

To:	Warden Halliday and Members of Grey County Council
Committee Date:	January 25, 2018
Subject / Report No:	PSR-CW-02-18
Title:	Single Source of a Consulting Psychologist for PTSD Prevention and Mental Wellness Programs
Prepared by:	Kevin McNab
Reviewed by:	Kim Wingrove, Kevin Wepler
Lower Tier(s) Affected:	
Status:	Recommendation adopted by Committee as presented per Resolution CW41-18; Endorsed by County Council February 8, 2018 per Resolution CC24-18;

Recommendation

1. That Report PSR-CW-02-18 be received and that staff upon approval of the 2018 budget proceed with the implementation of PTSD prevention and mental wellness programs; and
2. That Dr. Lori Gray Clinical Psychologist be single sourced to provide services of peer support member selection, training, team clinical oversight and quality assurance.

Executive Summary

Report PSR-CW-11-17 presented to committee November 9, 2017 outlined the PTSD Prevention and Mental Wellness Program plan that is required as the result of The Supporting Ontario's First Responders Act, 2016. The 2018 draft budget includes \$86,600 for staff wages, training and consulting fees.

The Paramedic Services peer support program will include a combined model of care which integrates peer support services and professional mental healthcare. These roles will be strategic and complementary, not redundant, with professional mental healthcare allocated to higher acuity situations and consultation available to management and peer support personnel.

The delivery of PTSD prevention programs are a new requirement for Paramedic Services and Human Resources staff. To ensure that we were following industry best practices in program development the consultation with an industry leading expert was required. Over the past year Paramedic Services and Human Resources staff has consulted with Dr. Lori Gray in the

development of Grey County's PTSD prevention plan; in addition, Dr. Gray has provided assessments and care for staff and this has been met with positive results.

In order to move to the implementation stage, staff would like to continue the working relationship already established with Dr. Gray for the provision of training, quality assurance, professional mental healthcare, peer support team medical oversight.

Dr. Lori Gray is a licensed clinical, forensic, and rehabilitation psychologist who focuses on the issue of trauma through her work with first responders (e.g., paramedics, firefighters, police officers, communications officers, corrections officers, military personnel), victims, and criminal offenders. Dr. Gray has extensive experience working with Paramedic Services.

Background and Discussion

Report PSR-CW-11-17 presented to committee November 9, 2017 outlined the PTSD Prevention and Mental Wellness Program plan that is required as the result of The Supporting Ontario's First Responders Act, 2016. The 2018 draft budget includes \$86,600 for staff wages and the services of a clinical psychologist to provide training, quality assurance, professional mental healthcare, peer support team medical oversight.

Upon approval of the 2018 budget, paramedic services is implementing a comprehensive mental health care program designed to prevent the onset and reduce the severity and impact of psychological health problems in the workplace. It spans prevention through to long-term care for chronic mental health conditions.

Peer Support Program

The program will include the implementation of a peer support program with a combined model of care which integrates peer support services and professional mental healthcare. These roles will be strategic and complementary, not redundant, with professional mental healthcare allocated to higher acuity situations and consultation available to management and peer support personnel. Professional mental healthcare and peer support program oversight will be available through the hiring of a consulting psychologist.

An electronic incident notification system will be implemented to ensure the protection of paramedics' confidential mental health information. The data collected through the incident notification system will be stored and monitored by the consulting psychologist with anonymous, summary reports provided to the employer.

Quality Assurance of the Peer Support Program will be provided by the consulting psychologist to help ensure best practice standards are followed, team members operate within their scope of practice and members can seek confidential guidance when required.

Consulting Psychologist

The delivery of PTSD prevention and mental wellness programs are a new requirement for Paramedic Services and Human Resources staff. To ensure that we were following industry best practices in program development the consultation with an industry leading expert was required. Over the past year Paramedic Services and Human Resources staff has consulted

with Dr. Lori Gray in the development of Grey County's PTSD prevention plan; in addition, Dr. Gray has provided assessments and care for staff and this has been met with positive results.

Dr. Gray has worked with members of the Mental Wellness Working Group on the initial selection process of peer support team members. At our emergency responder day in October of 2017 Dr. Gray presented on best practices in PTSD prevention and care. It is important to note that not only are industry leaders in best practices required it is of equally importance that the person offering the service be familiar with the job of a paramedic. Without the prior knowledge of the intricacies of the job the credibility of the person offering the service is lost. Dr. Gray has extensive experience in working with paramedic services and other emergency responders across the Province. In order to move to the implementation stage, staff would like to continue the working relationship already established with Dr. Gray for the provision of training, quality assurance, professional mental healthcare, peer support team medical oversight.

Dr. Lori Gray is a licensed clinical, forensic, and rehabilitation psychologist who focuses on the issue of trauma through her work with first responders (e.g., paramedics, firefighters, police officers, communications officers, corrections officers, military personnel), victims, and criminal offenders. She was the staff psychologist for one of the largest paramedic services in Canada and continues to provide consultation, crisis support, and education to numerous emergency services, first responders, and victim service agencies. Her background includes experiences such as the Centre for Addiction and Mental Health (Psychological Trauma Program and Law and Mental Health Program), Detroit Receiving Hospital (level one trauma centre in inner city Detroit), Ministry of the Attorney General, Correctional Service of Canada, and postsecondary teaching. She received the Future Pioneers of Psychology Award from the American Psychological Association, Early Career Achievement Award from the Canadian Psychological Association Traumatic Stress Section, Odyssey Early Career Achievement Award and GLAD Award for Teaching and Mentorship from the University of Windsor, and other awards from agencies such as the International Society for Traumatic Stress Studies, Canadian Psychological Association, and Social Sciences and Humanities Research Council of Canada.

Legal and Legislated Requirements

Supporting Ontario's First Responders Act 2016

Financial and Resource Implications

The 2018 draft budget includes \$86,600 for staff wages and the services of a clinical psychologist to provide training, quality assurance, professional mental healthcare, peer support team medical oversight. There is an opportunity to reduce costs by offering space in training sessions to other emergency services and \$5,000 has been included in the budget as a source of funding.

Grey County's purchasing policy permits single sourcing if compatibility of a Purchase with existing service is a paramount consideration (Page 18 f) ii) Purchasing Policy Procedures _GC_205703)

Relevant Consultation

Internal: Finance and Human Resources

External:

Appendices and Attachments

[PSR-CW-11-17 Post Traumatic Stress Disorder Prevention and Employee Wellness Programs](#)