



Navigating the Hidden Impact of Trauma

Enhancing Officer Resilience Through Early Intervention / Wellness Dashboard



Dr. Kyle Handley
Greg Stanisci
York Regional Police

Deeds Speak





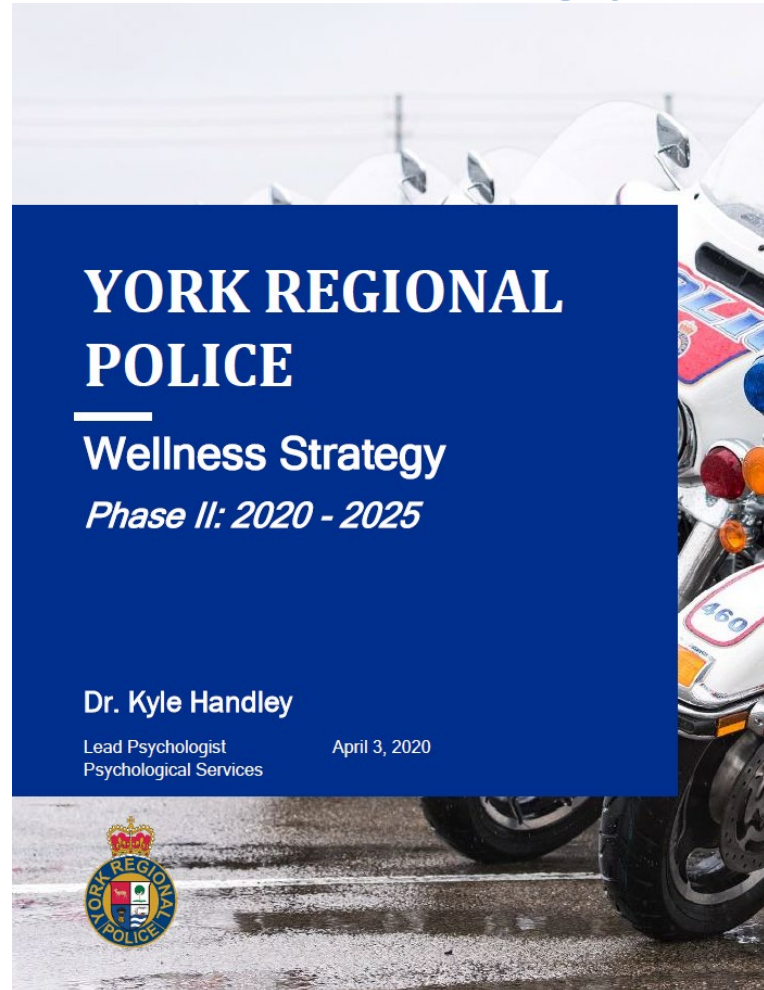
Presentation Outline

1. YRP's strategic approach to early intervention
2. Examples of technological assets supporting early intervention
3. Emerging technologies
4. Ethical use of technology





