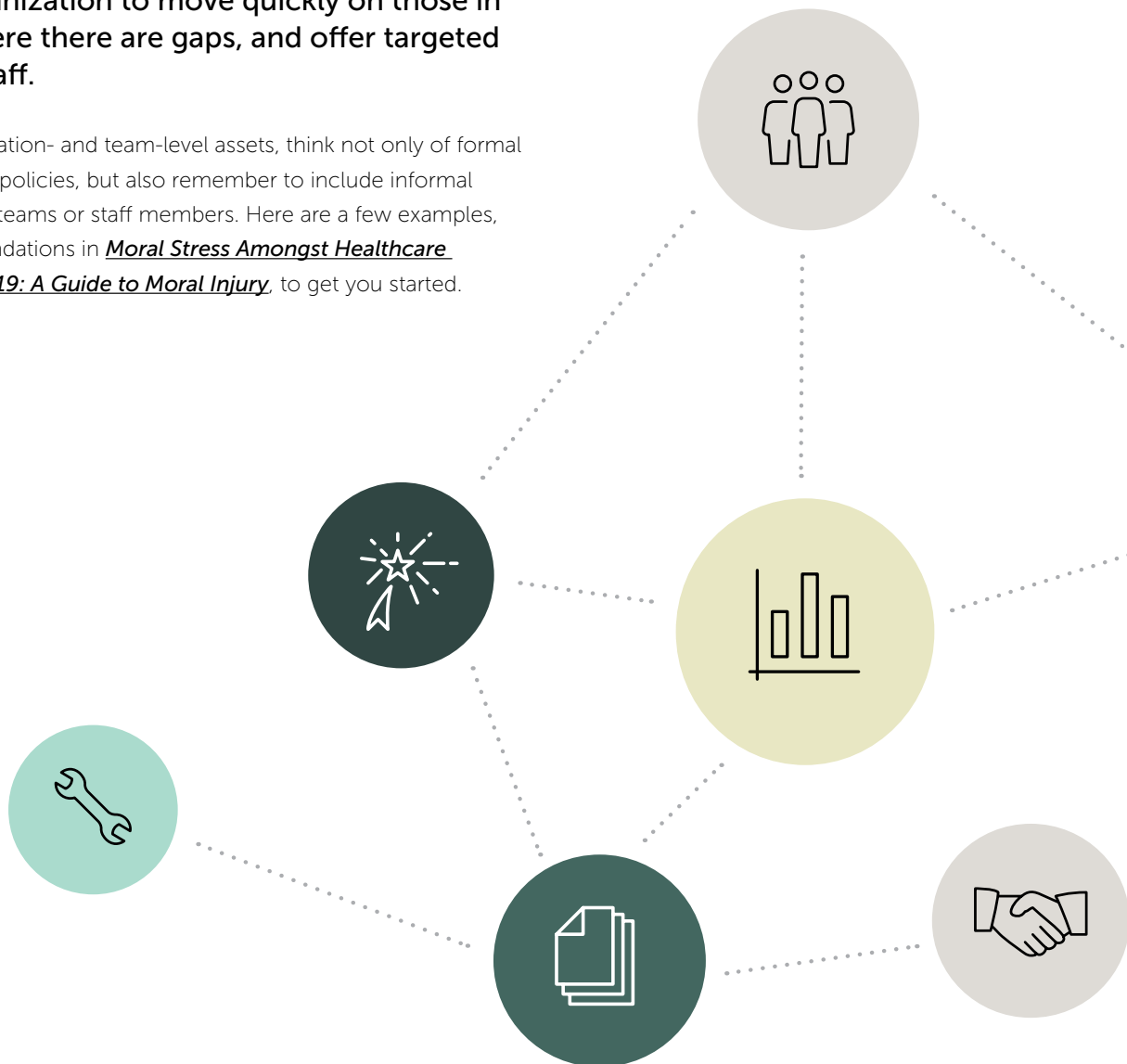


IDENTIFYING YOUR ASSETS

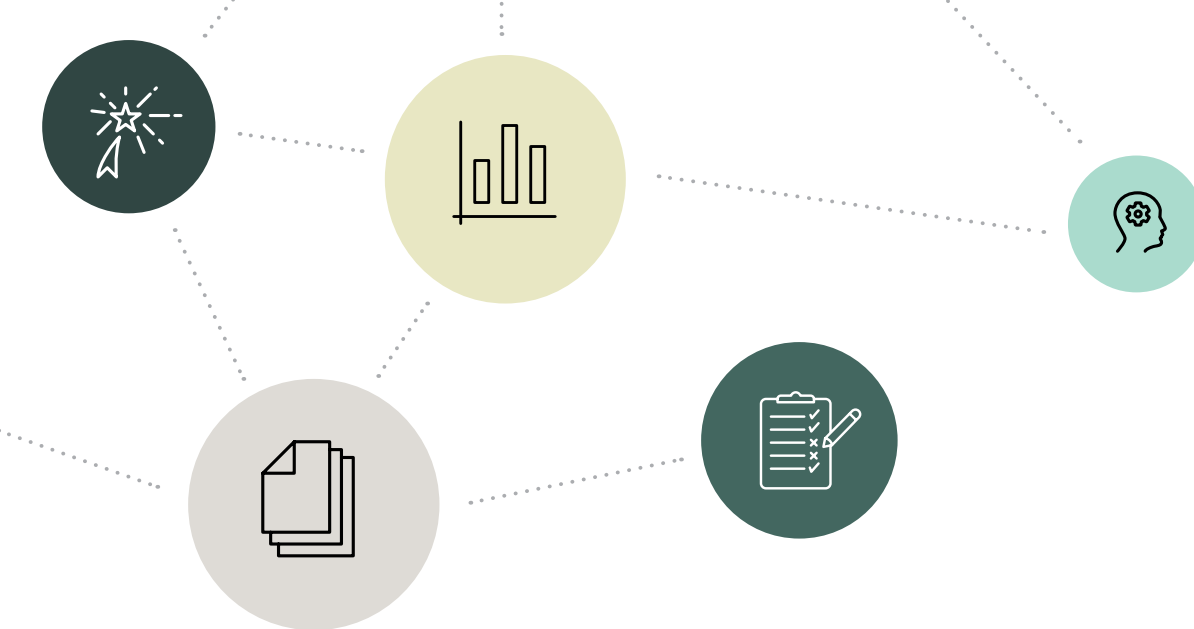
An asset can be anything that improves the quality of life of a community.¹ Understanding what assets you already have will help your organization to move quickly on those in place, identify where there are gaps, and offer targeted support to your staff.

As you map your organization- and team-level assets, think not only of formal programs, practices, and policies, but also remember to include informal assets that might exist in teams or staff members. Here are a few examples, aligned to the recommendations in *Moral Stress Amongst Healthcare Workers During COVID-19: A Guide to Moral Injury*, to get you started.



ORGANIZATION LEVEL

| Recommendation | Examples of assets |
|--|--|
| <p>Recognize possible moral stressors staff face due to COVID-19</p> | <ul style="list-style-type: none"> • Education for leadership and staff about moral injury • Consistent conversations about moral injury among senior leadership • Staff feedback channels for reporting moral stressors |
| <p>Promote a supportive culture, including support services, for staff</p> | <ul style="list-style-type: none"> • Implementation of the National Standard of Canada for Psychological Health and Safety in the Workplace • Support programs (e.g., peer support, employee and family assistance programs) • Vacation days • Employee benefits |
| <p>Ensure there are adequate resources to support the health and safety of informal and volunteer service providers, who also play an important role in healthcare</p> | <ul style="list-style-type: none"> • Peer support programs • Leadership training (e.g., LEADS Leadership Foundations) for leaders of volunteers |
| <p>Rotate staff between high and low stress roles</p> | <ul style="list-style-type: none"> • Regular and frequent 1:1 meetings for staff and managers to better understand current staff stress levels • Roles and responsibilities documented for each position that outlines high and low stress roles |
