behavioural Therapy
- **Internal subject matter experts**
 - Interdisciplinary approach to traumatic psychological injury
 - CBT trauma course
 - Trauma resiliency and RTW
 - Mindfulness skills

First Responder Culture

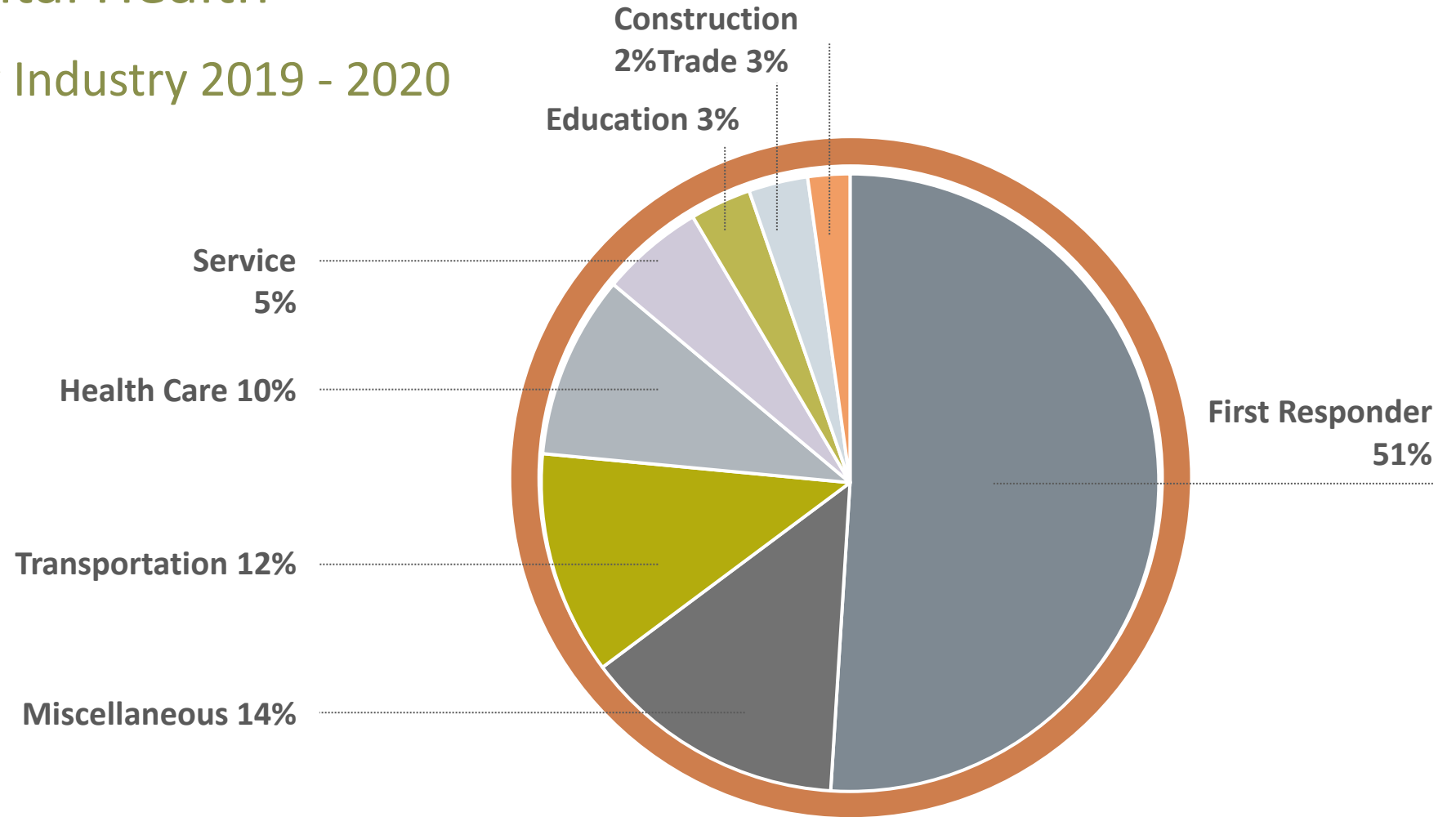
- **Social/cultural issues training**
 - First Responder Guest Speakers; understanding the culture
 - Ride-alongs, training requirements, etc.

