

PSPNET & PSPNET FAMILIES: What you don't know, can't help



www.cipsrt-icrtsp.ca



PSP**NET** FAMILIES

www.pspnetfamilies.ca



PSP**NET**

www.pspnet.ca

Conflict of Interest

- Professor of Psychology
- PI – PSPNET – funded as to be described
- Co-investigator of PSPNET – funded by PHAC
- Director, SK Online Therapy Unit funded by SK Govt, CIHR, SHRF, SCPOR





University
of Regina

Go far, together.



PSP**NET**



www.pspnet.ca



Who are we?



CANADIAN INSTITUTE FOR PUBLIC SAFETY RESEARCH AND TREATMENT

PUBLIC SAFETY STEERING COMMITTEE

Academic, Researcher, and Clinician Network

Research



National
Collaborations

Ongoing
Studies

Published
Research

National
Impact

Treatment



PSPNET



Knowledge Translation



Training

Webinars

Tools

Evidence
Briefs

PSPNET Team



[Heather Hadjistavropoulos PhD](#)

Principal Investigator

[View Profile >](#)



[R. Nicholas Carleton PhD](#)

Co-Investigator

[View Profile >](#)



[Shimona Sekhar PMP, B. Sc.](#)

Senior Project Director

[View Profile >](#)



[Amélie Fournier PhD](#)

Clinical Research Associate

[View Profile >](#)



[Claudel Parent-Boursier PhD](#)

Clinical Research Associate

[View Profile >](#)



[Samir Guerioune, Masters
\(Psych\)](#)

Clinical Research Associate

[View Profile >](#)



[Manon Mousseau PhD](#)

Clinical Research Associate

[View Profile >](#)



[Cheryl Hymus-Fraser MSW](#)

Clinical Research Associate

[View Profile >](#)



[Melissa Schettgen MSW](#)

Clinical Research Associate

[View Profile >](#)



[Luke Schneider PhD](#)

Clinical Research Associate

[View Profile >](#)



[Abby Phillips B.A. \(Hons\)](#)

Research Assistant

[View Profile >](#)



[Peace Dukuye BSc \(Hons\)](#)

Research Assistant

[View Profile >](#)



[Hugh McCall M.A.](#)

PhD Student, Clinical Psychology

[View Profile >](#)



[Caeleigh Landry M.Sc.](#)

PhD Student, Clinical Psychology

[View Profile >](#)



[Benjamin Katz BSc](#)

Research Assistant

[View Profile >](#)



[Isabelle Dena MSW](#)

Clinical Research Associate

[View Profile >](#)



[Jill Price PhD](#)

Research Associate

[View Profile >](#)



[Christina Chaisson B.A. \(Hons\)](#)

Community Outreach and
Engagement Coordinator

[View Profile >](#)



What do we do?

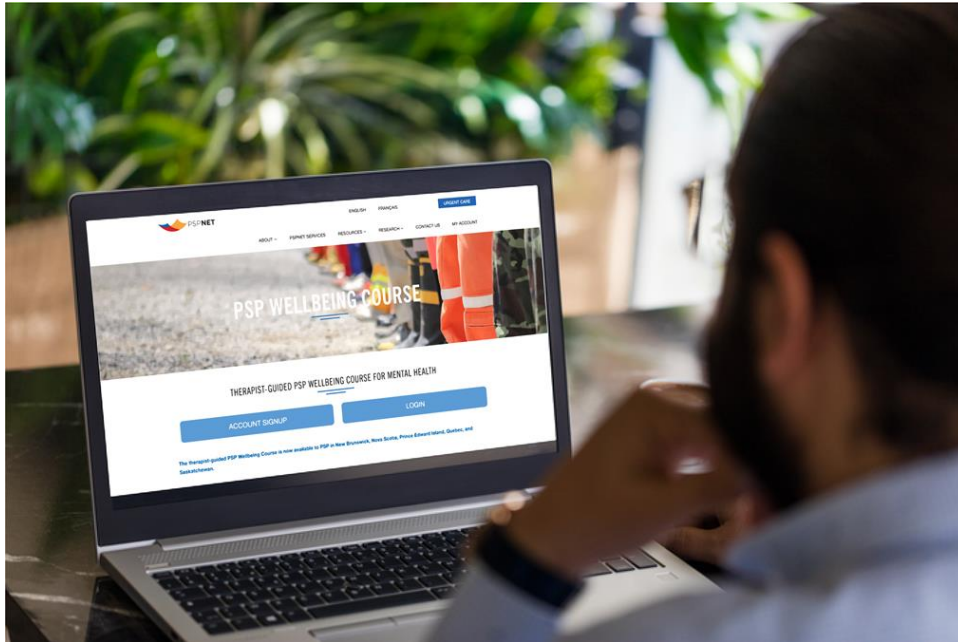


Internet-delivered Cognitive Behaviour Therapy (ICBT)

- Studied for over 20 years and implemented in numerous countries
- Effective for various mental health disorders
- Research finds comparable outcomes to face-to-face therapy



PSPNET: Internet-delivered Cognitive Behaviour Therapy (ICBT)



- Cognitive behavioural therapy (CBT) strategies
- Weekly lessons made up of: text, images, audio, video
- Self-guided or therapist-guided (emails and phone calls)
 - Self-guided = therapist-guided when symptoms are mild
 - Therapist-guided > self-guided with higher symptom severity





Accessible

Evidence-based

Tailored to PSP

Free



ICBT Course Options

English
French

Wellbeing Course
(Transdiagnostic)