| <p>Establish policies to guide staff through ethically difficult decisions</p> | <ul style="list-style-type: none"> • Access to an ethicist • Ethical decision-making policies |
| <p>Remove ethically difficult decisions from frontline workers</p> | <ul style="list-style-type: none"> • Internal integrated ethics committee to guide difficult decisions • Access to an ethicist |
| <p>Arrange rosters for shift workers, with a cycle of morning to afternoon to evening shifts, when possible</p> | <ul style="list-style-type: none"> • Access to a scheduling office • Policies and protocols regarding the scheduling of shift work |



TEAM LEVEL

| Recommendation | Examples of assets |
|---|---|
| Provide strong leadership and establish cohesive teams with high morale | <ul style="list-style-type: none"> Leadership training (e.g., LEADS Leadership Foundations) Regular team meetings where psychological safety is established |
| Be prepared to discuss moral and ethical challenges | <ul style="list-style-type: none"> Leadership training (e.g., LEADS Leadership Foundations) Regular 1:1 and team meetings that create space for these discussions |
| Support team members to understand moral stressors | <ul style="list-style-type: none"> Education for all leadership and staff about moral injury |
| Model positive coping and encourage self-care and help-seeking, as needed | <ul style="list-style-type: none"> Behaviour modelled by leadership (e.g., taking vacation, help-seeking) |
| Celebrate successes, large and small | <ul style="list-style-type: none"> Informal recognition in newsletters, team meetings, etc. Formal recognition and reward programs or events (e.g., annual staff awards) |
| Arrange regular check-ins with staff to monitor well-being | <ul style="list-style-type: none"> Regular 1:1 and team meetings that create space for these discussions (e.g., use of standard check-in questions to ask about individual well-being) |
| Facilitate referrals for further support or counselling, if required | <ul style="list-style-type: none"> Inventory of available resources and how to access them Campaigns that communicate available resources to leadership and staff |