



Policy and Support Document for Healthcare Staff in Isolated, Rural, or Away-From-Home Assignments

Dear Team,

As part of our commitment to your well-being, we have compiled this document to provide you with guidelines, resources, and strategies to support your mental health while working in isolated, rural areas or away from home. We understand the unique challenges you face and are here to offer the support you need.

Mental Health Support Resources by Province

National Resources

- **Wellness Together Canada:** Free mental health and substance use support. Visit Wellness Together Canada or call 1-866-585-0445.
- **Canadian Mental Health Association (CMHA):** Offers a variety of mental health programs and services. Visit [CMHA](#).

Alberta

- **Access Mental Health:** Free, confidential mental health services. Call 1-877-303-2642.
- **Nurses' Hotline:** 24/7 access to registered nurses for health advice. Call 811.

British Columbia

- **Here to Help:** Resources for mental health and substance use. Visit Here to Help.
- **Mental Health Support Line:** 24/7 support at 310-6789 (no area code needed).

Manitoba

- **Manitoba Farm, Rural & Northern Support Services:** Free support for rural residents. Call 1-866-367-3276.
- **Klinik Crisis Line:** 24/7 support at 1-888-322-3019.

New Brunswick

- **CHIMO Helpline:** 24/7 crisis intervention at 1-800-667-5005.
- **Tele-Care:** 24/7 health advice. Call 811.



Newfoundland and Labrador

- **Mental Health Crisis Line:** 24/7 support at 1-888-737-4668.
- **Bridge the gApp:** Online mental health resources. Visit [Bridge the gApp](#).

Nova Scotia

- **Mental Health Crisis Line:** 24/7 support at 1-888-429-8167.
- **Nova Scotia Health Authority:** Mental health and addiction services. Call 1-855-922-1122.

Ontario

- **ConnexOntario:** Free, confidential health services information. Call 1-866-531-2600.
- **Good2Talk:** 24/7 support for post-secondary students. Call 1-866-925-5454.

Prince Edward Island

- **Island Helpline:** 24/7 support at 1-800-218-2885.
- **Mental Health and Addictions Services:** Call 1-866-770-0588.

Quebec

- **Info-Social 811:** 24/7 psychosocial support. Call 811.
- **Revivre:** Support for anxiety, depression, and bipolar disorder. Call 1-866-738-4873.

Saskatchewan

- **Farm Stress Line:** 24/7 support at 1-800-667-4442.
- **HealthLine 811:** 24/7 health advice and support. Call 811.

Strategies for Supporting Well-being and Mental Health

Pre-Assignment Preparation

1. **Orientation and Training:** Comprehensive orientation and training on the specific challenges of your assignment location.
2. **Resource Awareness:** Detailed information about local and provincial mental health resources.
3. **Communication Plan:** Establish a regular communication plan with a designated contact person for ongoing support.

During Assignment



1. **Regular Check-Ins:** Scheduled check-ins with a supervisor or designated support person to discuss any challenges or concerns.
2. **Peer Support Groups:** Participation in peer support groups or online communities for shared experiences and support.
3. **Mental Health Days:** Allowance for mental health days to manage stress and prevent burnout.

Post-Assignment Support

1. **Debriefing Sessions:** Sessions to discuss your experience and provide emotional support.
2. **Continued Access to Resources:** Ensure ongoing access to mental health resources and support services.

Additional Support Strategies

1. **Mindfulness and Relaxation Techniques:** Use mindfulness, meditation, and relaxation techniques to manage stress.
2. **Physical Activity:** Regular physical activity to boost mood and overall well-being.
3. **Healthy Work-Life Balance:** Maintain a healthy work-life balance to prevent burnout and ensure mental health.

Emergency Contacts

- **Local Emergency Services:** Dial 911 for immediate emergencies.
- **24/7 Crisis Helplines:** Use the provincial crisis helplines provided above for immediate mental health support.

Conclusion

At 911 Nurses GTA, your well-being is our priority. We provide access to free mental health resources, regular support, and strategies to ensure you can thrive both personally and professionally, regardless of your assignment location.

For further assistance or questions, please contact the Human Resources department or your designated support person.

Thank you for your dedication and hard work.