- Self-guided
- Therapist-guided

PTSD Course

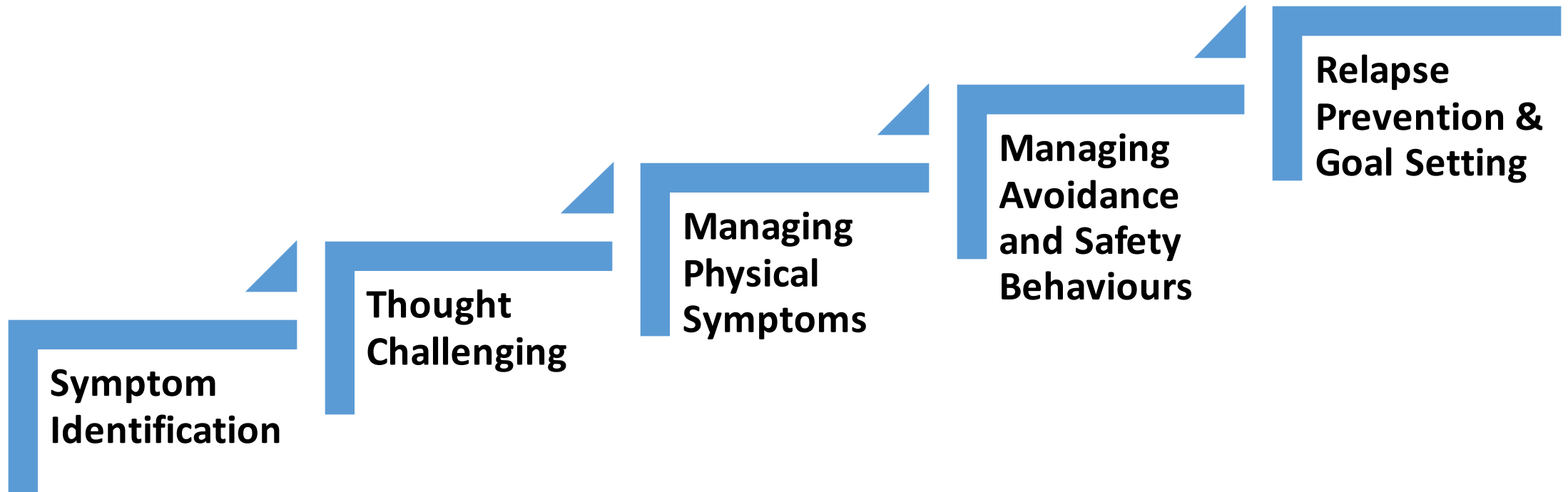
- Therapist-guided

Self-guided:
Anyone Across Canada

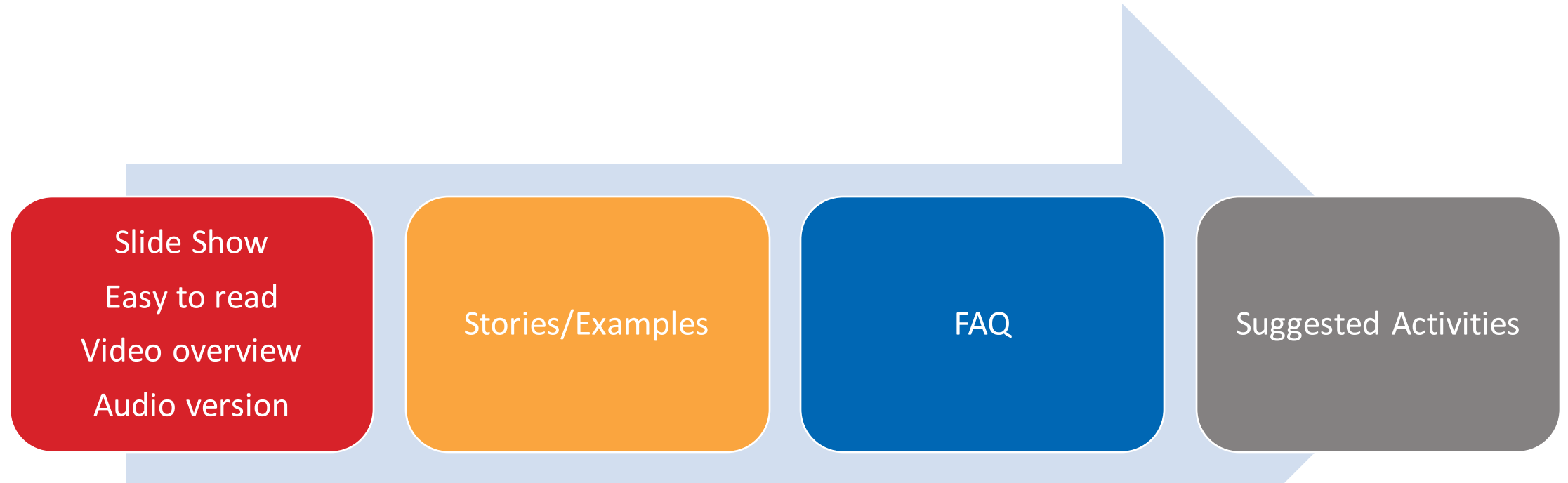
Therapist-guided:
Available in:
SK, QC, NS, NB, PEI, ON



Core CBT Skills



Course Components



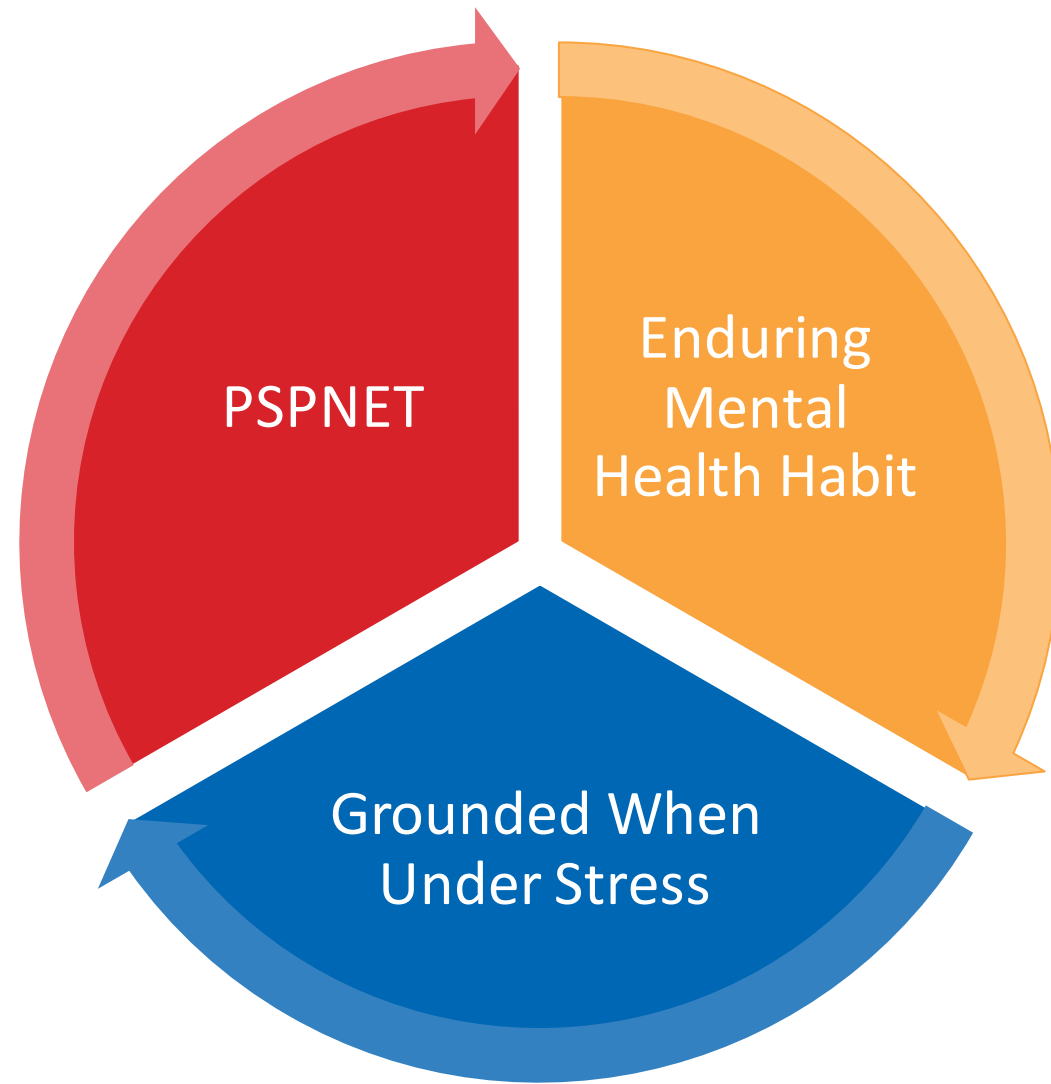
Materials accessed when convenient for PSP
Designed to be completed in 8 weeks



Additional Resources

- Alcohol
- Anger
- Assertiveness
- Building Motivation
- Communication
- Culture and Mental Health
- Information for Families
- Grief
- Health Anxiety
- Improving the Couples Relationship
- Managing Beliefs
- Mental Skills
- Moral Injury
- Pain
- Panic
- Problem Solving and Worry Time
- PTSD
- Risk Calculator
- Self Care
- Sleep
- Workplace Accommodations



