

Date: January 26, 2022

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To: All BCEHS Employees

From: Leanne Heppell, Chief Ambulance Officer, BCEHS and
Troy Clifford, Provincial President, APBC

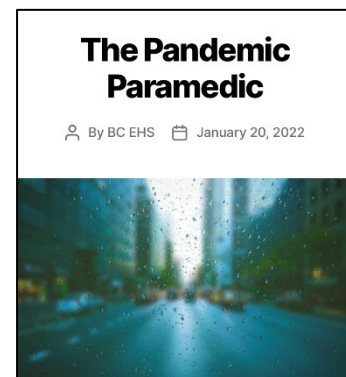
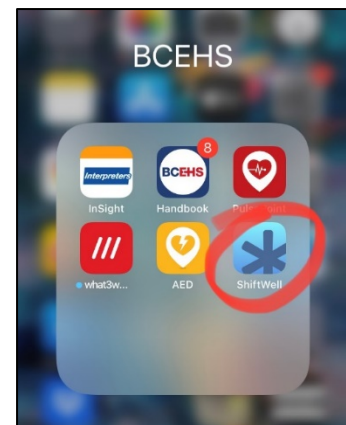
RE: Introducing the *ShiftWell* App to support your mental wellness

This joint communication is distributed on behalf of Leanne Heppell, Executive Vice President and Chief Ambulance Officer, BCEHS, and Troy Clifford, Provincial President, APBC.

BCEHS and CUPE 873 (APBC) are pleased to introduce a new resource designed by, and for paramedics, dispatch staff and other front-line employees. The *ShiftWell* app is another tool to help build resiliency, assist in work life balance and goal setting in work and everyday life. It can help prevent mild to moderate workplace stress from developing into injury or negative mental health.

ShiftWell's development included BCEHS' Critical Incident Stress (CIS) peers and coordinators in partnership with APBC representatives and expert input from trauma-trained psychologists from the BCEHS CIS network.

Staff can download the app from the Apple Store for iOS and Google Play store for Android devices. This resource is only available to BCEHS employees and a BCEHS email is required. When you sign into the app for the first time an activation code will be sent to your work email. Please check your junk email if nothing arrives in your inbox. Extensive privacy and security safeguards, along with data management best practices are in place – more details on this can be found in the “Learn” section of the app under Privacy Policy.





ShiftWell provides access to tailored-to-you resources on mental health, self-management tools, plus platoon, team, and scheduled-on call calendars to support planning and enhance wellness. ShiftWell will also connect you to the experiences of other staff through submitted articles. There is also content that will help you understand the experiences of your family and friends when a critical incident is particularly impactful to you. Contact information for 24/7 CIS support and other support is also at your fingertips with this app.

We know that our paramedics, dispatch staff and other employees at BCEHS work in a complex and often high-stress environment. You do an incredible job caring for your patients, and we want to ensure the right supports are in place for you. We are in the midst of expanding our CIS program and adding more trauma-informed therapists. And a joint committee will also be implementing collaborative recommendations on a comprehensive, short, medium, and long-term psychological health and safety strategy.

For technical support related to ShiftWell, please contact the BCEHS Help Desk at Help@BCEHS.ca or call 250-953-3500 or 1-877-744-0443. Questions about content on Shiftwell can be directed to Shiftwell@bcehs.ca. The team will update ShiftWell on an ongoing basis. Please reach out to them with your thoughts and ideas.

Learning how to use ShiftWell and Zoom learning sessions: There is an FAQ and other guide documents on the app under the Learn section. As well, the CIS team, together with technical support representatives will be hosting live learning session. Join them for a 30-minute Zoom session to learn how to download and register as a user for ShiftWell. During this interactive session, participants will also be guided through the various features of the app and the session will wrap up with a Q&A period.

We hope that you can join them for one of the sessions, more will be added if needed:

February 3 at 9:00 am, Feb 11th at 12:00 pm or Feb 14th at 4:00 pm on Zoom using the following link: <https://phsa.zoom.us/j/4367505240?pwd=NTFMd0FqR1pCYVJabVpaOUFVaUhlUT09> (Zoom Meeting ID: 436 750 5240, Password: 620119)

Sincerely,

Leanne Heppell
 EVP and Chief Ambulance Officer
 BC Emergency Health Services
 Provincial Health Services Authority

Troy Clifford
 Provincial President
 Ambulance Paramedics of BC
 CUPE Local 873