YRP's Wellness Strategy





Service Constellation





Tiered Approach to Wellness

OPERATIONAL

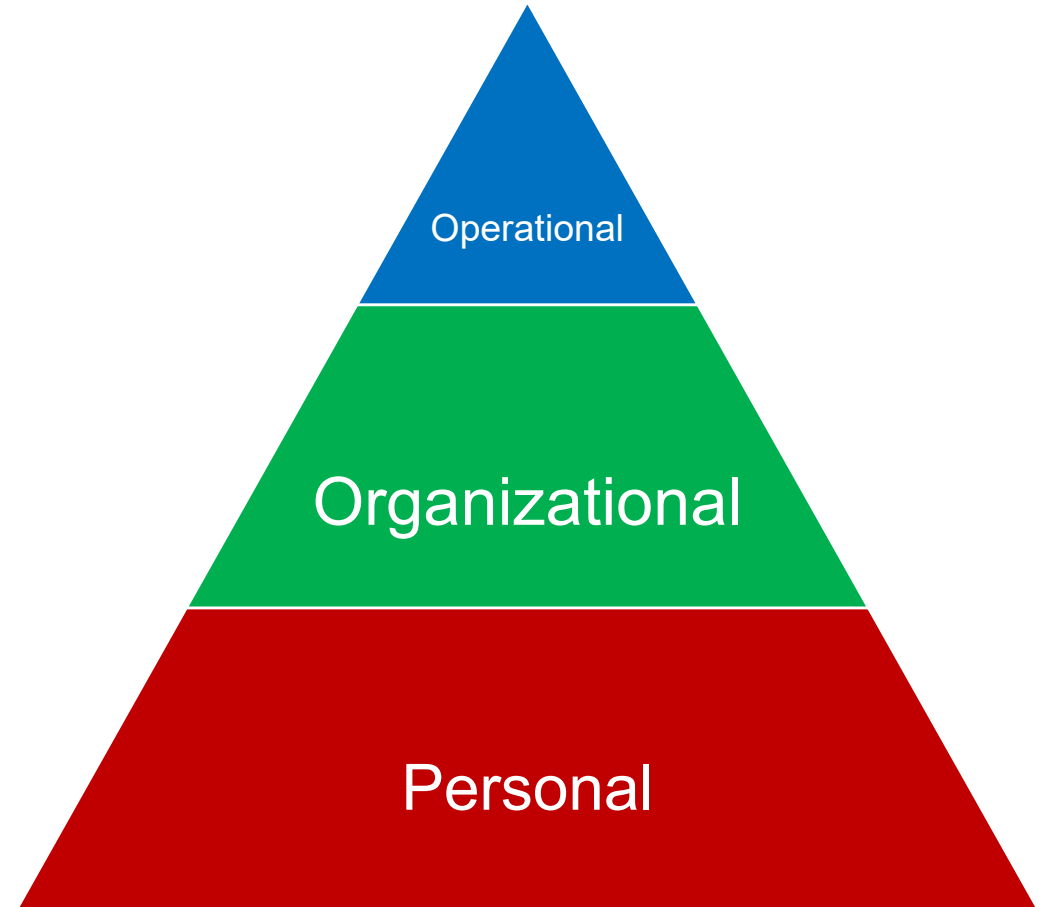
The calls for service, cases, work assignments, and projects that the member carries out as a part of their duties.

ORGANIZATIONAL

The structures, expectations, and culture, both formal and informal, that affect when, where, and how a member completes their work.

