

Peel Regional Police Wellness Strategy 2025



VISION To offer support that results in optimal health.

MISSION

To promote and foster a culture of well-being for our people and their families through personalized support, education, resources and confidentiality.

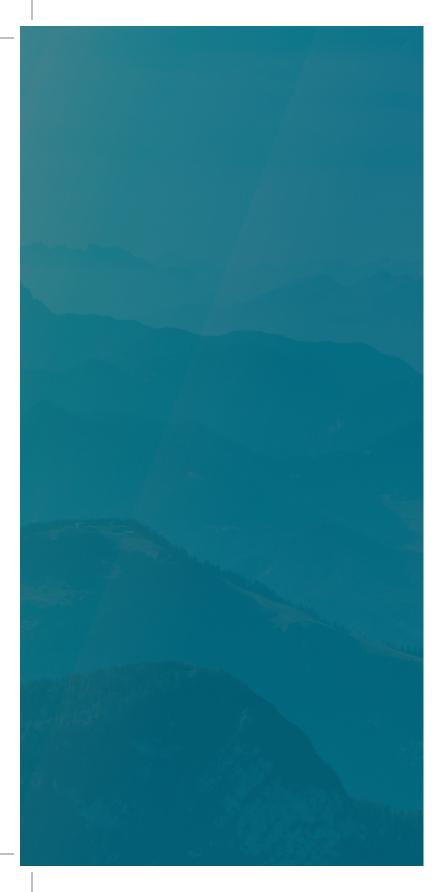


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Message from the Chief

I am pleased to present Peel Regional Police's Wellness Strategy, our organization's comprehensive plan for promoting the health and well-being of our members.

As a service, we are made up of exceptional uniform and civilian professionals who dedicate themselves wholeheartedly to representing Peel Regional Police day in and day out. Your well-being is critical to your duty and ability to serve our community effectively. That is why I am committed to making your well-being, and that of your families, a top priority.

Aligned with the 2024-2027 Strategic Plan priorities, our framework, detailed in the following pages, endorses a range of programs and initiatives to enhance your health and wellness. This strategy is a collective endeavour, a testament to our shared commitment to ensuring everyone in our service thrives personally and professionally in their wellness journey. Your active participation in championing new initiatives in the future, leveraging technology and innovation, is encouraged and will contribute to fostering an inclusive, engaged, and progressive workplace.

We are committed to continually serving our members and enabling a supportive work environment in which we can better serve our communities.

Thank you for all you do. Take care of yourselves and each other.

Nishan Duraiappah Chief, Peel Regional Police



Message from the Deputy Chief

I fully support this Wellness strategy.

Having been a Peer Support Team and Critical Incident Response Team member, I can say that Wellness has never been more of a priority here at Peel Regional Police than now. We find ourselves in situations at work and at home that are complex, dynamic and can have lasting impacts on us.

A strategy that recognizes that we are just as human as everyone else is imperative for our overall health. The team in Wellness is ready and willing to be there before, during and after whatever incident or experience has affected you.

I encourage all of you to become familiar with the strategy and contact Wellness if you want to contribute more information on how we can support you best!

Take care of yourself and each other.

