

PHPC Quick Scan – Resources on Wellness and Burnout

The Public Health Physicians of Canada (PHPC) is seeking ways to support public health physicians who are experiencing an impact on their emotional and psychological well-being as a result of the COVID-19 pandemic. We have compiled a varied list of resources that we hope are helpful.

On this first page you will find provincial/territorial and national support lines offered by the Canadian Medical Association. We have listed these first as they are quickly accessible for short-term, solution-focused support. You will notice that your location determines the support line available to you.

The subsequent pages are self-accessed, self-care resources that can be used over time as needed. Many of these are for workers in humanitarian emergencies and are produced by organizations around the world. **We hope that one or a combination of these resources are useful, and we wish you and your teams well, given the context.**

If you are in **Saskatchewan, Ontario, Nova Scotia, Newfoundland and Labrador, Yukon, or Nunavut**, the Canadian Medical Association (CMA) in collaboration with Morneau Shepell, provides access to mental health supports to physician, medical learners and their immediate families through the **Wellness Support Line**.

This 24/7 bilingual (French and English) service is being offered through partnerships with the provincial/territorial medical associations in these areas, and offers counselling and access to mental health supports. There is no fee for users and membership in the CMA is not required to use the service. If you live in **other provinces/territories**, the **provincial physician health programs** provide a similar service.

Should you wish to access these services, please see the following webpage and select your province/territory to find the phone number (also provided below). There was not a phone number identified for the Northwest Territories at this time.

<https://www.cma.ca/supportline>

Alberta	1-877-SOS-4MDS (767-4637)	Nunavut	1-844-675-9222
British Columbia	1-800-663-6729	Ontario	1-800-851-6606
Manitoba	1-844-4DOCSMB (436-2762)	Prince Edward Island	1-800-663-6729
New Brunswick	1-506-875-6749	Quebec	1-514-397-0888 (Montreal) 1-800-387-4166 (Rest of Quebec)
Newfoundland and Labrador	1-844-675-9222	Saskatchewan	1-844-675-9222
Nova Scotia	1-855-275-8215	Yukon	1-844-675-9222

International Organization Resources

[Managing work-related psychosocial risks during the COVID-19 pandemic](#)

International Labour Organization, 36 pages, Published: 2020

- Non-specific resource, but includes front-line and humanitarian workers
- The purpose of this guide is to provide employers and managers with key elements to consider when assessing psychosocial risks and implementing preventive measures to protect the health and well-being of workers in the context of the COVID-19 pandemic

[Approaches to Staff Care in International NGOs](#)

InterHealth, 62 pages, Published: September 2009

- Provides a review on the importance of staff care amongst humanitarian/aid workers, along with organizational practices/policies to support these needs via screenings, support mechanisms, and other psychological supports.
- Includes key care strategies to provide to staff 'post-assignment.'
- The report concludes with evaluation/monitoring strategies.

[Managing the Stress of Humanitarian Emergencies](#)

UN High Commissioner for Refugees, 33 pages, Published: 2001

- Part of "Staff Welfare" section of UN High Commissioner for Refugees
- Detailed evidence summary of stress (types, how it affects humanitarian workers) and how to recognize signs of burnout.
- Outlines strategies for stress management at organizational and personal levels

[UNHCR's Mental Health and Psychosocial Support For Staff](#)

UN High Commissioner for Refugees, 116 pages, Published: July 2013

- Mental health and psychosocial support (MHPSS) for humanitarian staff, is often referred to as staff welfare, care, or well-being
- This document reports on the findings of an evaluation of MHPSS, demonstrating that there are currently inadequate supports for staff
- The report includes a number of recommendations/strategies for improving psychosocial support for staff

Staff Well-being and Mental Health in UNHCR

UN High Commissioner for Refugees, 132 pages, Published: 2016

- This report was published following an UNHCR staff survey
- Outlines the elevated risks for mental health outcomes among humanitarian workers
- The end of the document includes a list of recommendations to decrease the percentage of staff at risk for mental health and behavioral outcomes

Caring for Us: Stress in our Workplace

Unicef, 59 pages, Published: No date

- Overview of stress/PTSD amongst aid workers, and the importance of coping strategies
- Includes a number of self-care exercises, including relaxation techniques

Manual on Human Rights Monitoring – Chapter 12: Self-Care of Human Rights Officers

United Nations Human Rights, 40 pages, Published: 2018

- Discusses acute/chronic stress, along with common signs of burnout (p. 20-29)
- Provides strategies on how to create a 'Stress Management Plan' – this includes how to develop awareness of stress as well as management techniques

