



Psychosocial Survey of Paramedic Organizations

- I am proud of the work I do.
- I feel comfortable reporting stressful incidents.
- I have energy left at the end of most work days for my personal life.
- My PSO monitors compassion fatigue and burnout.
- My PSO demonstrates support for my work-life balance in a tangible way.
- I enjoy my work.
- My PSO is committed to minimizing unnecessary stress at work.
- I am able to discuss how I do my work with the person to whom I report.
- Workers in my PSO have a good understanding of the importance of employee mental health.
- I receive feedback at work that helps me grow and develop.
- The person to whom I report values my work.
- I have the opportunity to take on new roles and challenges within my PSO.
- My PSO takes appropriate action to protect my physical safety at work.
- I have the equipment and resources I need to do my job well.
- Flexible scheduling is available to allow completion of training and education programs.
- The person to whom I report would respond appropriately if I raised concerns about physical safety.
- My PSO values workers' ongoing growth and development.
- Hiring/promotion decisions consider the "people skills" necessary for specific positions.
- PSO workers, their representatives (e.g. union representatives) and management interact with a high degree of respect.
- I can safely discuss my workload with the person to whom I report.
- My PSO supports me in dealing with events which incur a moral conflict. (A moral conflict occurs when a PSO worker knows the morally right thing to do, but institutional, procedural or social constraints make doing the right thing nearly impossible.)
- My PSO tries to limit the impact of chronic stressors.
- My PSO provides meaningful recognition of my work.
- My PSO provides tools and training that help me cope with chronic stress.

- My work is an important part of who I am.
- My PSO provides clear and consistent communication.
- At work, I am informed about important changes in a timely manner.
- Workers are supported when errors occur.
- I am not afraid to refuse tasks that I believe are unsafe.
- My PSO takes action to minimize the psychological risks of my job.
- The person to whom I report makes efforts to support my emotional well-being.
- People at work show sincere respect for others' ideas, values and beliefs.
- My PSO seeks input from workers to identify chronic stressors.
- In my PSO, leadership is effective.
- My PSO demonstrates appreciation of my commitment to my work.
- I am able to do my job in a way that meets my personal and professional standards.
- My PSO provides appropriate services to support my psychological health (e.g. peer support programs, Employee Assistance Programs, stress management training).
- My workplace has effective ways of addressing inappropriate behaviour by co-workers, patients, patients' family members or the public.
- In my PSO, workers, management and their representatives (e.g. union representatives) exhibit mutual trust.
- I have reasonable control over how my work is done.
- I feel supported in my PSO when I am dealing with personal and family issues.
- I can talk to the person to whom I report when I am having trouble maintaining work-life balance.
- I am paid fairly for the work I do.
- My opinions and suggestions are valued by my PSO.
- The amount of work I am expected to do is reasonable.
- In my PSO, people treat each other with respect and consideration.
- My PSO supports me in dealing with vicarious (secondary) trauma from learning about critical events, e.g. learning about events through colleagues.
- My PSO deals effectively with situations that may threaten or harm workers (e.g., bullying, harassment, discrimination, violence).
- Difficult situations at work are addressed effectively.

- In my PSO, all people are treated fairly.
- The person to whom I directly report would say or do something helpful if I looked distressed while at work.

The following questions are to be completed only by paramedics and communication officers.

- Paramedic and communication officer fatigue due to shift pattern and duration is addressed.
- My PSO offers access to mental health professionals who are experienced in working with paramedics and communication officers.
- Someone from my PSO checks in with me after exposure to critical events.
- The psychological needs of paramedics and communication officers are given priority in organizational decision making.
- Paramedics and communication officers are involved in strategic planning and forecasting that impacts their workload
- Communication officers are able to detect and respond accordingly when a crew is in potential danger.
- My PSO takes appropriate action to reduce the incidence of violence by patients, their family or bystanders.
- My PSO measures the frequency and severity of exposure to critical events.
- My PSO provides tools and training in how to cope with cumulative exposure to critical events.
- My PSO provides me with supports to deal with environmental or extreme weather conditions (e.g. proper clothing, equipment, etc.).
- In this organization, paramedics and communication officers have an appropriate balance of call volume vs. downtime.
- My PSO offers support when a worker is threatened or injured in the line of duty.
- My PSO recognizes the stressful impact of responding to acutely ill or seriously injured people.
- My PSO provides appropriate support to workers after the occurrence of critical events.