Mark Dapat Deputy Chief, Peel Regional Police



Introduction

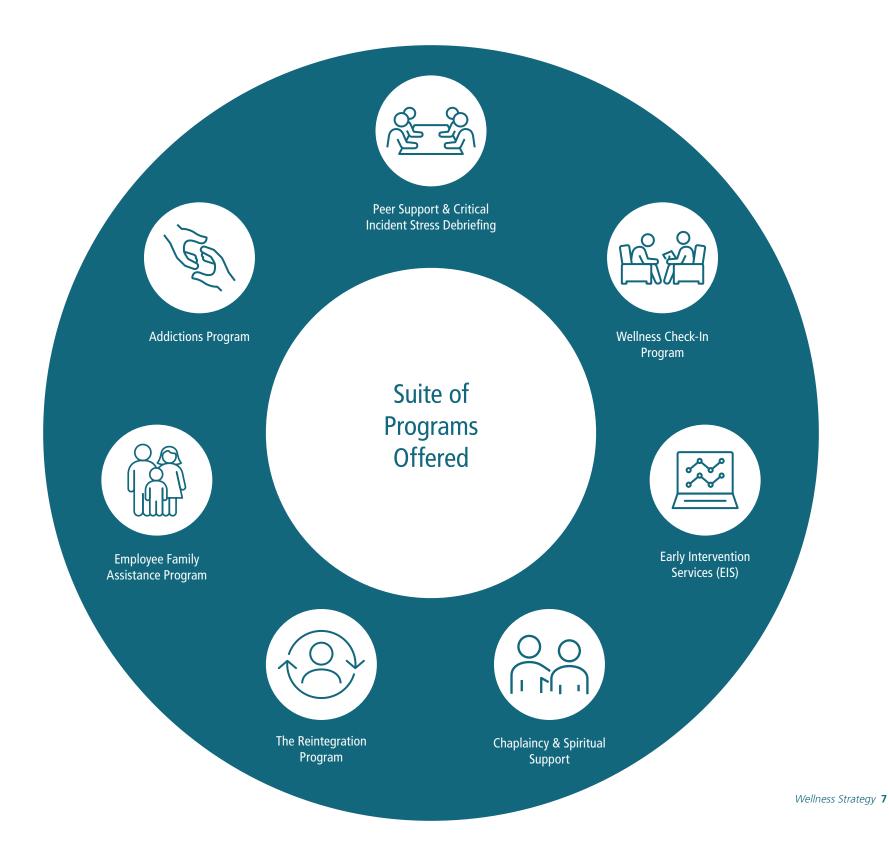
Since its inception in 2008, Wellness has experienced considerable growth and expansion. As a result of this evolution comes an increased awareness of the impact that policing can have on the mental health and wellness of our employees. Significant effort has focused on continually improving and implementing effective methods to mitigate this impact as much as possible for our employees and their family members. Enhancing the physical, mental, psychological and emotional well-being of all members, while helping them to better cope with the demands and challenges of their role in society is of utmost importance and the true spirit of this strategy.

Wellness is currently staffed with five sworn and five civilian professionals who work in a secure, off-site location. This space provides all members with a comfortable environment to discuss sensitive matters and connect with mental health professionals discretely.

Wellness is responsible for comprehensive and effective programs such as the Peer Support and Critical Incident Stress Management teams, Early Intervention Services, the Wellness Check-In Program, Employee and Family Assistance Plan, Addictions resources and nondenominational Spiritual Supports.

These programs help achieve our Wellness vision by allowing us to offer support that results in optimal health for you and your family.





Peer Support & Critical Incident Stress Debriefing

Education & Training

The Wellness team presents on numerous Peel Regional Police courses, providing valuable opportunities for face-to-face interaction with members from across the organization and at various stages of their careers.

Professional Providers Resource List

Wellness is committed to providing a reliable list of mental health professionals who are first-responder competent and support specific mental health needs.

Peer Support Team and Critical Incident Team (CIRT)

We have over 100 members throughout the organization with specialized training by the International Critical Incident Stress Foundation (ICISF) to provide confidential peer support and critical incident stress debriefs.

Identification of Critical Incidents

Wellness uses a variety of methods to identify calls for service and investigations that might expose our members to potentially traumatic circumstances.



Actions *Peer Support*

- 1. Develop strategies to provide a coordinated and collaborative approach to critical incident management and response.
- 2. Provide ongoing member engagement and support across the organization, including the development and delivery of education and training opportunities supporting mental health and wellness.
- 3. Strengthen the effectiveness of PRP's Wellness team through a commitment to new initiatives, ongoing education and continuous improvement.

Key Indicators *Peer Support*

- Daily monitoring of major incident reporting to identify critical incidents.
- Monthly tracking of both offered and conducted critical incident debriefs and defusing.
- Quarterly reporting of member-focused initiatives that support wellness (Family Nights, International Peace Operations Program, Parent Wisdom Collective, Book Club).
- Quarterly reporting of presentations and educational sessions.
- Quarterly reporting of projects and new initiatives.
- Semi-annual reporting of training and educational opportunities for the Peer Support Team and Critical Incident Response Team.
- Annual reporting of training and educational opportunities for the Wellness Team.

