

## **OUR COMMITMENT TO YOU AND YOUR PSYCHOLOGICAL HEALTH**

We are dedicated to delivering police services that keep Toronto the best and safest place to be. We take pride in the uniform that we wear and in the job that we do. Yet we know that there can be challenges, with decisions and sacrifices made that can take an emotional toll on individuals and on families.

### **JUST AS YOU ARE COMMITTED TO THE JOB, WE ARE COMMITTED TO YOU.**

We will provide you with a work environment that is positive and constructive, that respects our similarities and differences, and recognizes that we are all human and that sometimes we struggle, both in body and in heart and mind.

We will encourage you to take care of your psychological health, and we will encourage you to take care of each other, knowing that, on occasion, all of us need to lean on someone else.

Just as we provide you with protective equipment that keeps you from physical harm, we will encourage you to make use of wellness supports and resources that can build resilience and help to protect you from psychological injury.

When we see you struggle, we will offer you the supports that you need, knowing that tomorrow it may be our turn to face a challenge. As supervisors, we will encourage you to seek help, and we will assist you in finding the supports and services that you need without judgement or blame. If you need to be away from work, we will help you to return to the job with dignity and respect.

## HERE ARE SOME OF THE RESOURCES CURRENTLY AVAILABLE TO YOU

1. Our Employee Family and Assistance Program is provided by Shepell fgi, with access to counsellors for you and/or your family members at any time, every day of the year, at no cost to you. Just call Shepell fgi at (855) 431-3327 and an intake worker will assist you to find a counsellor who is able to help.
2. Our extended health benefits include \$2200 per year for you and your dependents to reimburse costs associated with the services of a registered psychologist in the community, when referred by a physician.
3. TPS Psychological Services provides confidential individual consultations to members during times of personal or professional stress or crisis. This consultation typically takes the form of one or two (or more) visits to Psychological Services, with a focus on helping you to identify and make the changes necessary to move forward in your recovery. To request an appointment, call Psychological Services at (416) 808-7198. Your colleagues and supervisors will not know about your visit unless you tell them, and they will not hear about what is discussed unless you ask the psychologist to act on your behalf.
4. TPS Psychological Services offers a Psychological Wellness Program, with visits scheduled at least once a year for uniform and civilian members working in areas that have been identified as high risk for psychological injury. The goal of the program is to build psychological resilience and to develop strategies for dealing with the psychological demands of the job.
5. The Critical Incident Response Team will respond when a critical incident event occurs in your work area. The Critical Incident Response Team is a group of enthusiastic uniform and civilian volunteers who have been trained in peer support and critical incident defusing and debriefing. When called by your unit, these dedicated individuals will visit your work area to lend support, even if that call comes in the middle of the night. When a psychological debriefing is arranged, they will attend with a mental health professional to help facilitate the discussion.