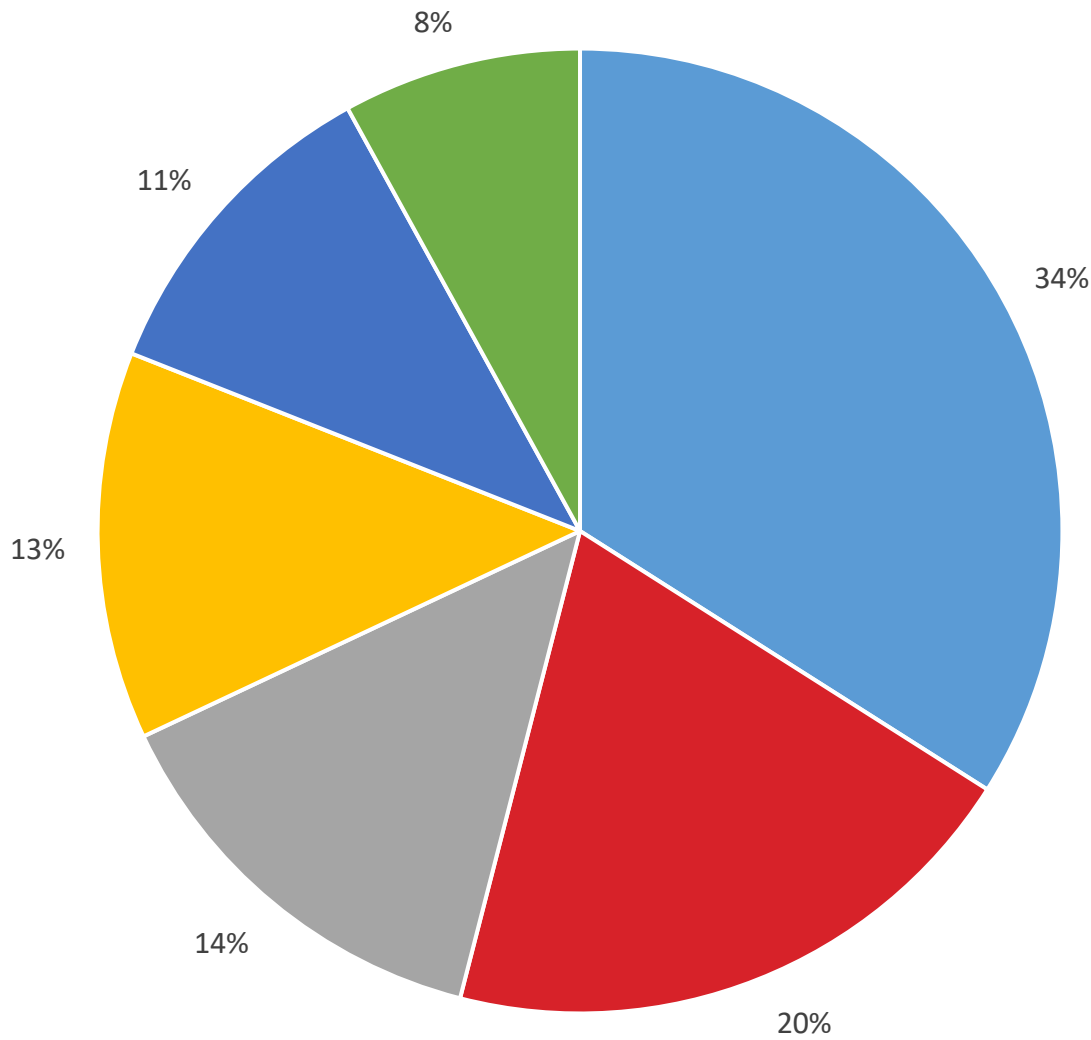


What have we found?



> 1800 clients
enrolled

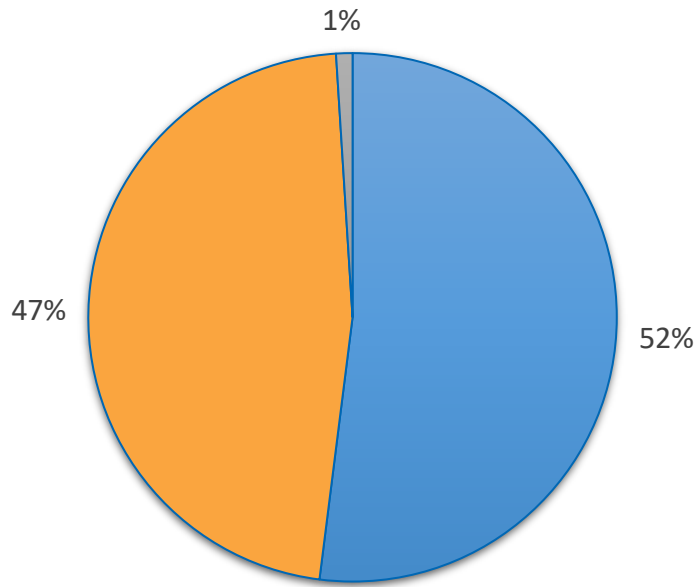




- Police/RCMP
- Paramedics/Related Emerg Services
- Corrections
- Fire
- Others inc Border Services
- Public Safety Comm. (e.g., 911, dispatch)