Leveraging Technology for Wellness



The Wellness App

Wellness Check-In Program

The Wellness Check-In Program currently mandates that over 2,400 civilian and sworn members meet with a psychologist annually as they have been deemed to work in 'at-risk' positions.

At-Risk Positions

At-Risk positions are those within the organization that have been recognized to pose an increased risk to the mental health of members assigned to them.

Expansion to include CIB, MCRRT, COAST and Records

The Wellness Check-In Program has expanded to include 300 CIB, MCRRT, COAST and Records members in 2024.

Return to in-person

The Program implemented a hybrid model in October 2023 that will allow members the flexibility to self-enroll in a virtual or in-person appointment by offering both formats.

Compliance through Technology

Members receive automatic expiry notifications via e-mail and members' supervisors receive notification of an expiry date approaching 7 days and on the date of expiry.

Goal: Resilience, Self-care, Utilize Benefits

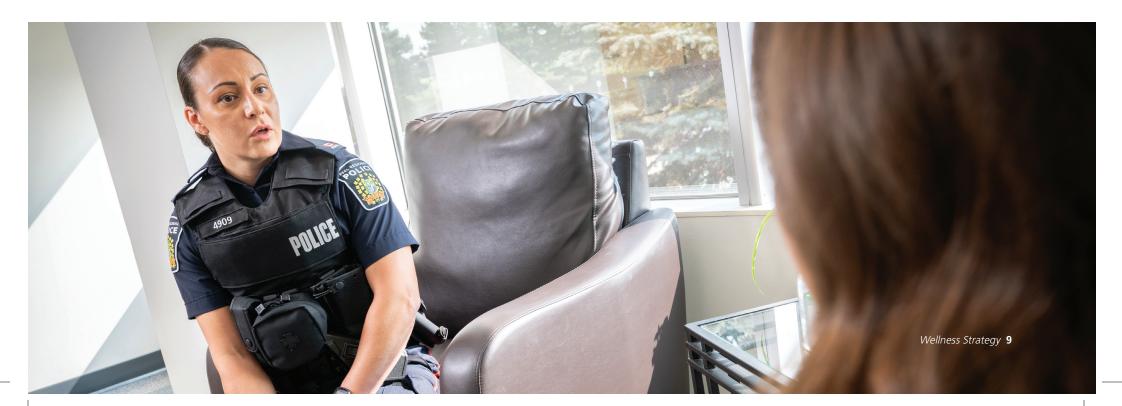
The goals of the Program align with the goals of Wellness by "engaging members in achieving and maintaining satisfying, balanced and healthy personal and professional lifestyles."

Actions *Wellness Check-In Program*

- 1. Coordinate the delivery of the Peel Regional Police Wellness Check-In Program.
- 2. Support ongoing member engagement in the Wellness Check-In Program.

Key Indicators *Wellness Check-In Program*

- Quarterly reporting of the number of available appointments.
- Quarterly reporting of the total number of compliance and audit reports conducted.
- Quarterly reporting of member feedback and assessment captured through the administration and tracking of the Wellness Check-In Program member survey.



Early Intervention Services (EIS)

Non-Disciplinary Process

Early Intervention Services is strictly a non-disciplinary process based on prevention and a service that ultimately promotes employee success and wellness. EIS is a transparent system that does not result in documentation being placed in an employee's personnel file once an alert has been identified and mitigated.

Computer Generated Alerts

The software application detects an atypical pattern and then, through consultation with the employee and their Unit Commander/Director, a course of action is determined that is best suited to the employee's needs.

Intervention through Member Reach outs/Supervisor Engagement

All employees, including supervisors, are encouraged to connect with Wellness should they observe or become aware of a colleague they feel would benefit from this program.

Actions *Early Intervention Services*

- 1. Support a prevention-based, non-disciplinary process to mitigate risk by facilitating opportunities for improved employee well-being.
- 2. Utilize technology to detect atypical patterns based on pre-determined wellness thresholds.