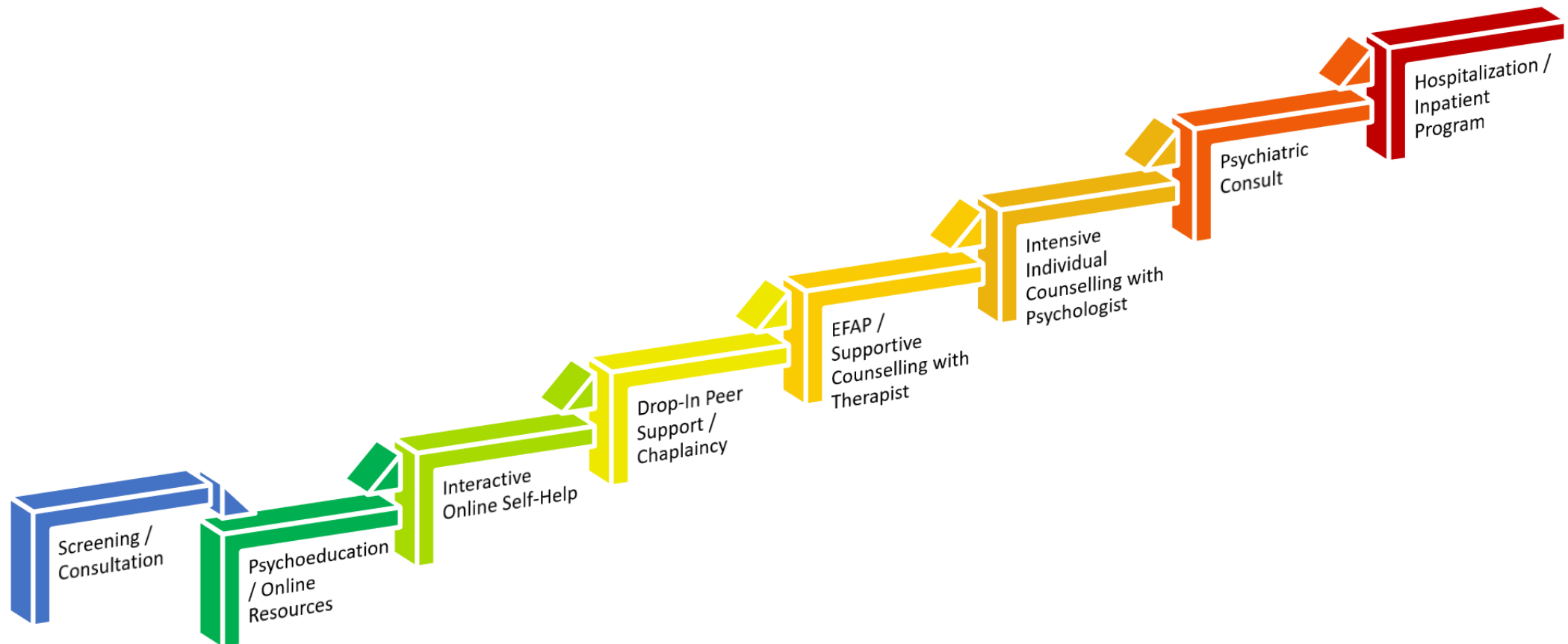
PERSONAL

The individual history, experience, and perspective a member brings with them to work.





Stepped Care Approach





Wellness @ YRP Structure





- Fitness Planning
- Dietician
- Benefits Coverage for Massage, Physio, Chiro



- Staff Psychologists
- Benefits Coverage for Psychologists, Social Workers, Registered Psychotherapists



- Peer Support
- CISM
- Family Supports
- Financial Support
- EFAP



- Chaplaincy
- Retirement Planning
- Yoga
- Mindfulness





YRP Wellness Priorities

REDUCING STIGMA

RAISING AWARENESS

TARGETED SERVICES





YRP's Mental Health Objectives 2020-2025

Embedded Services

- Ensure that all members, regardless of their work location, have equal access to wellness services

Expanded Offerings

- Broadening service offerings, prevention initiatives, and training to encompass all aspects of wellness