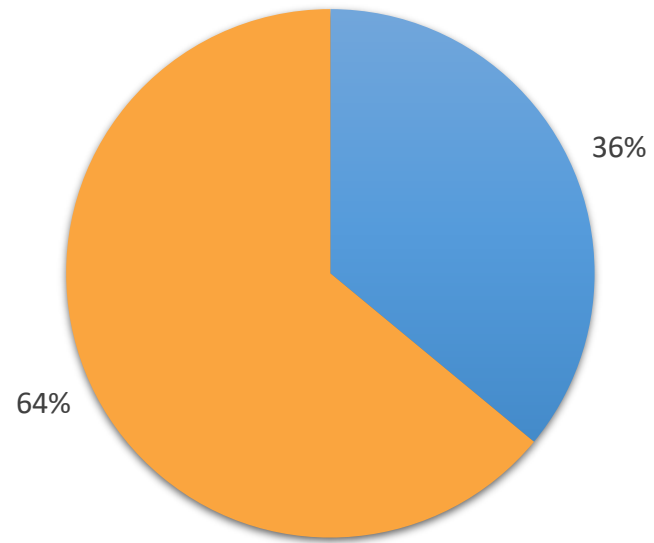


Gender



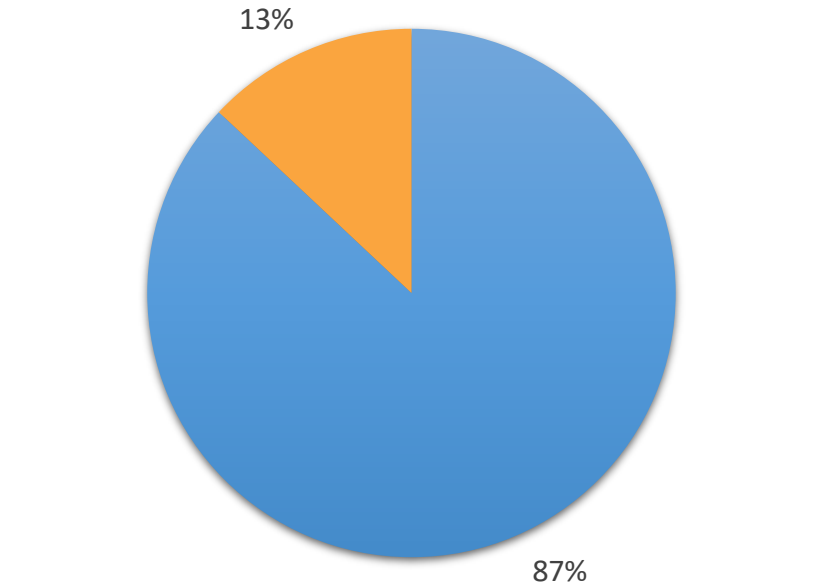
■ Woman ■ Man ■ Non-binary

Location



■ >100,000 ■ <90,000

Background



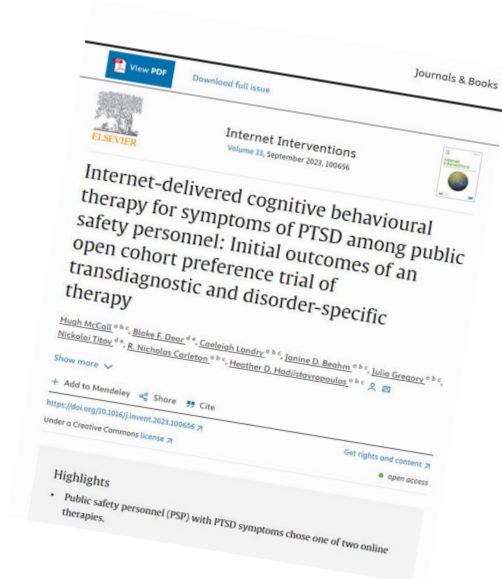
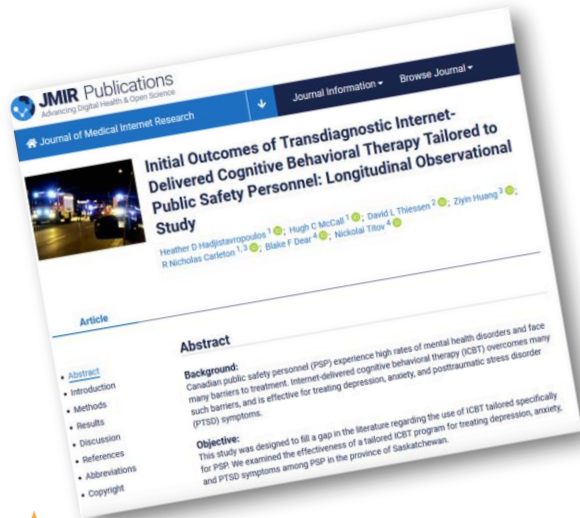
■ White ■ Self-Identify Diverse Ethnocultural Group



97.7% worth
their time

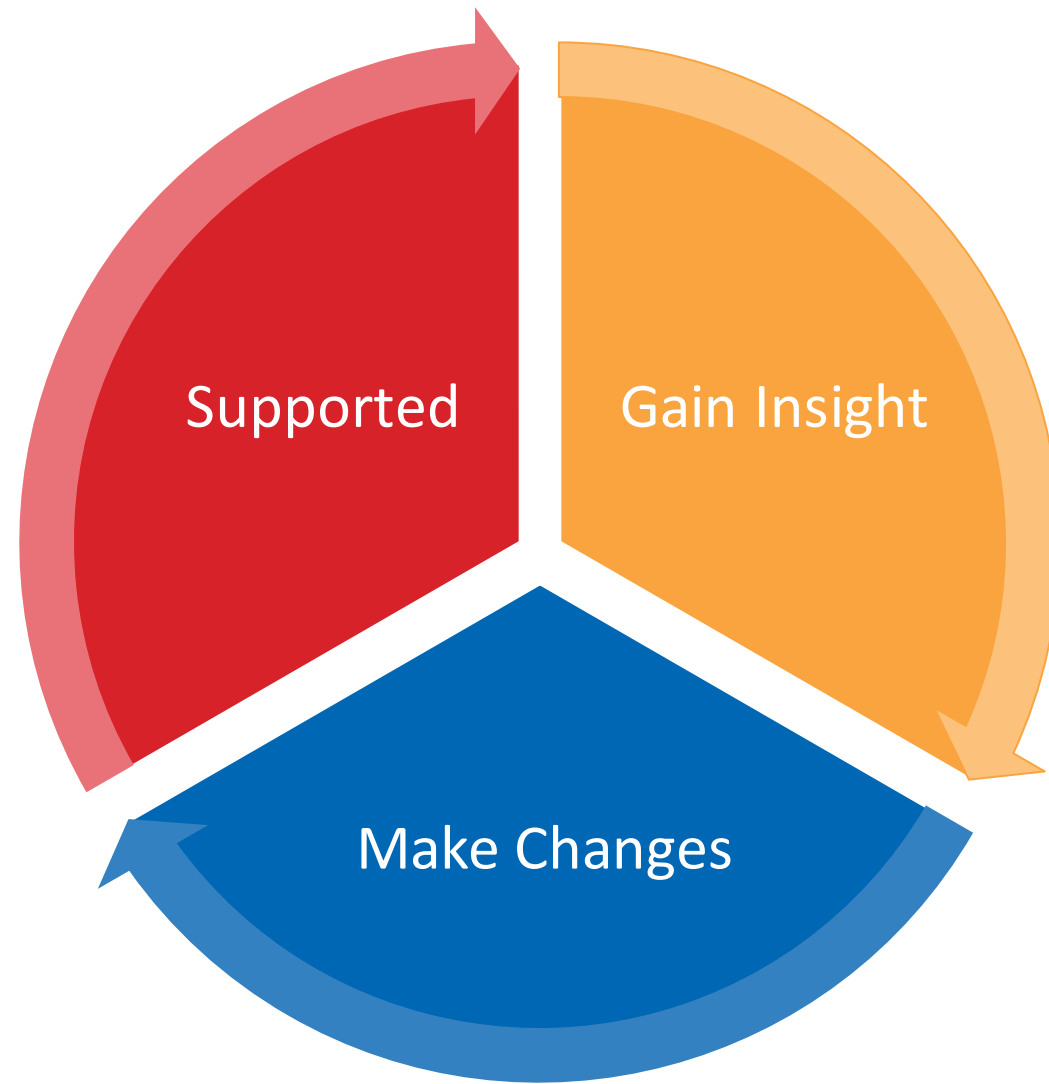
81% increased/
greatly increased
confidence

Large effects on
depression &
anxiety



Reading

Writing



Client Feedback: Value Therapist Support

“I feel **what I liked the best about the course were my weekly check-ins with my therapist.** There is something about getting a message with reassurance that I’m not going crazy and that I am progressing along normally and even in some cases I was progressing along great!”

“I enjoyed the one-on-one counselling. **My assigned counsellor was very encouraging and always had a suggestion if I needed one.**”



Client Feedback: Value Stories and Examples

“I loved that the course is focused on first responders. First responders often feel isolated because of their experiences, **reading about cases similar to mine helped me feel less alone with what I'm experiencing in my life.**”

“The Stories were good as they **made me feel more normal.**”



Why?