Key Indicators *Early Intervention Services*

- Quarterly reporting of Early Intervention aggregated data, relating to direct referrals, alerts and Supervisor engagement.
- Quarterly reporting of proactive analysis and ongoing education.
- Quarterly reporting on Wellness app usage.



Chaplaincy & Spiritual Support

Resources for Spiritual Support, Emotional Care and Practical Advice for all Members

Many in our service would not identify as 'religious'; however, they would identify as 'spiritual.' Focusing on our member's spiritual and emotional support incorporates a holistic approach to what 'they' define as 'spiritual.' A Spiritual, Emotional and Practical focus is helping our members navigate the questions of meaning, purpose, 'the why,' faith and belief. It is about helping them navigate life's 'deep' questions, helping them grow in compassion and empathy and experiencing feelings of awe and wonder.

Crisis Intervention

In a crisis, our role is to be physically present. We offer real-time support to our members during and after any situation. In the case of a 'critical incident,' the chaplaincy is often directed to attend or conduct a debrief or defusing with our members. Our ability to bring comfort and solace during times of great difficulty is of great value to our people and their families.

Personal & Family Counselling

The 'core' role of our chaplaincy is 'pastoral.' We actively 'care' for our members. That care often involves 'walking with them through' many life and family issues. We are committed to helping in areas of marriage and relationships, parenting issues and interpersonal challenges.

Ride-Alongs

Joining our uniform members as they are on duty is the honour of our chaplaincy. Ride-Alongs incorporate what we call the 'Function of Presence.' Being present creates the opportunity for dialogue.

Divisional and Area Visits

Platoon visits are an effective way of spreading a wider net of awareness to our members. When we are in a parade, our uniform members remember us, thus once again incorporating the 'Function of Presence.'

Actions *Chaplaincy & Spiritual Support*

- 1. Create mechanisms to regularly engage and offer care to PRP members and their families.
- 2. Participation in Interfaith Engagement.

Key Indicators *Chaplaincy & Spiritual Support*

- Quarterly reporting of the number of Ride-Alongs completed.
- Semi-annual reporting of official Peel Regional Police events (i.e. Recruit Graduation).
- Quarterly reporting of the number of Platoon/Area visits completed.
- Semi-annual reporting of participation in activities associated with interfaith and nondenominational committees (Interfaith Council of Peel, Catholic ISN, Canadian Police Chaplain Association).



The Reintegration Program

A growing movement across Canada has seen the uptake of Reintegration Programs designed to support first responders as they return to work after critical incidents and extended leaves.

A Member-Driven and Wellness-Focused Return-to-Work Program

Beginning in 2022, Wellness trained an internal group of Reintegration Facilitators who have since played a key role in increasing the number of individually tailored plans aimed at returning members to work in the healthiest way possible.

Short-Term and Long-Term Reintegration Streams

The Short-Term Reintegration Program connects with members shortly after impactful critical incidents, such as an officer-involved shooting.

The Long-Term Reintegration Program is available to support officers healing from operational stress injuries that may or may not be physical.

A Peer-Supported Approach

Reintegration programming is always member-led, which allows a peer with relevant lived experience and specific training to support the process.

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A Collaborative Program with Internal Stakeholders

The Reintegration Program is a collaborative initiative that benefits from the expertise of compassionate individuals in Wellness, the Training Bureau, Human Resources, PRPA and Divisional Command.

Trauma-Informed Care and Partnerships with Mental Health Professionals

The credibility of the Reintegration Program requires that our facilitators are trained in trauma and evidence-informed approaches.

Added Benefit: Reduced Days Lost from the Workplace

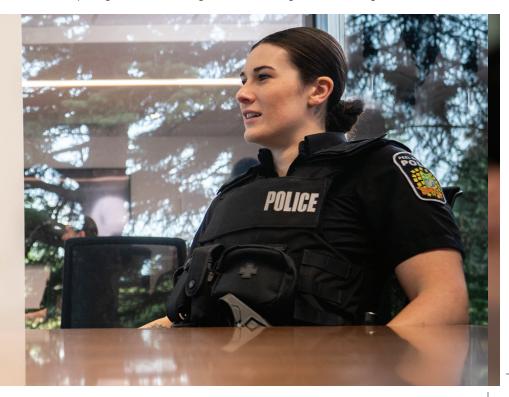
Police services have seen up to 70% reduction in days lost from the workplace since the inception of reintegration programs.