Modern Tools

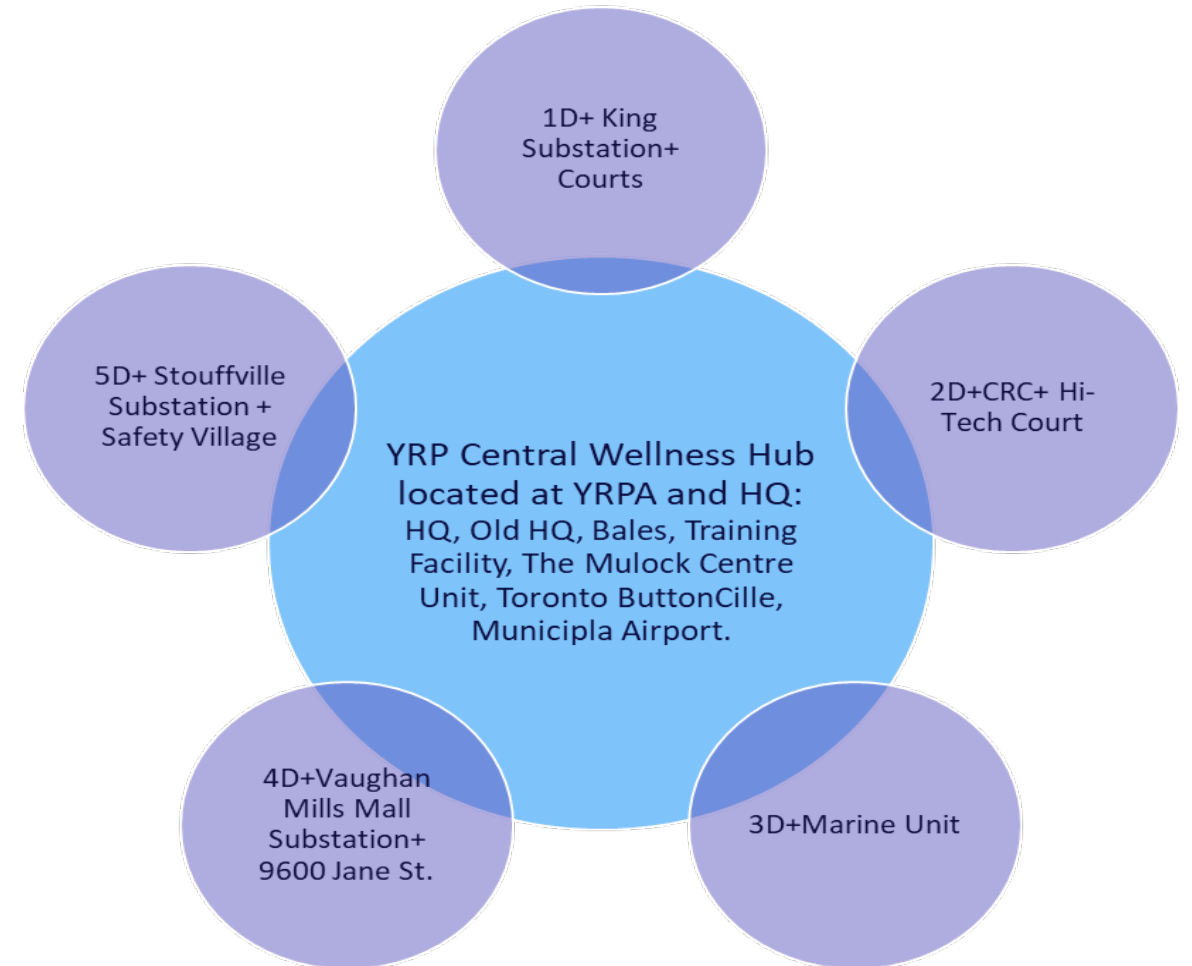
- Providing members, families, and supervisors with the technology and resources to predict and respond to wellness needs



Embedded Services

Each of YRP's 5 Districts has a dedicated Wellness team consisting of:

- Bio Health Rep – Volunteer (PIN Tester)
- Psych Health Rep – Mental Health Clinician
- Social Health Rep – Peer Supporter
- Spiritual Health Rep – Chaplain





Expanded Offerings



Wellness VIP (Vitality Incentive Program)



BIO

Complete the PIN test

Complete a medical check up with a general practitioner

Participate in a YRP walk/run/ride, vaccination clinic or blood donation drive



PSYCH

Complete a baseline assessment / check-in with a mental health clinician

Complete a YRP mental health course (ie. MHFA, ASIST, BOS)

Complete the ALAViDA YRP-specific incentive activity



SOCIAL

Complete a personal budget assessment over the phone via Telus Health

Attend a YRPA family event (ie. movie night, family day, return to school prep seminar)

Attend a YRP ISN, cultural or socialevent (ie. WIL coffee and coworkers, Pride parade, Black History Month event)



SPIRITUAL

Attend the Places of Worship Tour

Complete a YRP personal development course (ie. Mindfulness, Writing for Resilience, Mentorship Program, Road to Retirement)

Participate in a YRP volunteer program (ie. Holiday Heroes, 360 Kids)



Use of Technology in Supporting Police Wellness

- Rapid acceleration of tech in the wellness space across industries
- Policing is catching up to advances made in private sector
- Flood of vendors and products aiming to capitalize on public and government interest in and funding for supporting police wellness
- Many products are modified from applications designed for different industries, which can lead to gaps