Mentorship Program

- Structured with national internal subject matter experts
- Bi-weekly mandatory calls with OT's for case presentations
- Peer-Led Workshops (DBT, ACT, Mindfulness, Empathic Strain, etc.)
- Mentorship Weekly Team Review by a Senior Registered Psychotherapist/Psychologist or Occupational Therapist

Community OT Mental Health

Distribution of Clients by Industry 2019 - 2020



Ontario Experience with First Responder Associations, Municipalities

Akwesane Police Force

City of Peterborough

Niagara Police

York Region (Police and EMS)

Anishinabek Police Force

Cornwall Police Force

North Bay Police Force

Ottawa Police

Brockville Police Force

Cobourg Police

Peel Region (Police and EMS)

Ottawa EMS

Brampton Fire

Durham Region

Peterborough Police Force

Ottawa Fire

Central East Correctional Centre

Guelph Police Force

Roy McMurtry Youth Centre

Vaughan Fire

City of St. Catharines

Maplehurst Correctional

Toronto Police

Kitchener Fire

City of Cornwall

Municipality Chatham-Kent

Toronto EMS

Windsor Police Force

Recent Innovations

- In-Person
 - Creative approaches required during COVID - 19
- Virtual
 - MS Teams / Client Portals - rapport/trust
 - COVID Re-assurance / psycho-education
 - Cognitive Behavioural Therapy
 - Behavioural Activation / Goal Setting
 - Sharing Videos
 - Exposure therapy
- Hybrid
 - OT on phone or video – “FBI ear piece”
- Virtual Reality
 - In-person (with distance), while client wears VR headset – real time exposure
 - Client provided with the VR headset

What does this tell us?

Good news!

We are getting the message.

Recognition Reducing Stigma

Trauma is the new black.

We need to be deliberate.

Assessment.

Diagnosis.

Education.

Best

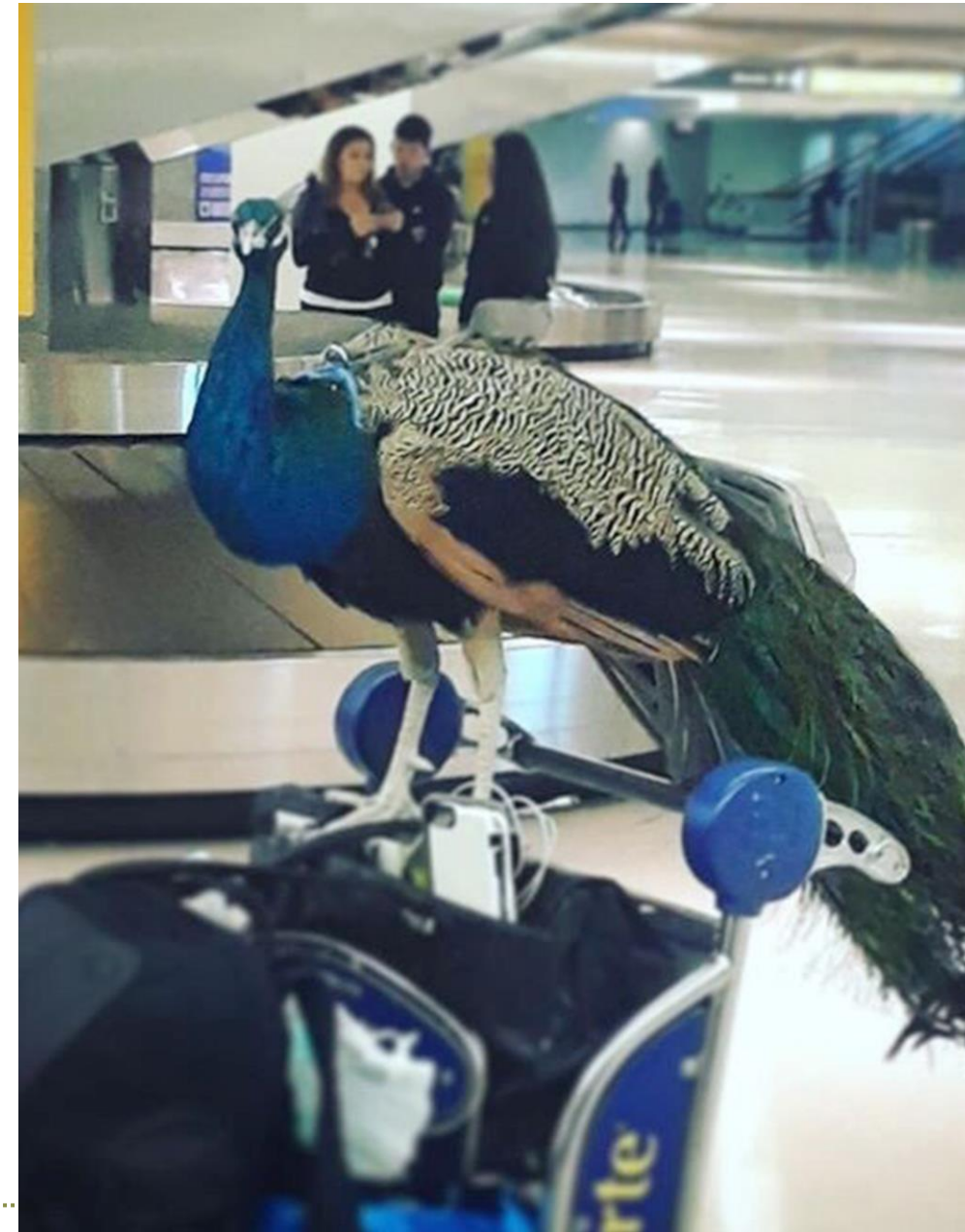
Practice.

