

The Veteran's Voice Network

The Veteran's Voice Network (VVN) is a consistent and continuous method of monitoring the physical and mental well-being of the members of the Ontario Provincial Police Veterans Association.

The concept was drafted and piloted at the request of the OPPVA President, Rob Pilon. Chapter 18 enlisted the assistance of Dave Osborne, Sally Stewart and Jeff Simpkins to create and pilot the program.

Guiding Principle

On a quarterly basis each chapter member that has expressed a desire to be contacted, will receive a well-being contact through the assistance of telephone volunteers that have been assigned a list of members for wellness checks. The purpose is to ensure that OPPVA members are not forgotten and to address any concerns the members have. The volunteers will check on the mental and physical well-being of each member they are responsible for. When a member is identified to be in need, of any assistance, the volunteers will provide guidance and assistance as required. If the need is determined to be greater the volunteer will notify the Chapter chairperson and the O.P.P. Healthy Workplace Team. The volunteers have a resource reference document to assist in providing direction to the OPPVA member in need.

Commencing Program

Each member of the chapter is to be advised of the program through a chapter generated e-mail giving the member the option of opting in or out of the program. The chapter will compile the list of participants and divide the list into manageable groups that will be assigned to each volunteer.

Structure

The chapter VVN network should include the following:

- 1/ Chapter VVN Co-ordinator
- 2/ Telephone Volunteer co-ordinator
- 3/ Training/resource co-ordinator

When the list of participants is finalized, the list should be divided into groups of 15 members per telephone volunteer.

Confidentiality Agreement

The telephone volunteers will periodically become aware of information and details from the members they contact that is confidential in nature. As a result, the information must be kept confidential. If it is perceived the OPPVA member is at risk of harm to themselves or others the information may be shared confidentially to external agencies to ensure the physical or mental well-being of the member of concern.

Telephone volunteers are to sign a confidentiality agreement prior to commencing participation in the program. The signed agreements will be held at the chapter level. The agreements should be revisited and signed on an annual basis.

Resources for Volunteers

Telephone volunteers will participate in initial training to prepare them for the process of checking on the members that they are responsible for. The training is to include the explanation of the Confidentiality agreement, review of the resource document and the O.P.P. Healthy Workplace power-point slide deck that outlines the HWT.

Frequency of contact

It is recommended that the frequency of contact be on a quarterly basis. The recommendation is based on the fact, that the physical or mental well-being of a member can degrade rapidly in a short period of time. If a member that has agreed to participate in the VVN contacts, expresses a desire to be contacted less frequently this should be considered. A member may opt in or out of the telephone contacts at any time.

New members to the Chapter

When a new member joins the chapter, they should be notified of the VVN and be given the option of participating in the program. If the member elects to participate in the program they should be assigned to an appropriate telephone volunteer for contact.

Annual Report

At the conclusion of the calendar year the Chapter VVN co-ordinator should forward a de-identified report to the Provincial President of the OPPVA. The report should include a summary VVN activities of the year previous. It is important to understand that de-identified means a report that does not identify any individual but includes information to explain the successes and or need for amendments required for the program.

Resources

1/ Confidentiality Agreement



Ontario Provincial Police Veterans' Association Chapter 18 – Orillia

Confidentiality Agreement – Veterans' Voice Network

I, _____, am aware that through my work with the Veteran's Voice Network, I may come across information from veterans that is sensitive in nature. By signing below, I agree to keep such information private and confidential.

I am aware that if any veteran discloses to me the following, I will not keep the information confidential:

- If the veteran discloses a plan to harm themselves.
- If the veteran discloses a plan to harm someone else.
- If the veteran discloses harm or neglect of a vulnerable person, such as a child.

