Stress First Aid - Facilitator Guide

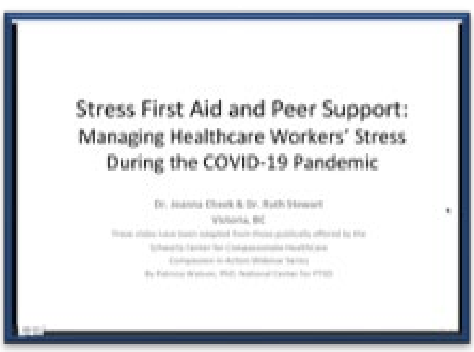
We want to make this process as easy as possible for you to bring this information and discussion to your teams. Adding stress is not the goal of the Stress First Aid (SFA) initiative!

You do not need to "teach" SFA. The webinar covers this information. The Workbook reinforces some of the key concepts and provides ideas about how to use the concepts to help you identify and address signs of stress reactions in yourself and others. Your role is to:

- *Think about how to roll out SFA in your team/area:*
- *Ensure staff have access to the Webinar, Workbook and other Handouts*
- *Create an Action Plan and monitor impact*

The Webinar

Once you have your team established and you have answered the questions above to help you sort out logistics, enact your plan for viewing the webinar. If you are hosting a group viewing in person or over Zoom, find a date and choose how you would like to facilitate the post webinar conversation. As the facilitator, you might want to watch the webinar a couple of times or even jot down questions that occur to you while you are watching.



Video: https://www.youtube.com/watch?v=cYtub_OE4kk

Sample questions to debrief webinar:

- What stuck out for you as you watched?
- What are we already doing well?
- What do you think might be particularly helpful in our workplace?
- What is our current practice(s) related to checking in with/supporting each other?
- Where should we start? Consider self, peer and leadership roles/opportunities.

If you opt to show the video in parts, here are some suggested ways to "chunk" it:

Time start	Time end	Total Time	Content
0:00	16:40	16:40 min	• Stress Reactions in health care workers – esp. in the context COVID • Stress Continuum Model, Stress Signature, Stress First Aid Model
16:41	30:47	14:06 min	• Recovery from Adversity and Stress • Using the 7C's of SFA – starting with Check, Approach and Respond (provide other 6 C's based on need) • Coordinate and Cover
30:48	42:14	11:26 min	• Calm (just-in-time, thinking, body-mind), Connect, Competence • Review

The Workbook and Other Handouts

Ensure everyone has copy of the **SFA Workbook** - either hard copy or the link to the electronic version. There are self-reflections exercises in addition to summarizing some of the key concepts covered in the webinar, examples of actions teams can take, and space to write down team plans.

Discuss as a team how you would like to use the Workbook (i.e. review and complete self-reflection exercises prior to team planning or go through it as a group etc.). Maybe you will want to post the **Stress Continuum** or the **7Cs** in a staff room or team meeting room to refer to at various times?

Creating an Action Plan

Moving ideas into action can be challenging! Here's some tips:

- Start with something that is small and doable. Make sure there is agreement and buy-in
- Make sure everyone is clear about what you are doing and why you are doing
- Make a plan with clearly identified actions, people and timelines
- Talk about what might look or feel different if these actions were implemented
- Build in a process for re-visiting and reviewing progress
- Revise as necessary and/or choose new action items to add

Use the questions below to map out your implementation plan.

Who?		
1.	What is your current context? Who is on your SFA roll out team? Who is leading?	
How and What?		
2.	How will you let your team know about SFA resources? What will you say to introduce the initiative?	
3.	How/where will your team view and debrief the webinar? Who will facilitate the conversation?	
4.	How will people get access to the workbook? Will you work through it as a team or individuals? How will you use the results?	

Creating an Action Plan

How and What?		
5.	Where will you post the laminated handouts? How will you use them?	
6.	Where/how will you come together to provide input and discuss ideas (7Cs) for the team to try/implement? Who will facilitate the conversation?	
7.	Who will write out the team plan with names and timelines? Who will track and ensure the action is implemented?	
Monitoring and Follow-up		
8.	How will you monitor the usefulness/impact of the action? Where/when will you come back together to discuss how the plan is going?	
9.	Will you add a new action in addition or the previous one or stop one when you start another?	
10.	Other considerations? Barriers to address?	

FAQs

1. ***What if we don't have a culture that feels 'safe' to share our stress levels, how can we begin to have those conversations?***

This is not an easy fix. Hopefully, you have a leader who can step in and set the tone for this work. Having conversations that make you vulnerable can be hard when safety hasn't been established. Sharing thoughts and feelings can be one way to build trust between people, but you will have to gauge what level of sharing you can tolerate. As the facilitator it might be helpful for you to acknowledge the current level of trust as you perceive it, prior to beginning of the debrief conversation.

One option might also be to anonymously share where you are on the stress continuum in a "stress check box" or some equivalent if there are very low levels of trust or safety on your team.

2. ***What if people start to talk about difficulties or feelings I don't know how to respond to?***

You don't have to solve anyone's problems or deal with situations that arise that feel out of your depth. The best response might be something like: "It sounds like you're having a really hard time. Maybe you could let (*insert supervisors name here*) know and they could help you find the right supports?"

3. ***What if people 'roll their eyes' or don't want to participate?***

That's okay! Maybe they are not feeling safe or connected to their teams or they are too overwhelmed to step in. When they see you and others getting involved and benefitting from participating they just might change their minds.

4. ***What if I don't feel comfortable facilitating these conversations?***

If talking in front of people feels too uncomfortable for you, enlist the help of someone in your area (an educator or clinical leader) to help you with those parts. Or, collaborate with another team member to practice how you might introduce the webinar and workbook to your team, or reach out to the Experience Program for support.

5. ***What if we agree as a team to do something and then no one does it?***

Changing our routines and behaviour can be hard! Setting up a way to monitor how you are doing as team from the beginning of the initiative can be one way to keep you one track. You might need to explore what is getting in the way of your team's ability to make the change, or maybe you need to pick a different action.