Right treatment, right time.

Hope.

Results.

Recovery.



National Outcomes: Mental Health WCBs

Chronicity (avg) = 4.3 months (range: 27–280 days)

Length of Treatment (avg) = 4 months

Workers' readiness at program discharge

41% Return to Work

50% Fit to Work

9% Not Fit to Work

Workers off full-wage benefit at 90 days post-discharge

100% Tier 1

95% Tier 2

71% Tier 3

92.6% Worker satisfaction

Ontario Community Based Outcomes:

- ✓ Trauma Care
- ✓ Occupational Therapy Reactivation
- ✓ RTW Services

22.4 months = Chronicity (avg)

6.7 months = Length of Treatment (avg)

22 = Number of Treatment Sessions (avg)

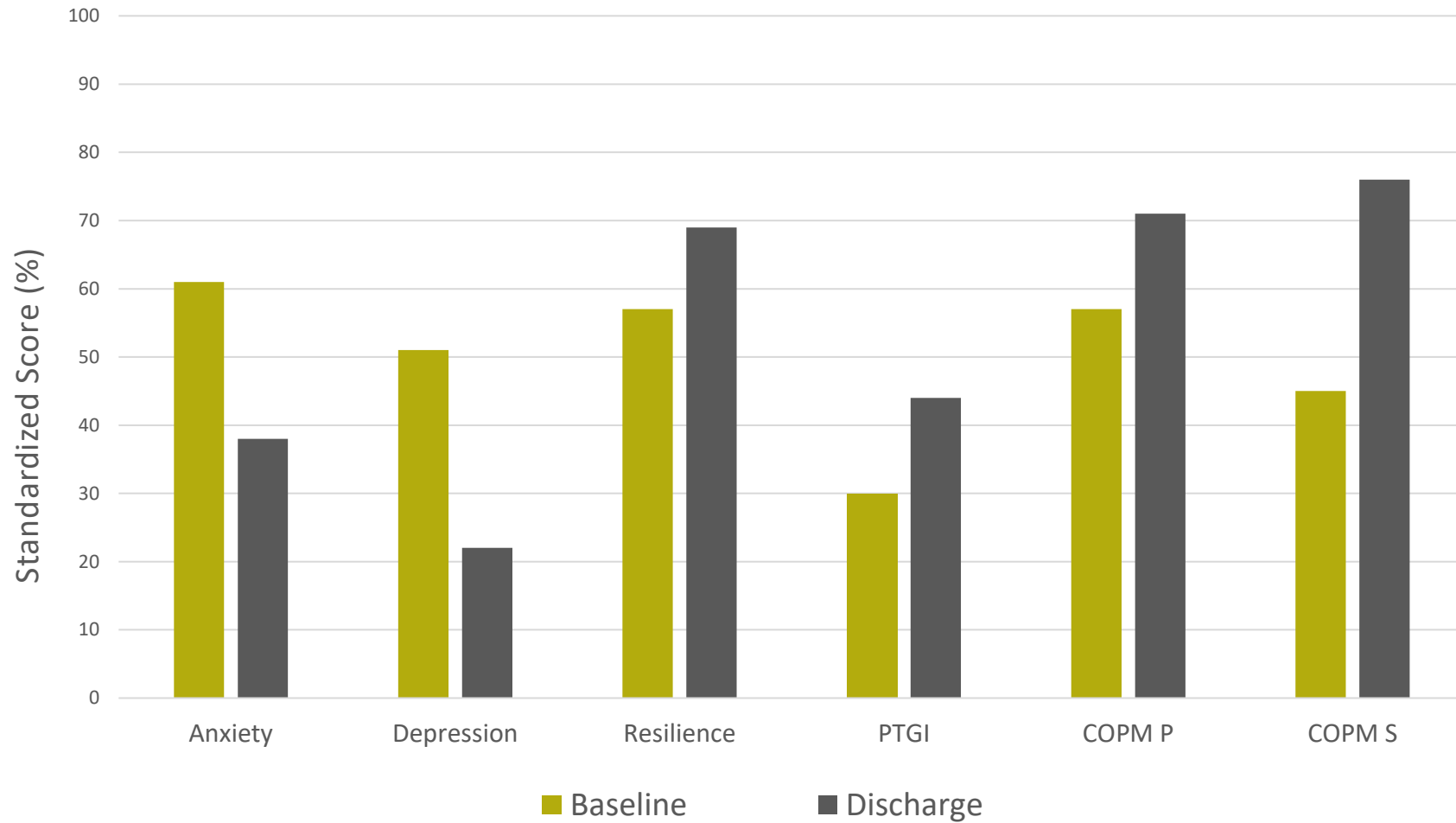
82% = RTW Readiness (Improved Work Status, Maintained Work Status)

Statistically significant improvement of:

Anxiety, Depression, Resiliency, Post Traumatic Growth

Clinical Outcomes of First Responders

WSIB Funded Services 2020



Mental Health is Health

We need to start approaching mental health how we would physical health.

Regulated professionals:

- Need to have appropriate training
- Client centered
- Treatment plan and focus
- Empowering

Occupational Health Staff

- Understanding
- Accountability
- Boundaries



Psychological Distress

Spectrum:



Psychological Distress

Imminent risk to self or others

The negative stress response, often involving negative affect and physiological reactivity: a type of stress that results from being overwhelmed by demands, losses, or perceived threats	Things are escalating. Things are going sideways.	Concerns there will be action within the next 24 hours towards themselves or someone else.