Mobile Applications

- Most commonly requested tech for wellness in police organizations
- High adoption among members already
- Expanding access to wellness services and info outside of internal networks
- 24/7 access to resources and possibility to customize offerings
- Additional avenue to promote and disseminate wellness info
- Privacy concerns a significant barrier





WellnessFirst App

- Partnership with Toronto Metropolitan University (TMU)
- Anonymous - no identifying information required to sign-up or use
- Members, families, and retirees have separate activation codes provided by YRP to register
- Aggregate data collected based on registration category – no individualized info collected
- Multiplatform – can be accessed from laptop, phone, and MDT



Welcome to YRP WellnessFirst.

[LOG IN >](#)

[SIGN UP >](#)

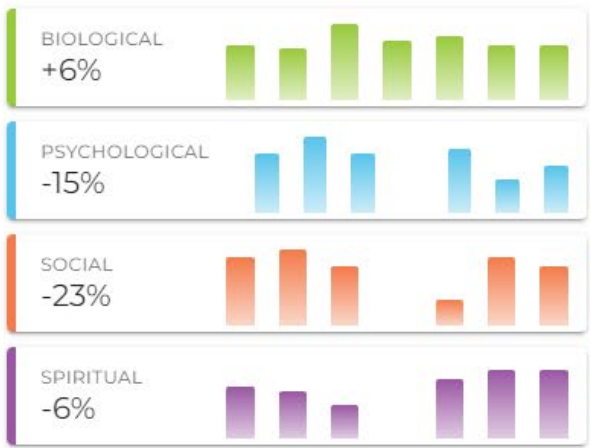
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Last Month



7 Day Trend



Articles for You

- PTSD Awareness Calendar**

As part of National PTSD Awareness Month, click on the following attachment to view some helpful resources, articles and podcasts to provide awareness
- 24/7 Support and Resources for Members and Family for Coping with the Russia-Ukraine Conflict**

Written By: Natalie St. John, Mental Health Clinician

The recent events regarding the military action in Ukraine has evoked global fear and panic in reaction to what has happened, and the unknown of what

Resources in your area

Selected Region:

York

- Karen T. Kemp**
Psychological Associate

Karen T. Kemp - 372 Hollandview Trail Suite 200, Aurora, ON L4G 0A5, Canada
[More Details](#)
- Dr. Kirsten Adams**
Psychologist

Clair and Associates - 8077 Islington Ave, Woodbridge, ON L4L 7X7, Canada
[More Details](#)
- Dr. Cathy Giordano**
Psychologist

- 8077 Islington Ave, Woodbridge, ON L4L 7X7, Canada
[More Details](#)

Upcoming Events

- JANUARY**

25 - 15

Pregnancy and Infant Loss Support Group

- Biological
- Psychological
- Social
- Spiritual

- Resources
- Search
- Events
- In Crisis?
- Settings

Last Month



7 Day Trend



Articles for You



PTSD Awareness Calendar

As part of National PTSD Awareness Month, view some helpful resources, articles and



24/7 Support and Resources for Me with the Russia-Ukraine Conflict

Written By: Natalie St. John, Mental Health Clinician

The recent events regarding the military action in Ukraine has evoked global

BIO

1 / 4

My sleep has been good and I feel refreshed when I wake up.