Occupational safety and health in public health emergencies: A manual for protecting health workers and responders

World Health Organization, 136 pages, Published: June 2018

- The manual offers technical guidance on good practices and procedures for establishing systems that can: 1) reduce occupational exposures, injury, illness and death among response workers; 2) reduce stress and fear; and 3) promote the health and well-being of health-care and other response workers
- Includes a number of resources, tools, and online courses

European and Middle Eastern Resources

[The Sphere Handbook: Humanitarian Charter and Minimum Standards in Humanitarian Response](#)

Sphere Association (Geneva), 458 pages, Published: 2018 (3rd edition)

- This handbook builds on the legal and ethical foundations of humanitarianism with pragmatic guidance, global good practice and compiled evidence to support humanitarian staff wherever they work
- Includes performance indicators and organizational responsibilities to ensure staff are supported in their well-being (see Commitment 7 and 8)

[Self-Care Manual for Front-Line Workers](#)

ABAAD (Lebanon), UN Organization, 45 pages, Published: No Date

- This manual focuses on: (i) defining self-care, stress, burnout; (ii) identifying signs/symptoms; and (iii) strategies to manage stress and promote well-being
- Includes evidence-based interventions, such as Acceptance and Commitment Therapy

[Managing Stress in Humanitarian Workers: Guidelines for Good Practice](#)

Antares Foundation (Netherlands), 40 pages, Published: 2012 (3rd edition)

- Guidelines for creating a staff care system; this includes organizational policies, training for staff, stress/burnout monitoring, support systems, as well as crisis management
- Includes several case studies throughout document, along with brief evidence summaries on effects of stress on humanitarian workers
- Discusses risks and protective factors

[Burnout in Polish, Croatian and Slovenian NGOs: Expert Interviews Conclusions](#)

Burnout Aid (Poland), 20 pages, Published: 2020

- Non-sector specific, but includes humanitarian aid workers
- Through a number of expert interviews identifies sources of burnout, but also provides prevention strategies and 'coping with burnout'

[Mindfulness and wellbeing: Mental health and humanitarian aid workers](#)

CHS Alliance (Geneva), 40 pages, Published: 2015

- Explores current state of wellbeing support available to humanitarian/aid workers
- Introduces the concept of mindfulness and mindfulness-based approaches
- Rooted in evidence and discussion on aid worker burnout

[Code of Good Practice in the management and support of aid personnel](#)

People in Aid (UK), 32 pages, Published: 2013

- This Code aims to improve agencies' support and management of staff and volunteers
- This guiding tool focuses on practices and policies that the agency can employ
- Principle 7 specifically focuses on self-care and prevention of burnout; the importance of this principle is highlighted through a number of case study examples

North American Resources

[CDC Emergency Preparedness and Response: Emergency Responders \(Tips for Taking Care of Yourself\)](#)

Centre for Disease Control, Web Content, Published: March 2018

- Discusses burnout and secondary traumatic stress, including early signs, and tips for how to address
- Includes information on support mechanisms and self-care techniques
- Provides links to several tip sheets (e.g., returning to work)

[Headington Institute: Preventing Burnout](#)

Headington Institute, 6 pages, Published: 2013

- Resource is written by a psychologist
- Discusses primary and secondary burnout prevention techniques, specifically for humanitarian workers
- Outlines strategies for humanitarian organizations, including communication techniques, training initiatives, and staff support programs

[The Importance of Mental Well-Being for Health Professionals During Complex Emergencies: It Is Time We Take It Seriously](#)

University of North Carolina, Global Health Science and Practice Journal, 9 pages,
Published: 2017

- Commentary that outlines the epidemiology of stress/mental health needs amongst the humanitarian aid workforce
- This document discusses key strategies and training opportunities, including mindfulness, narrative exposure therapy, and several self-care strategies

Coronavirus-Specific Resources

[Sustaining the Well-Being of Health-Care Personnel During Coronavirus Infectious Disease Outbreaks](#)

Center for the Study of Traumatic Stress, 1 page, Published: 2020

- Identifies key challenges for workers involved with disease/outbreak management
- Provides a list of strategies for sustaining well-being

[Creating Wellness in a Pandemic: A practical toolkit for health systems responding to COVID-19](#)

Rush University, 20 pages, Published: 2020

- Uses Rush University experience to discuss strategies for creating a wellness response team and how to promote mental health/well-being for staff
- Includes tools, case study vignettes, and highlights best practices

[National Academy of Medicine](#)

National Academy of Medicine Blogpost, Published: 2020

- Includes a list of resources to support the health and well-being of clinicians during Covid-19 (including global organizations, as well as U.S. Government agencies)