

Stepped Care Tool for Employee Emotional & Psychological Support

We are here for YOU! Use this tool to assess your current level of wellness and to help determine next steps to improve or sustain your well-being.

HOW IT WORKS

1. Well-Being Wheel

Select the feeling that reflects your current well-being on the Well-Being Wheel to determine your health category - Sustainable, Supportive, or Critical.

2. Individual Inquiry Self Assessment

Select the Individual Inquiry Self Assessment statement associated with your health category that best describes you. Note the Step #.

3. Support Tools

Find your Step # on the Support Tools chart to see what available tools can best support you.

Well-Being Wheel

I Feel: Distress "I can't function"

Feelings & Thinking:

- Aggressive
- Numb
- Consistent low mood
- Panic attacks
- Insecurity, fear
- Excessive anxiety
- Cannot concentrate
- Lose track of own thoughts
- Loss of cognitive ability
- Suicidal thoughts/intent
- Defensive when challenged
- Unable to commit

Physical Energy:

- Constant physical illness
- Constant exhaustion
- Sleep deprivation, or oversleeping

Work Functioning:

- Low productivity at work or absent from work
- Can't perform duties

I Feel: Elevated Stress "I am struggling"

Feelings & Thinking:

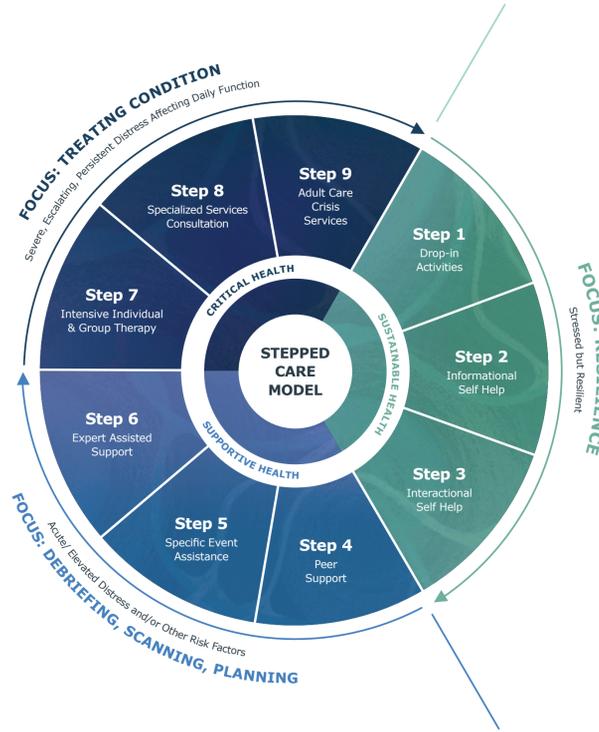
- Angry, short fused
- Pervasive sadness & self-doubt
- Hopelessness, negative attitude
- Difficulty concentrating or with memory retention
- Difficulty organizing thoughts
- Feeling stretched/overwhelmed for prolonged periods
- Difficulty working through sadness, anxiety and/or trauma
- Easily defensive or indecisive

Physical Energy:

- Increased physical symptoms
- Tiredness despite increased rest
- Disturbed, restless sleep

Work Functioning:

- Significant drop in productivity at work
- Avoidance, tardiness



I Feel: Healthy & Resilient "Life is good"

Feelings & Thinking:

- Normal mood fluctuations
- Calm
- Relaxed
- Flexible thinking
- Can concentrate/focus
- Optimistic
- Resilient to challenges and obstacles

Physical Energy:

- Rested and energized
- Physically and socially active
- Normal sleep patterns

Work Functioning:

- Engaged and efficient at work
- Consistent performance

I Feel: Stressed & Resilient "I am doing ok"

Feelings & Thinking:

- Nervousness
- Occasional mild symptoms of anxiety and/or depression (e.g. irritability, fatigue, overwhelmed, sadness)
- Occasional distraction, loss of focus
- Intrusive thoughts
- Difficulty shifting thinking
- Focused on past challenges and future concerns
- Occasionally defensive or indecisive

Physical Energy:

- Muscle tension
- Headaches
- Low energy
- Decreased physical and social activity
- Trouble sleeping or disrupted sleep

Work Functioning:

- Some loss in productivity at work
- Procrastination

Individual Inquiry Self Assessment

Consider the statements to the right that align with the health category you determined from the Well-Being Wheel.

HEALTH CATEGORY	STEP	STATEMENT
CRITICAL HEALTH	STEP 9	I am at risk of putting myself or others in danger.
	STEP 8	I am currently accessing regular therapy, but do not feel it is working and I could use more support.
	STEP 7	I am open to regularly scheduled support from a professional.
SUPPORTIVE HEALTH	STEP 6	A specific event or incidence has triggered my current wellness state and I am struggling to work through my current emotions and well-being on my own.
	STEP 6	I would like to connect with a professional to talk about my current emotions and/or well-being.
	STEP 5	I would like to be connected with resources to help work through the event/incident that has triggered my current wellness state.
	STEPS 4&5	I need a listening ear to work through the event/incident that has triggered my current wellness state.
SUSTAINABLE HEALTH	STEP 4	I would like to connect with a peer to talk about my current emotions and/or well-being.
	STEP 3	I would like to improve my ability to work through tough situations or emotional states, for times when I start to move up the Well-being steps. I would like to engage regularly with others while I develop these skills.
	STEP 2	I would like to improve my ability to work through tough situations or emotional states, for times when I start to move up the Well-being steps. I would like to develop these skills on my own time.
SUSTAINABLE HEALTH	STEP 1	I am interested in participating in activities or programs to help me maintain my current position on the Well-being Wheel.