Disagree Agree

Strongly Disagree Neutral Strongly Agree

< NEXT

Resources in your area

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Karen T. Kemp
Psychological Associate

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Upcoming Events

JANUARY
25 - 15



Find resources in your area

🔍 Search


Filter by region:

- York
- Barrie
- Bobcaygeon
- Durham
- Guelph
- Halton
- Hamilton
- London
- Muskoka
- Niagara
- Orillia
- Peel
- Toronto
- Wasaga Beach

Fernanda Triguero
Peer Supporter


York Regional Police - 47 Don Hillock Dr, Aurora, ON L4G 7C6, Canada
[More Details](#)

Roni-Lee Broad
Peer Supporter



York Regional Police - 47 Don Hillock Dr, Aurora, ON L4G 7C6, Canada
[More Details](#)

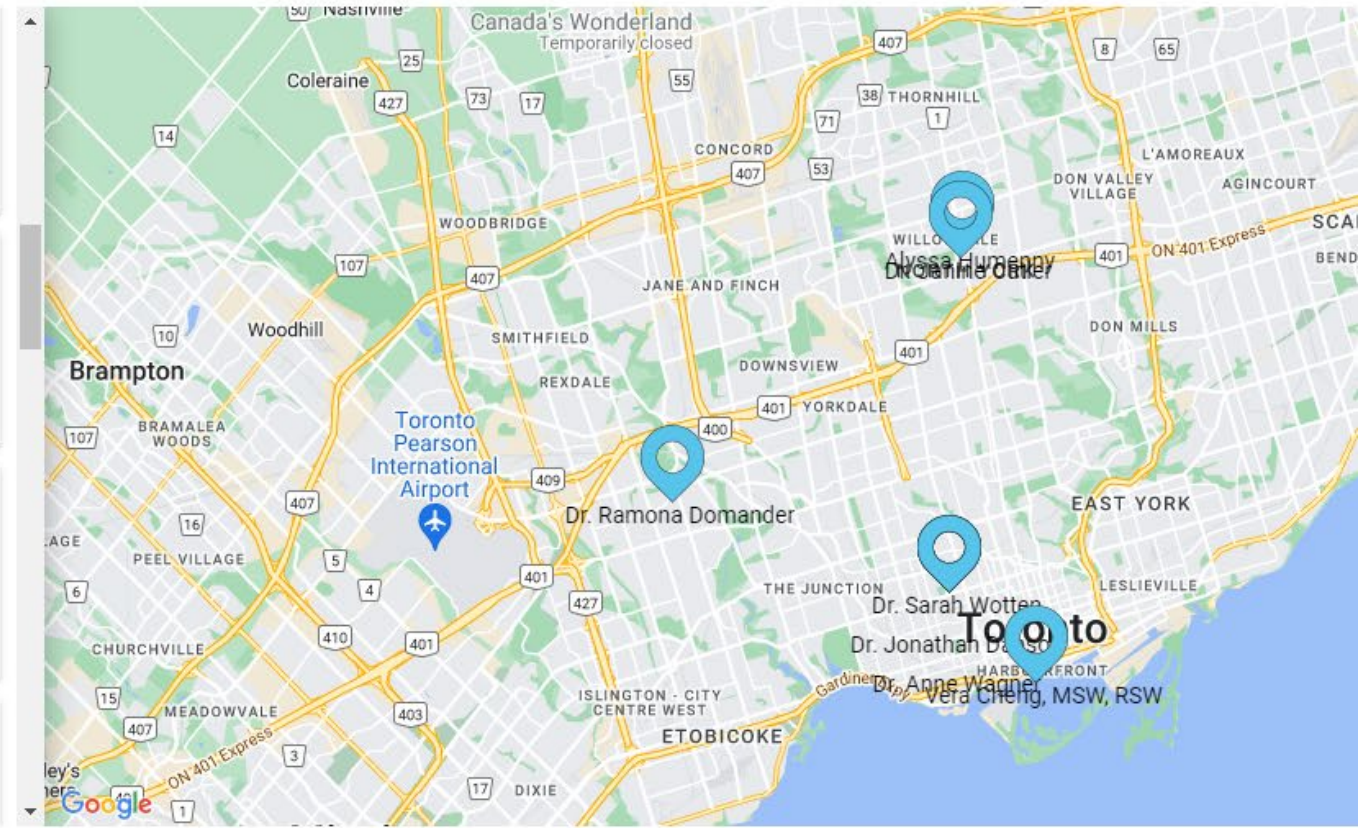
John Kelly
Peer Supporter



York Regional Police - 47 Don Hillock Dr, Aurora, ON L4G 7C6, Canada
[More Details](#)