5 Key Reasons PSP Sign Up for PSPNET

PSP Mental Health Needs

"The course has nailed what issues I was dealing with, so it is very clear that PSPNET knows first responders mental health issues and more importantly how to make them better if the person puts the work in."

Barriers to Care

"I feel like it was a great resource from the comfort of my own home."

Preference to Self Manage

"I'm the type of person that really dislikes sitting in a room with a complete stranger and spilling my guts out and letting my guard down."

Get Ahead of Mental Health Issues

"This would be an incredible resource for any first responder even prior to having any serious mental health issues and I wish my employer had offered this sooner."

Refresher

"I didn't find that any of the information was brand new, but the course reminded me that some of my difficulties are related to my mental health and that there are simple things I can do to improve this area of my life"



Could PSPNET be a fit for you?



Could PSPNET be a fit for you?

- Do you work in Public Safety?
- Do you do other things online?
- Are you experiencing difficulties with stress, depression, low mood, anxiety, irritability, and or PTSD?
 - Are you noticing physical sensations?
 - Are you noticing negative pessimistic thoughts?
 - Are you engaging in behaviours that your intuition tells you may be harmful?



On a daily basis, are you not engaged in:

Meaningful
Activities

Helpful
Thinking

Setting and
Working on
Goals

Healthy
Routines

Social
Connections

Doing these five activities most days of the week is strongly associated with wellbeing.



How do I sign up?





PSPNET supports the mental health and wellbeing of first responders or other public safety personnel (PSP)

Click here for online therapy for PSP



PSPNET Families provides resources for family members of first responders or other public safety personnel (PSP)

Click here for online resources for PSP families

PSPNET provides free, confidential, online cognitive behaviour therapy.

Unsure where to start?

If you are a current or former PSP or a family member of a PSP, we can help direct you to the best resources and course options for you.

Get recommendations >



Who are Public Safety Personnel (PSP)?

Public Safety Personnel (PSP) is a broad term that includes individuals (career and volunteer) that ensure the safety of Canadians. Some examples include:

Border Services Officers

Correctional Workers

Firefighters

Indigenous emergency managers

Operational and intelligence personnel

Paramedics

Police (municipal, provincial, federal)

Public safety communicators

Search and rescue personnel



Therapist-Guided Courses for PSP

Our programs have been specifically designed for the unique challenges and experiences PSP face.



Therapist-Guided PSP Wellbeing Course

Availability

PSP living in NB, NS, ON, PEI, SK, QC

Course Type

[Therapist-guided](#)

Description

Helps PSP manage the thoughts, behaviours, and physical symptoms that are impacting their wellbeing.

[Learn More](#)

[Sign Up](#)



Therapist-Guided PSP PTSD Course

Availability

PSP living in NB, NS, ON, PEI, SK, QC

Course Type

[Therapist-guided](#)

Description

Provides effective techniques for PSP specifically focused on managing symptoms of posttraumatic stress disorder.

[Learn More](#)

[Sign Up](#)

Self-Guided Courses for PSP and their Spouses



Self-Guided PSP Wellbeing Course

Availability

PSP living in anywhere in Canada

Course Type

[Self-guided](#)

Description

Assists PSP with preventing or managing stress and mental health symptoms.

[Learn More](#)

[Sign Up](#)



Self-Guided Wellbeing Course for Spouses of PSP

Availability

Spouses or Significant Others of PSP living anywhere in Canada.

Course Type

[Self-guided](#)

Description

Assists spouses of PSP with preventing or managing their own stress and mental health, which can be impacted by being a PSP family member.

[Learn More](#)

[Sign Up](#)



Sign-up

Are you at least 18 years of age?

Province

User Type

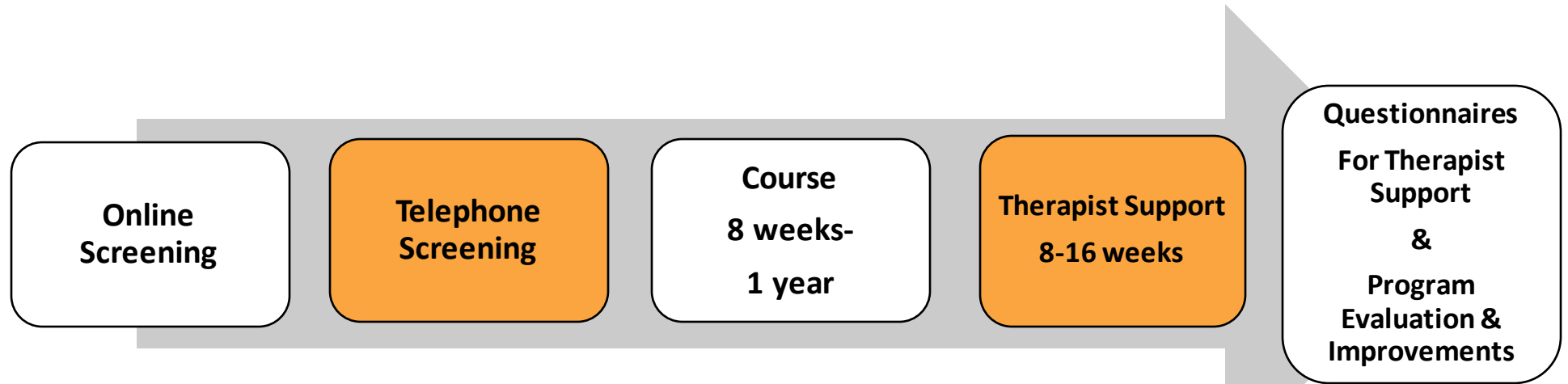
Would you like the option to connect with a therapist by secure email or phone calls during the course?

Next



Process

Therapist-Guided



Self-Guided



Learning Health System

New or Revised Resources

- Pain
- Grief
- Alcohol
- Sleep Revision
- Health Anxiety
- Motivation
- Workplace Accommodations
- Information for Families
- Supporting Colleagues
- Meditations
- Culture
- Self-care
- Moral Injury

New or Modified Features

- Audio
- Video
- Graphing
- Client Quotes
- Expanded Examples
- Highlighting Resources
- File Sharing
- Modified Automated Emails
- Certificate of Completion



www.pspnet.ca
pspnet@uregina.ca
306-337-7233





PSP**NET**
FAMILIES

www.pspnetfamilies.ca

Who are we?