Action *The Reintegration Program*

1. Support a collaborative, member-driven and wellness-focused return to work program.

Key Indicators *The Reintegration Program*

- Semi-annual reporting of completed short-term and long-term reintegration.
- Semi-annual reporting of individuals being trained, or training others, in reintegration.



Employee Family Assistance Program

Uniform & Civilian Support

Our Coordinator connects sworn and civilian members with professional services as needed: psychological (clinical), EFAP, residential/out-patient treatments and starting the claims process for leaves of absence.

Employee and Family Assistance Program (EFAP): Homewood Health

Wellness manages and coordinates the PRP Employee Family and Assistance Plan that is currently provided by Homewood Health. The main goal of the EFAP is to provide support, guidance and resources to our people and their respective family members.

Leaves of Absence Outreach

Liaises with Human Resources/Disability Management to assist members on a leave of absence to maintain contact and offer support while the member is away from the workplace.

Addictions Program

Addiction Treatment/Placement Management & Clinical Connections

Assists with placing members in appropriate treatment programs and maintains a list of clinical professionals, connecting members as needed.

Action *EFAP & Addictions*

1. Coordinate the sharing of Employee Family Assistance Program (EFAP) and substance misuse resources with uniform and civilian members to provide effective and varied support option.

Key Indicator *EFAP & Addictions*

• Quarterly reporting of trends and usage rates relating to EFAP and addiction resources.



Additional Programs and Initiatives

These programs and initiatives help support the physical and psychological needs of all PRP employees.

Target Life Wellness Incentive

Collaborative initiative between the Healthy Living Committee and Wellness designed to encourage and support member adoption of healthy lifestyle behaviours.

Ontario Fitness Pin Award

Provincial fitness incentive program sanctioned by the Ontario Association of Chiefs of Police as a motivator for Ontario Police Service members to remain physically fit.

On-site Health Professionals

Wide array of health practitioners that provide appointment availability to all members at various PRP facilities.

Internal Support Networks

Program aimed at supporting any specific, self-identified group and their allies through sharing of experiences and information, and offering mentoring and guidance to ensure that all members develop personally and professionally.

Expect Respect

A component of PRP's Respectful Workplace program, this campaign emphasizes the importance of *working together to maintain a safe, harassment-free workplace.*

Leadership Development Program

Voluntary program that was established to provide leadership opportunities to all members at every level of the organization.

Frontline Enhancement Program

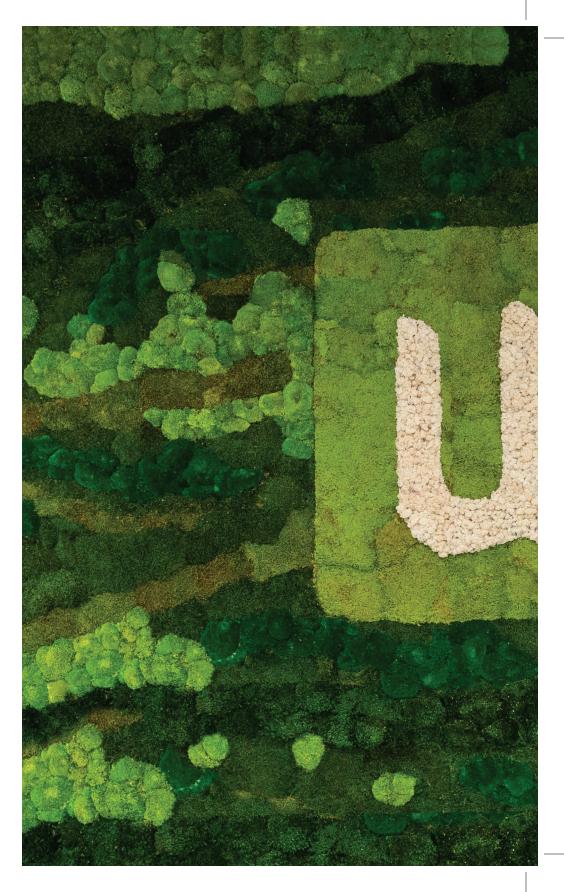
Monitors existing systems that affect our core policing function with an emphasis on the culture, morale, leadership, wellness and development of our frontline members.