Rabbi Cory Weiss #80631
Chaplain

York Regional Police - 47 Don Hillock Dr, Aurora, ON L4G 7C6, Canada



Biological

Psychological

Social

Spiritual

Resources

Search

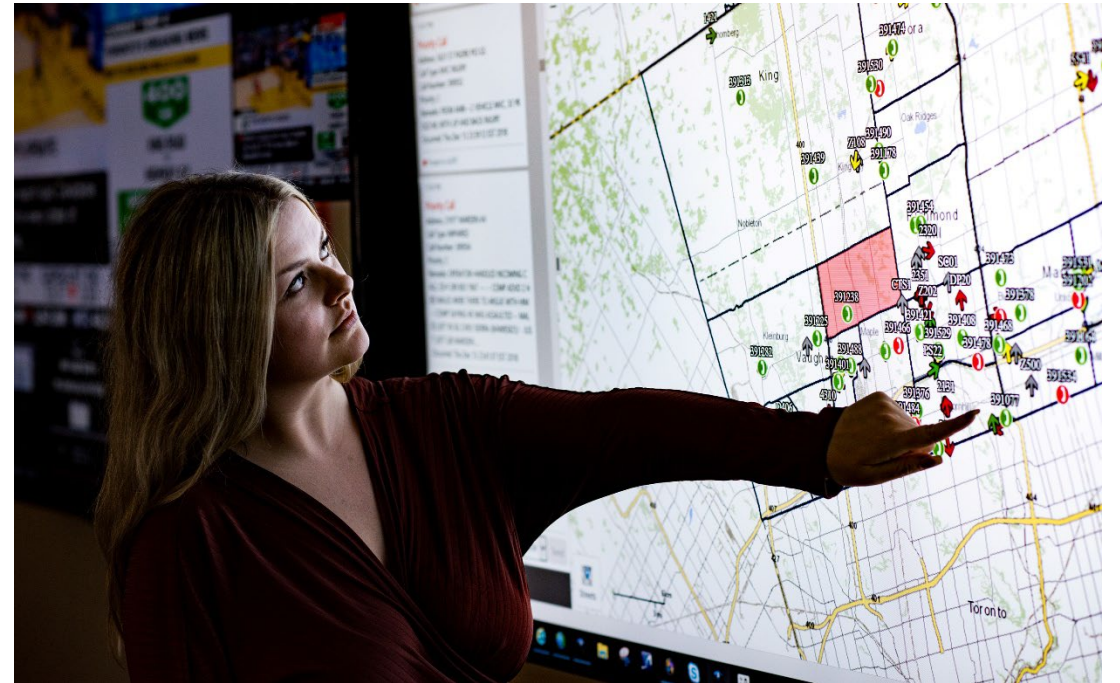
Events

In Crisis?



Business Intelligence

- Leveraging existing and new data streams within police service to provide operational, organizational, and personal insights
- First used to enhance policing in community, then turned inwards to support member performance and wellness





Wellness Analytics Goals

- Many focus groups were held with a variety of groups from across the organization
- Helped identify some of the wellness challenges members faced related to call response, worklife balance etc.

Original Project Goals:

- Rank the intensity of all calls for service
- Identify members who attend many Intense calls
- Provide simple scores and filters to assess members
- Help identify members who may be in need of support
- Promote self awareness for our members
- Provide a more specific member intensity score
- Provide insight on Work Life Balance



Dashboards

1. Wellness Dept. Dashboard (Organizational)

- » Allows Wellness members to see wellness data related to everyone in the Organization
- » Will help Wellness team identify members that may benefit from our available support services
- » Identify members who might benefit from a friendly chat this week

2. Supervisor Dashboard

- » Allows Supervisors to see wellness data related to everyone on their team
- » Will help supervisors identify members that may benefit from our available support services
- » Identify members who might benefit from a friendly chat this week

3. Member Dashboard

- » Everyone in the organization will be able to review their own personalized wellness dashboard
- » Allows them to review the data related to the calls they attend and schedule
- » Allows them to record their own experiences related to a call
- » Links to Wellness Hub and Peer Support Resources



Telepsychology

- Rapid uptake of virtual therapy options during COVID among mental health providers
- Increases accessibility and lowers barriers to engaging in treatment for many



Video Therapy

Bring your office into the modern age. Connect with your patients where they are and when they need help, mixing virtual visits with in-person care.