The PSPNET Families Team



Dr. Heather Hadjistavropoulos
University of Regina
PSPNET
PSPNET Families
Wellbeing Innovation Lab



Dr. Nathalie Reid
University of Regina
PSPNET Families
Child Trauma Research
Centre



Dr. Heidi Cramm
Queen's University
PSPNET Families
Garnet Families
Network

Research Consultants

- Dr. Tim Black (University of Victoria)
- Dr. Rachel Dekel (Bar-Ilan University)
- Prof. Nicola Fear (King's College London)
- Dr. Sharon Lawn (Flinder's University)
- Dr. Alyson Mahar (Queen's University)
- Dr. Deborah Norris (Mount Saint Vincent University)



[Lisa Delaney](#)
Occupational Therapist
[View Profile >](#)



[Marilyn Cox](#)
Research Associate
[View Profile >](#)



[Myla Nicolas](#)
Instructional Designer
[View Profile >](#)



[Rhett Danyluk](#)
Instructional Designer
[View Profile >](#)



[Steffi Oberthier](#)
Research Assistant
[View Profile >](#)



[Erin Porter](#)
Research Coordinator
[View Profile >](#)



[Melissa Scheltgen MSW](#)
Clinical Research Associate
[View Profile >](#)



[Dr. Linna Tam-Seto](#)
Assistant Professor
[View Profile >](#)



[Isabelle Dena MSW](#)
Clinical Research Associate
[View Profile >](#)



[Melissa Richardson](#)
Research Assistant
[View Profile >](#)



[Lauren St. Onge](#)
Research Assistant
[View Profile >](#)



[Rachel Richmond](#)
Research Assistant
[View Profile >](#)



[Tina Armstrong](#)
Research Assistant
[View Profile >](#)



[Bailey Alan Hammer](#)
Research Assistant
[View Profile >](#)



[Shimona Sekhar PMP, B. Sc.](#)
Senior Project Director
[View Profile >](#)



THE BRIDGE BETWEEN PSPNET & PSPNET FAMILIES

PSPNET



Self-Guided PSP Wellbeing Course

Availability

PSP living in anywhere in Canada

Course Type

[Self-guided](#)

Description

Assists PSP with preventing or managing stress and mental health symptoms.

[Learn More](#)

[Sign Up](#)

PSPNET FAMILIES



PSPNET FAMILIES



Self-Guided Wellbeing Course for Spouses of PSP

Availability

Spouses or Significant Others of PSP living anywhere in Canada.

Course Type

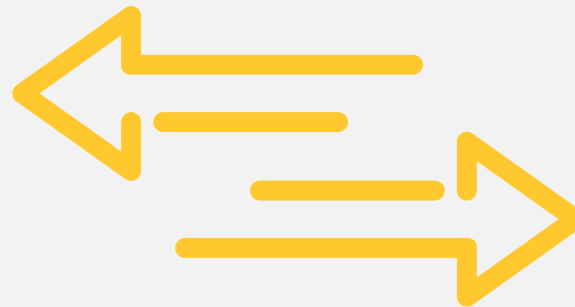
[Self-guided](#)

Description

Assists spouses of PSP with preventing or managing their own stress and mental health, which can be impacted by being a PSP family member.

[Learn More](#)

[Sign Up](#)



Can help with various mental health concerns, including:

- Low Mood
- Depression
- Worry
- Anxiety
- Post-traumatic Stress Injuries

Additional Resources:

- Alcohol • Anger • Assertiveness • Building Motivation
- Communication • Emergency Planning • Enhancing Relationships
- Family Resource • Grief • Health Anxiety
- Managing Beliefs • Mental Skills • Pain
- Panic • Problem Solving and Worry Time
- PTSD • Sleep

What else is PSPNET Families?



PSP**NET**
FAMILIES

www.pspnetfamilies.ca

What is PSPNET Families?



WELCOME TO
INFORMATION • STRATEGIES • WELLBEING



What about the families?

Dr. Heidi Cramm

Click the arrows below to see more videos about the site.



This site offers:

Information

To help address family issues related to the occupational risks and requirements of public safety work.

[Learn More](#)

Strategies & Skill-Building Exercises

Tips and exercises are designed to address issues described in the information pages.

[Learn More](#)

Spouse or Significant Other Wellbeing Course

A self-guided, cognitive behavioural therapy program for PSP spouses or significant others.

[Learn More](#)

Not sure where to go?



I want to learn about:

Balance	Children
Communication	Conflict
Feeling Anxious & Depressed, Grief	Feeling Isolated & Lonely
Mixed Feelings: Anger, Shame & Guilt	Planning & Scheduling
Relationships	Sleep
Trauma	Feeling Overextended/Overloaded
Role Confusion	Dual-career Households
Expectations	Unsure of How to Help



PSPNET FAMILIES

www.pspnetfamilies.ca



PSPNET FAMILIES

PSPNET FAMILIES WELLBEING HUB

Intro Information Page.



Information
To help address family issues related to the occupational risks and requirements of public safety work.

[Learn More](#)

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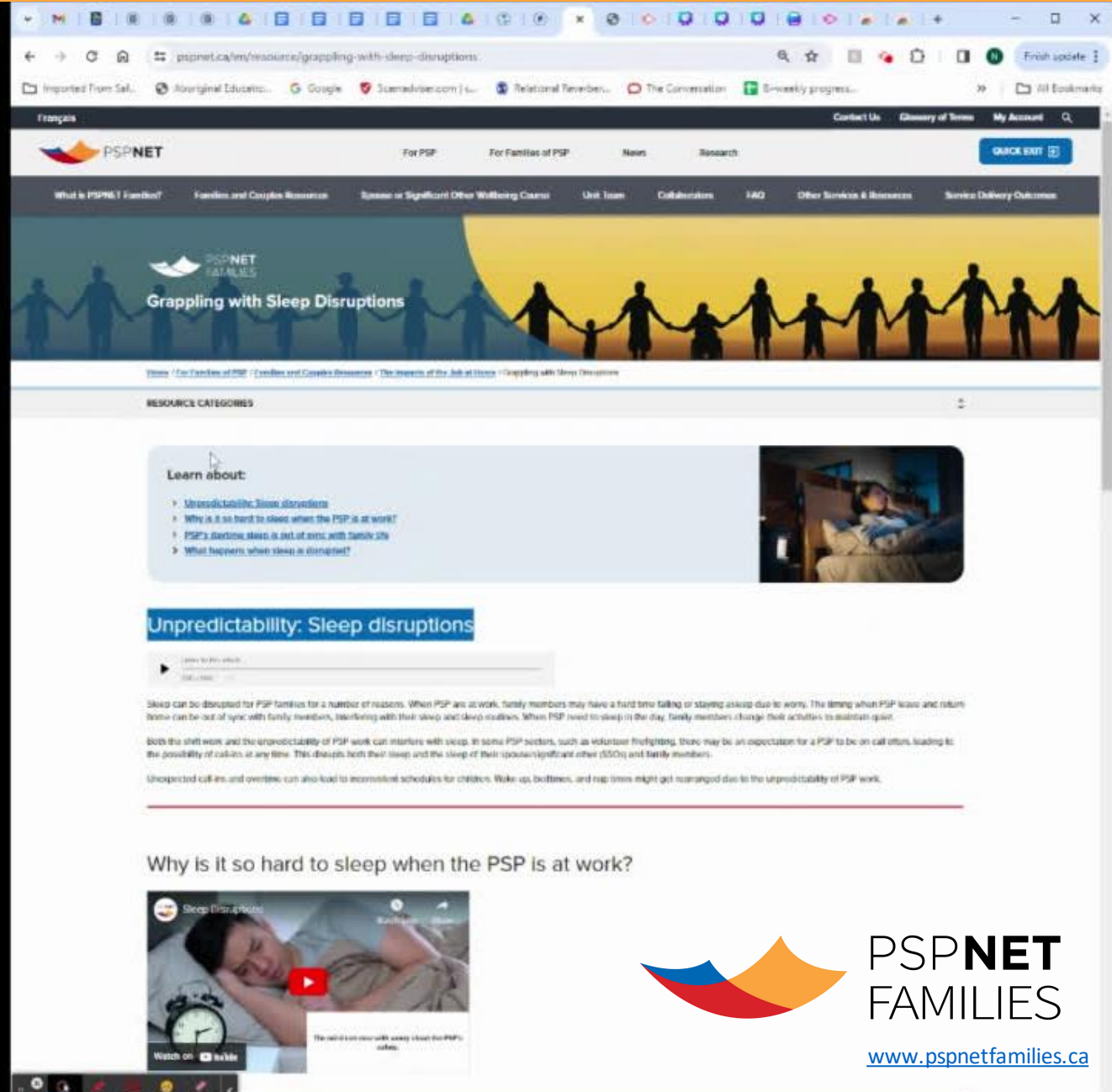
The Impacts of the Job at Home

[View Category >](#)

TOPICS

- [Grappling with Sleep Disruptions](#)
- [Understanding Anxiety about PSP Work](#)
- [Confronting PSP Injury and Illness](#)
- [Understanding Emotions and Behaviours](#)
- [Responding to Unpredictability](#)
- [Recognizing Work Behaviours at Home](#)

Sample
Information
Page.



