

# Psychological and social support for healthcare workers

## What is psychological and social support?

Psychological and social support refers to the assistance and encouragement we receive from our colleagues, supervisors, and the organization. It's about knowing we're not alone, that we have people we can rely on, and that our contributions are valued.

## Instructions

Read the scenario out loud and use the guiding questions and key discussion points to discuss psychological and social support.



## After this huddle staff should be able to:

- Describe the importance of psychological and social support in the workplace.
- Identify at least one way to provide and seek support in a work situation.
- Explain the role of colleagues and supervisors in fostering a supportive environment.

### Scenario

Cam, a care aide, has been feeling overwhelmed lately. She's been picking up extra shifts, and she's noticed many of her residents are experiencing increased anxiety.

One afternoon, after a particularly challenging shift, she confides in her colleague, James, during their break. "I'm just so tired," she says, "and I feel like I'm not doing enough." James listens attentively, shares that he's also had some tough days, and suggests they grab a quick coffee together before their next round of duties.

### Guiding questions

- How might James' actions have helped Cam?
- What other ways can we offer psychological and social support to our colleagues?
- What are some barriers that might prevent us from seeking or providing support?
- How can we create a work environment where it is safe to speak up about challenges?
- What resources are available to us if we need extra support?

### Notes to the huddle leader

- Encourage open and honest discussion.
- Emphasize that providing support doesn't always require solving problems; sometimes, simply listening is enough.
- Highlight the importance of both formal and informal support systems.
- Remind staff of the available resources, such as employee assistance programs or internal support networks.

- Reinforce the idea that leaders play a key role in setting the tone for a supportive workplace.
- Remind staff that checking in on each other is vital to a healthy work environment.
- Ask participants to share when they received meaningful support at work.



Safe

## Additional resources

Workplace Strategies for  
Mental Health | *Evidence-  
based actions for  
psychological and social  
support*

## Workplace Strategies for Mental Health | *Putting psychological and social support on the agenda*

Initial

Workplace Strategies  
for Mental Health | *Peer  
supporters*

## Notes

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