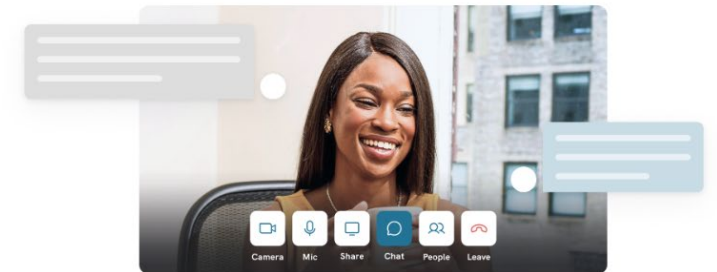
Fully Secure and Protected

Owl Video meets the highest level of global healthcare compliance standards, including support for PIPEDA and PHI in Canada.



Couples and Family Sessions

We are the only telehealth platform that accommodates multi-person Couples and Family sessions.





Emerging Technologies - Virtual Reality

- Currently being used by services to enhance training
- Applications for exposure therapy to support return to work
- Create custom scenes based on the specific triggers or scenarios for the member's treatment





Emerging Technologies - Biometrics

- Widespread adoption of wearable tech in general public, including police
- Oscar Kilo – Biostrap for HRV and sleep
- Force Plates – minimize injury risk by creating personalized physio profiles unique to role and equipment load
- Leveraging existing data and emerging features in consumer tech to support occupational health





Emerging Technologies – Machine Learning

- Future expansion of capability of BI, apps, biometrics to create customized insights using machine learning
- Individualized alerts for outreach based on member exposure to particular call types
- Tailored matching to resources in app based on biometrics
- Notifications for sleep/wake, meals, breaks based on biometric data to maximize alertness and operational effectiveness



What to Consider Before Implementing ML/AI

- Considering unintended outcomes of these type of solutions
 - Would this solution unfairly impact any of our members, our community
 - Could this technology generate privacy/legal issues?
- Mitigating risk – “human in the loop”
 - Respect organizational procedures, laws, privacy etc
 - Labour contracts
 - Continuous review – True AI can learn and improve itself
- Transparency
 - Has the solution been shared with all relevant stakeholders prior to purchase/implementation
- Beware of “black box” solutions
 - How does it work?
 - What data does it use?
 - Was the data obtained ethically



Black box AI models arrive at conclusions or decisions without providing any explanations as to how they were reached.



Ethical Considerations for Wellness Tech

- Tension between advancement and privacy
- Orgs. tech capacity and knowledge may exceed employee trust and rights
- Explicit and easily understandable policies regarding protection and safe use of employee health information is needed
- Independent oversight to increase accountability and trust
- Allowing the employee to control how and when their personal information is accessed/used by the org. – Opt-in system rather than opt-out

CIPSRT

Canadian Institute for Public Safety
Research and Treatment



ICRTSP

Institut canadien de recherche et
de traitement en sécurité publique

EVALUATING WELLNESS PRODUCTS AND SERVICES INTENDED FOR PUBLIC SAFETY PERSONNEL

Created by the Canadian Association of Chiefs of Police Psychological Services Subcommittee and Adapted with Permission for CIPSRT Dissemination

Handley, K.D.; Carleton, R.N.; Cotton, D.; Kamkar, K.; Mackoff, R.; MacMillan-Devlin, J.; & Martin-Doto, C.

Introduction



Thank you!

Questions?



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