The screenshot shows a web browser displaying the PSPNET Families Wellbeing Hub page. The page title is "Grappling with Sleep Disruptions". The navigation menu includes "For PSP", "For Families of PSP", "News", and "Research". The main content area features a "Learn about:" section with a list of topics: "Unpredictable Sleep Disruptions", "Why is it so hard to sleep when the PSP is at work?", "PSP's daytime sleep is out of sync with family life", and "What happens when sleep is disrupted?". Below this is a video player titled "Unpredictability: Sleep disruptions" with a play button. The text below the video explains that sleep can be disrupted for PSP families for a number of reasons, such as when PSP is at work, family members may have a hard time falling or staying asleep due to worry. The timing when PSP leaves and return home can be out of sync with family members, interfering with their sleep and day routines. When PSP needs to sleep on the day, family members change their activities to maintain quiet. Both the shift work and the unpredictability of PSP work can interfere with sleep. In some PSP sectors, such as volunteer firefighting, there may be an expectation for a PSP to be on call often, leading to the possibility of call-ins at any time. This disrupts both their sleep and the sleep of their spouse/significant other (SO) and family members. Unexpected call-ins and overtime can also lead to inconsistent schedules for children. Wake up, bedtime, and nap times might get rearranged due to the unpredictability of PSP work.

Why is it so hard to sleep when the PSP is at work?

Below this heading is a video player with a play button and a thumbnail image of a person sleeping. The video title is "Sleep Disruptions".

At the bottom right of the page, the PSPNET FAMILIES logo and the website URL www.pspnetfamilies.ca are displayed.



PSPNET FAMILIES WELLBEING HUB

This site offers:

Information

To help address family issues related to the occupational risks and requirements of public safety work.

[Learn More](#)

Strategies & Skill-Building Exercises

Tips and exercises are designed to address issues described in the information pages.

[Learn More](#)

Spouse or Significant Other Wellbeing Course

A self-guided, cognitive behavioural therapy program for PSP spouses or significant others.

[Learn More](#)

[What is PSPNET Families?](#) [Families and Couples Resources](#) [Spouse or Significant Other Wellbeing Course](#) [Unit Team](#) [Collaborators](#) [FAQ](#) [Other Services & Resources](#) [Service Delivery Outcomes](#)



Trying: Strategies for Families and Couples



[Home](#) / [For Families of PSP](#) / Trying: Strategies for Families and Couples

Strategies.

The strategy pages are aimed at awareness, promoting good practices, and prevention.

Strategies for Families

Strategies for Families are focused on families working together to manage a variety of situations that can arise.

- > [Extending your support system](#)
- > [Planning ahead for "what-ifs": illness, injury, or death](#)
- > [Navigating the childcare scramble](#)
- > [Household tasks](#)
- > [Managing public perceptions and social media](#)
- > [Flexible planning](#)
- > [Making family a priority](#)
- > [Communicating with children](#)
- > [Coparenting in PSP families](#)
- > [Supporting wellbeing](#)

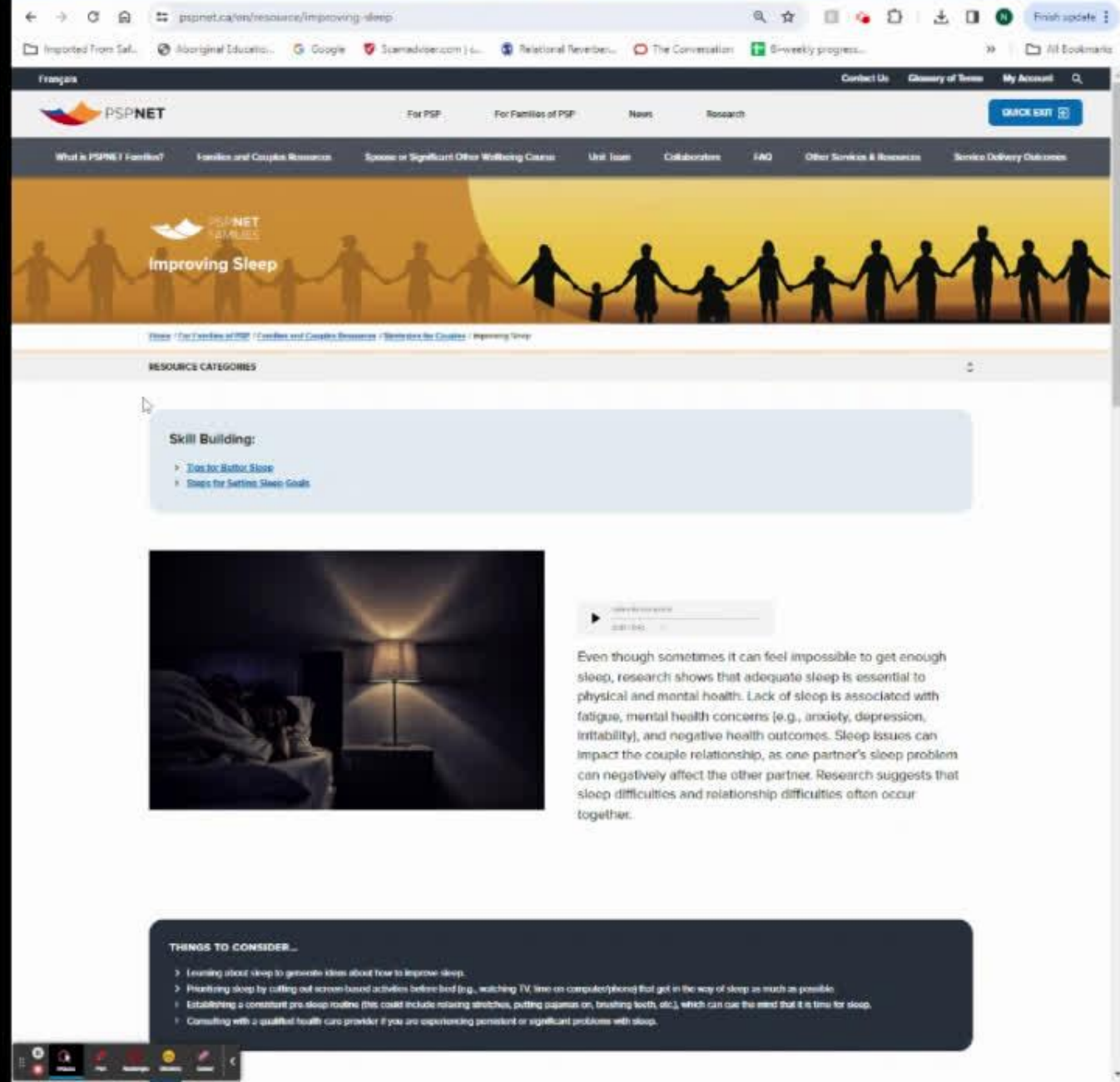
Strategies for Couples

The relationship between a PSP and a spouse or significant other (SSO) is the focus of Strategies for Couples. Attention is given to relationship strain associated with this way of life. Strategies for couples highlight communication, collaboration, and cooperation. The skill building exercises can be completed by couples together or individually.