Road to Mental Readiness (R2MR)

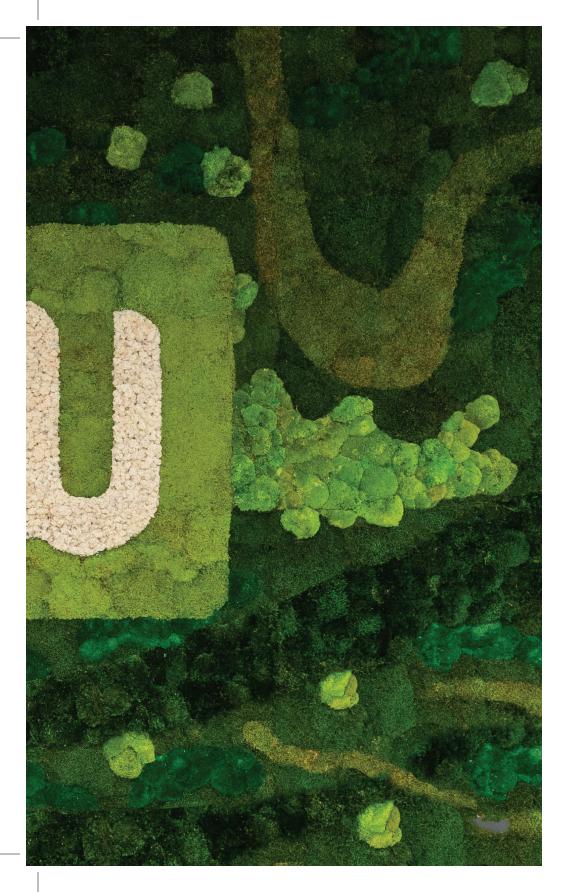
Mental health awareness and resilience training program created by the Mental Health Commission of Canada and delivered to all Recruit Constables at OPC and all Civilian Professionals upon hire.

Healthy Living Committee

Representative of a cross-section of PRP, committee members are encouraged to be creative and visionary in the pursuit of opportunities to create a positive and healthy work environment for all members.



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Future Vision

On-Staff Psychologist and Mental Health Professional

An on staff Psychologist and Mental Health Professional will provide dedicated and timely access to mental health support and contribute to wellness programs designed to mitigate organizational and operational stressors.

Increased use of technology - implementation of EIPro/BlueTeam

Implementing EIPro/BlueTeam will support frontline documentation, supervisory oversight and organizational accountability by taking advantage of enterprise-level technology related to Early Intervention Services. Real-time dashboards will provide relevant data that will assist in identifying and monitoring outliers within a supervisors' span of control.

Integration of Wellness into PRP Culture

Through continued leadership training, speaker series and employee engagement opportunities, the awareness and relevance of Wellness will improve opportunities for all to advance their well-being toward optimal health.

Developing a Community Safety and Well-Being style foundational approach to how Wellness operates will create broader organizational synergies:

- Incident Response: Activating Professional (Psychological) assistance as required in a crisis situation.
- Risk Intervention: Engaging EIS Analytics, Engaging Peer Support Team, Critical Incident Debriefing. (Psychologist engaged)
- Prevention:

Wellness training, resilience skills taught upon hire/continually augmented. (Psychologist informed)

• Social Development:

Addressing the identifiable root causes pre-employment. Stigma reduction and resilience building within the culture of policing. (Psychologist informed)

Formative Evaluation

Engage with an academic institution to create and execute a formative evaluation of the Wellness Check-In program. Other KPIs include expanded and appropriate dissemination of surveys, interviews and focus groups to PRP employees relative to Wellness portfolios during strategy implementation.



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