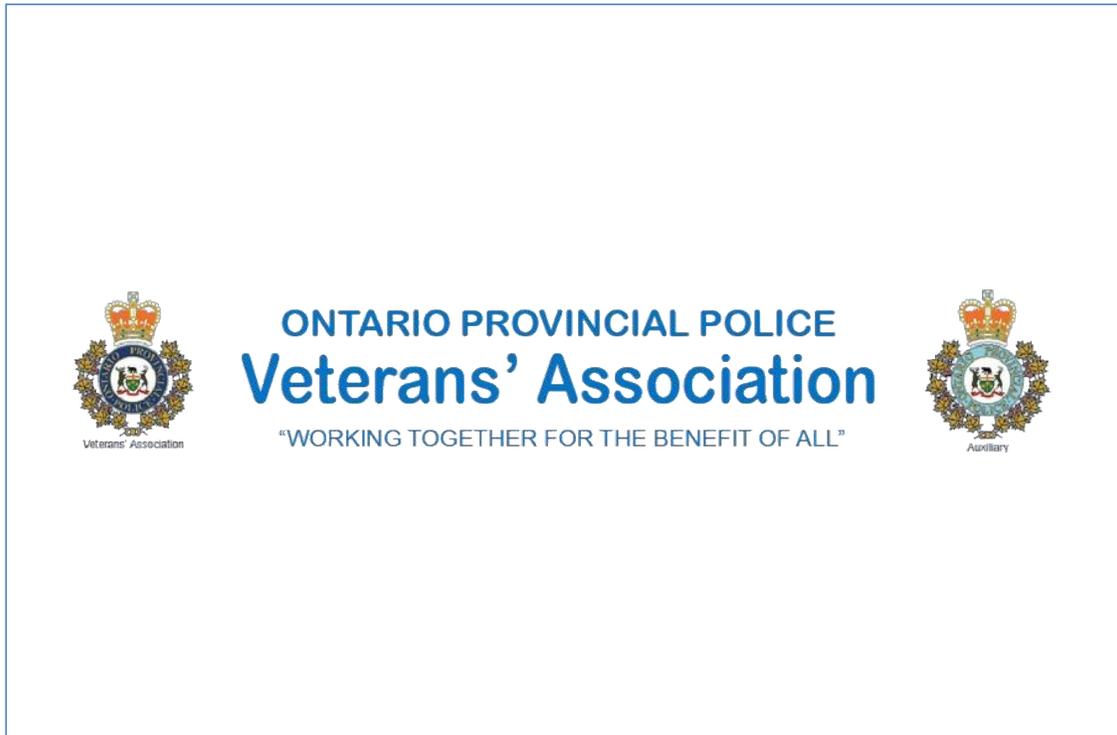
Signed,

Signature of Volunteer

Date

2/ Resource Reference Document (separate document which is updated yearly)

3/ HWT power-point



Welcome

Introductions for anyone not met us

Brief history



“Be curious, not judgmental.” - Ted Lasso

Introductions – who you are and why you’re calling

Set the stage – ask some questions to build rapport

Find out how it’s going

Use open-ended questions

Connect about different life areas (next slide)

Use good communication skills

- Lots of listening
- Non-verbals/encouragers
- Follow ups
 - To communication you heard what was said
 - To encourage more communication

A great approach for engaging:

- Explain who you are, your role and why you’re calling
- Ask if they have time or would like to set a more convenient time

It may help to ask some closed questions to set a foundation for further conversation:

- how long were you on the job?
- where were you posted?
- how long have you been out of the workplace?

Then work into some more curious questions to find out how it’s really going...(note, this could take a number of sessions with people before they get comfortable enough to share personal things)

- how has the transition from work to retirement been for you?
- how have you been adjusting to the change?

Use open ended questions – things that are not easily answered with a yes/no

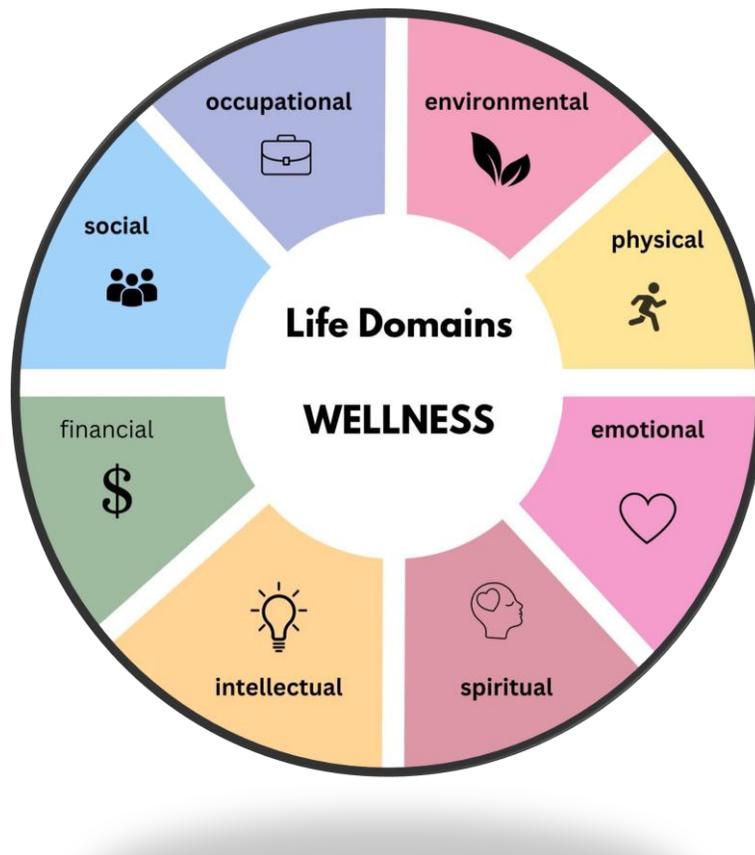
Ask questions – silence is ok. Sometimes people need time/space to think before they answer.