Support Tools

STEP #	SUSTAINABLE HEALTH Individual is stressed but resilient. Focus: Resilience			SUPPORTIVE HEALTH Individual is showing acute/ elevated distress and/or other risk factors. Focus: Debriefing, Scanning & Planning			CRITICAL HEALTH Individual is displaying severe, escalating, persistent distress affecting daily function. Focus: Treating Condition			
	STEP 1: Drop-in Activities	STEP 2: Informational Self Help	STEP 3: Interactional Self Help	STEP 4: Peer Support	STEP 5: Specific Event Assistance	STEP 6: Expert Assisted Support	STEP 7: Intensive Individual & Group Therapy	STEP 8: Specialized Services/Consultation	STEP 9: Acute Care, Crisis Services	
PROGRAMS, ACTIVITIES AND RESOURCES (*GOVT RESOURCE)	<ul style="list-style-type: none"> Fitness/Recreation Massage Mindfulness Dog Therapy Meditation Sessions Labyrinth Walks Reiki Respite Rooms 	<ul style="list-style-type: none"> Resilience Check-in Tool Digital Wellness Platform Well-being Resources Lifespeak/Life Works Wellness Together Canada (PocketWell App)* 	<ul style="list-style-type: none"> Mindfulness Skills Course Health Coaching Webinars Mindful Zoom Meetings Wellness Together Canada (PocketWell App)* Ontario Structured Psychotherapy* 	<ul style="list-style-type: none"> Peer Support Programs Colleague Support Group 1:1 Emotional Support Schwartz Rounds Project ECHO* 	<ul style="list-style-type: none"> Trauma Incident Support Team (TIST) Critical Incident Stress Management (CISM) Debrief Health care worker mental wellness supports ON 	<ul style="list-style-type: none"> EAP/ EFAP (Lifeworks, Compsych) Frontline Wellness* Wellness Together Canada (PocketWell App)* Project ECHO* Ontario Structured Psychotherapy* Healthcare worker mental wellness supports ON 	<ul style="list-style-type: none"> EAP/ EFAP (Lifeworks, Compsych) 1:1 Onsite Therapy Psychological Safety Consultation Ontario Structured Psychotherapy* Ontario Psychological Association* 	<ul style="list-style-type: none"> Psychiatric Consults Residential treatment Outpatient Treatment Hospital Inpatient Programs/Mental Health Services 	<ul style="list-style-type: none"> Local Hospital Emergency Department Residential Treatment 	
WHO IS THIS STEP INTENDED FOR?	<ul style="list-style-type: none"> Whole organization 	<ul style="list-style-type: none"> Whole organization Resilient, and ready to explore options for increasing well-being/reducing stress 		<ul style="list-style-type: none"> Individuals with low needs Stressed and need to connect with a peer with similar experience(s) 	<ul style="list-style-type: none"> After a traumatic event for individuals involved in the event 	<ul style="list-style-type: none"> Individuals with moderate needs Stressed and need to be connected to professional resources 	<ul style="list-style-type: none"> Individuals with high needs In distress and need to be connected to professional resources 	<ul style="list-style-type: none"> Individuals with complex needs Are not showing progress with group/individual intensive therapy (step 7), or were previously in crisis (step 9) and are now stable 	<ul style="list-style-type: none"> Individuals with complex needs Chronic conditions, substance use, and/or behavioral issues 	
UNIVERSAL ACCESS	EAP/EFAP ACCESS									
BASIC ACCESS	Basic Health, Dental, Prescription Drug Access					Limited coverage for therapy or mental health supports (e.g. psychiatrist)	Basic Health & Prescription Drug Access			Limited coverage for therapy or mental health supports (e.g. psychiatrist)
COMPREHENSIVE ACCESS (may be dependant on position and union)	Naturopathic Doctor, Registered Massage Therapist, Physiotherapy, Chiropractor, Osteopath, Acupuncture, Dietician, Medical-related Equipment Coverage			Social Worker, Psychotherapist		Social Worker, Psychologist, Psychotherapist	Psychologist, Psychiatrist, Psychotherapist			

*REFERENCES
 1. Fraser Health, Mental Health Continuum
 2. Mental Health Commission of Canada, Road to Mental Readiness, Mental Health Continuum
 3. The Ottawa Hospital, Employee 1 on 1 Check-In Sample Discussion Guide
 4. Price, Becker-Haimes, E. M., & Benjamin Wolk, C. (2021). Matched emotional supports in health care (MESH) framework: A stepped care model for health care workers. Families Systems & Health, 39(3), 493-498. <https://doi.org/10.1037/ssh0000600>
 5. Stepped care 2.0: A paradigm shift in mental health. Citation. Cornish, P. (2020). Stepped care 2.0: A paradigm shift in mental health.

Have questions?

Please contact your manager for more details.