- > [Gratitude and positive reframing](#)
- > [Goal setting together](#)
- > [Supporting the transitions to and from work](#)
- > [Speaking and listening skills](#)
- > [Discussing trauma at home](#)
- > [Problem solving together](#)
- > [Improving sleep](#)
- > [Managing worries about risks](#)
- > [Managing conflict](#)
- > [Communicating feelings](#)
- > [Couple time](#)

Strategies and Skill-Building Exercises.

PSPNET FAMILIES



The screenshot shows a web browser displaying the PSPNET FAMILIES website. The page is titled "Improving Sleep" and features a navigation menu with options like "For PSP", "For Families of PSP", "News", and "Research". Below the navigation, there is a banner image of a family silhouette with the text "Improving Sleep". The main content area is titled "RESOURCE CATEGORIES" and includes a "Skill Building" section with links for "Tips for Better Sleep" and "Tips for Setting Sleep Goals". A video player is embedded on the page, showing a person sleeping in a bed. To the right of the video, there is a text block explaining the importance of sleep and its impact on physical and mental health. Below the video, there is a "THINGS TO CONSIDER..." section with a list of tips for improving sleep.

Improving Sleep

[Home](#) / [For Families of PSP](#) / [Families and Couples Resources](#) / [Special or Significant Other Wellbeing Content](#) / [Unit Tools](#) / [Collaborators](#) / [FAQ](#) / [Other Services & Resources](#) / [Service Delivery Outcomes](#)

RESOURCE CATEGORIES

Skill Building:

- [Tips for Better Sleep](#)
- [Tips for Setting Sleep Goals](#)

THINGS TO CONSIDER...

- Thinking about sleep to generate ideas about how to improve sleep.
- Facilitating sleep by cutting out screen-based activities before bed (e.g., watching TV, time on computer/phone) that get in the way of sleep as much as possible.
- Establishing a consistent pre-sleep routine (this could include raising stretchers, putting pajamas on, brushing teeth, etc.) which can cue the mind that it is time for sleep.
- Consulting with a qualified health care provider if you are experiencing persistent or significant problems with sleep.

**So What:
What are we learning?**



So What: Preliminary Evidence

Total Views / Users – 41,992 views / 21,940 users (March 1, 2024)
SSO Wellbeing Course Views / Users - 191 enrolled

Most Viewed Information Page: Experiencing the Ripple Effects of PSP's
Unprocessed Trauma

Least Viewed Information Page: Understanding Resentment

Most Viewed Strategy Pages: Communication; Improving Sleep

Least Viewed Strategy Page: Planning for "What Ifs" (injury, illness, death)



So What:

Social Media

Resonance

60.15%

"I feel so seen"

Dis/connection

81.95%

"Others don't understand"

Complex Identities

59.40%

"I have to be the glue that holds it all together"

Page Embedded Feedback:

I learned some new vocabulary for my experience

I found what I needed

It helped me better understand my experiences

Comforting to realize others were experiencing the same thing as me

Spouse Wellbeing Course

Like the content

Like the Vingettes

Like the structure and layout

Like the accessibility and convenience

What's Next?





Now What: What's Next

Translation



This site offers:

Information

To help address family issues related to the occupational risks and requirements of public safety work.

[Learn More](#)

Strategies & Skill-Building Exercises

Tips and exercises are designed to address issues described in the information pages.

[Learn More](#)

Spouse or Significant Other Wellbeing Course

A self-guided, cognitive behavioural therapy program for PSP spouses or significant others.

[Learn More](#)

Ce site propose :

De l'information

Pour aider à résoudre les problèmes familiaux liés aux risques professionnels et aux exigences de travail dans le domaine de la sécurité publique.

[En savoir plus](#)

Des stratégies et des exercices de développement des compétences

Des conseils et des exercices conçus pour aborder les questions décrites dans les pages d'information.

[En savoir plus](#)

Démarche de Développement du bien-être pour les conjoints du PSP

Programme autonome de thérapie cognitive comportementale destiné aux conjoints du PSP.

[En savoir plus](#)

Not sure where to go?



I want to learn about:

Balance	Children
Communication	Conflict
Feeling Anxious & Depressed, Grief	Feeling Isolated & Lonely
Mixed Feelings: Anger, Shame & Guilt	Planning & Scheduling
Relationships	Sleep
Trauma	Feeling Overstressed/Overloaded
Role Confusion	Dual-career Households
Expectations	Uncsure of How to Help

Vous ne savez pas où aller?



Je veux en apprendre plus sur :

Balance	Enfants
Communication	Conflit
Se sentir anxieux, déprimé ou en deuil	Se sentir isolé & seul
Confusion émotionnelle : Colère, honte & culpabilité	Planification et horaire
Les relations	Sommeil
Le traumatisme	Se sentir débordé et surchargé
Confusion des rôles	Familles à double carrière
Les attentes	Incertain de comment aider

Information Pages

90%

Strategies Pages

90%

SSO Wellbeing

100%



PSPNET
FAMILIES

Now What:
What's Next

Attracting PSP Families

Conferences

Organizations

Sector Meetings

Social Media

Families-specific Events

www.pspnetfamilies.ca



PSPNET FAMILIES

INFORMATION
•
STRATEGIES
•
WELLBEING



#PSPDidYouKnow

Public perceptions—positive, negative, or absent—can impact relationships and the wellbeing of individual family members especially children and youth.

For more information on this topic please visit www.pspnetfamilies.ca

#PSPDidYouKnow

Talking about the potential ways the media affects your family, your relationships, and your own wellbeing may help you develop creative ways to manage the impacts of public perceptions.

For more tips like this, please visit www.pspnetfamilies.ca

#PSPDidYouKnow

PSP work schedules can be unpredictable, which can create many challenges for childcare, for participating in family events, and for planning.

For more information on this topic please visit www.pspnetfamilies.ca

#PSPDidYouKnow

Thinking ahead, creating a back-up plan for childcare can reduce stress for PSP families, especially in harder moments.

For more tips like this, please visit www.pspnetfamilies.ca

#PSPDidYouKnow

Sleep is one of the biggest issues that arises in PSP families. Shift work makes sleep, sleep management, and sleep hygiene critical considerations.

For more information on this topic please visit www.pspnetfamilies.ca

#PSPDidYouKnow

Establishing a consistent pre-sleep routine (e.g. stretching, putting pajamas on, brushing teeth, no screen time, etc.) can cue the mind and body that it is time for sleep.

For more tips like this, please visit www.pspnetfamilies.ca



PSPNET FAMILIES

INFORMATION
•
STRATEGIES
•
WELLBEING





And to finish our presentation...

Pour terminer notre présentation...

Video:

<https://youtu.be/SwoPq3v1CVc>