It's good to use encouragers – the non-verbals – even if you're just on the phone. Sales training talks about the impact of smiling on our tone of voice – people can feel that on the other end of the line.

Nodding your head, saying “uh-huh, yes, oh” – these types of verbalizations help people to know you're really listening

Using active listening skills such as paraphrasing, rephrasing, seeking clarification, asking more questions – that helps indicate to the person that you're really paying attention and that you care.

Saying things like: “oh, that's interesting, tell me more about that” can really help to encourage more communication.



Occupational: personal satisfaction and enrichment derived from ones work

– in the case of retirement, maybe ongoing work, volunteer opportunities

Environmental: good health by occupying pleasant, stimulating environments that support well-being

- where are you spending time? Cottage/camp/outdoors, spaces and places that bring comfort and calmness (libraries, workshop, studio, garage)

Intellectual: recognizing creative abilities and finding ways to expand knowledge and skills

- classes, arts, hobbies, workshops, learning, reading, getting involved

Spiritual: expanding your sense of purpose and meaning in life

- where do you gain your self of identity and purpose? Religious practices, volunteering, giving back

Emotional: coping effectively with life events and creating satisfying relationships

- how are you doing emotionally with life's ups and downs – where do you get support?
Friends/family, groups, counselling?

Financial: satisfaction with current and future financial situations

Social: developing a sense of connection, belonging and a well developed support system

- for lots of people after retirement, they seek new places/groups as work was often a source of social interaction and support

Adapted from: [Wellness Wheel Assessment | Extension \(unh.edu\)](#)



Assist members, retirees, auxiliaries and family members

In a neutral position

Provide supports and resources – internal/external

Source resources/clinicians

Assist in navigating processes:

- EFAP
- Encompas
- External partners
- Canada Life
- Peer Support
- Chaplaincy services
- Community Referral List
- Mental health supports – Psychologists/Mental Health Clinicians

North West Region

Leanne Fillion
807-358-5250

North East Region

Jessica Lockhart
705-330-9997

Care Navigators

West Region

Ashley Miller
519-476-7960

East Region

Maria Ielapi
613-794-5137

Central Region/GHQ

Rebecca Nichols
705-238-0046

ENCOMPAS

HEALTH WELLNESS PROGRAM

W E

OPP ASSOCIATION

Helping Uniform & Civilian OPPA Members

FOR ELIGIBLE ACTIVE AND RETIRED MEMBERS

Call Us 24/7: 1-866-794-9117



Encompas Mental Health Wellness Program (OPPA) *****AVAILABLE TO OPPA AND COA MEMBERS/RETIREEES ONLY

The Encompas Mental Health Wellness Program provides eligible* OPPA and COA members with timely access to confidential, effective and safe mental health support and services that are customized just for them.

Every eligible* OPPA or COA member who reaches out to Encompas will be provided with support service navigation, advocacy, a tailored Plan of Care, and timely access to mental health services by a dedicated Care Manager. The Care Manager is the member's one point of contact for any mental health service question or need that arises.

*OPPA or COA member in receipt of benefits

encompascare.ca // info@encompascare.ca // Call 24/7: 1-866-794-9117

SERVICES MAY INCLUDE:

- Specialized counselling services

- Psychological and psychiatric assessment services
- Specialized residential treatment programs for trauma, addictions, and mood disorders, with unlimited aftercare support services
- 24/7/365 telephonic Crisis Services
- An online Encompas Members Portal
- An exclusive Encompas Self-Assessment Platform
- Support services to address other circumstances that impact an individual's ability to achieve mental wellness
- Second opinion services



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