What does this look like?	What does this look like?	What does this look like?

Don't be afraid of working with mental health.

- Congruence
- Boundaries
- Have an agenda and recognize your hot buttons
- Ask direct questions and be clear and concise in your communications
- Useful and appropriate self-disclosure
- Don't take it personally
- Remind them of the rules of engagement (attendance, swearing, threats)
- Documentation and reflection
- Escalate (“can you sleep tonight?” test)
- Listen to what the issue is and the person’s concerns
- Wait until the person has released their emotion, if they do not stop, gently redirect
- Don't be afraid to call it.

De-escalating

- If on a video call, maintain appropriate eye contact to connect with the person
- Show empathy for their emotions. This does not mean agreeing with their conclusions
- Do not let them suck you into the conversation or argument
- Discuss next steps
- Be honest







- Distress does not equal abuse
- Mental health does not equal abuse
- Trauma does not equal abuse
- **You can end abusive interactions, period**

Pain is inevitable, but misery is optional. We cannot avoid pain, but we can avoid joy.

Tim Hansel

Mental Health Check

Use an emoji to share how you are feeling

-  I'm doing great
-  I'm doing pretty good
-  I'm doing okay, I guess
-  I'm starting to struggle
-  I'm having a really hard time
-  I need to reach out for support

YOU CANNOT
FIND PEACE
BY AVOIDING
L I F E

Thank You & Questions