



Psychology Works for COVID-19: Psychologists giving back to front line service providers. An Initiative of the Canadian Psychological Association.

One of the critical factors in responding to COVID-19 is to flatten the curve of transmission so fewer people get sick, fewer people get sick quickly and our health care systems don't get overwhelmed and providers don't get sick themselves. There is a tremendous burden on health care providers to care for those who become sick, particularly the subset of people who become very sick. They face a high volume of patients, some of whom they fear they may not be able to successfully help because of limits on supplies – both human resources, personal protective, and other medical equipment.

Canadians with COVID-19 depend on the expertise of our health providers. The health and well being of those providers are critical to them being able to deliver their expertise. The Canadian Psychological Association would like to help.

The CPA is calling on all registered psychology practitioners to consider donating some of their time to provide psychological services to front line health care providers who may be feeling stressed, overwhelmed or distressed by being on the front lines of this health crisis.

Here is how it will work.

- Psychology practitioners are asked to complete a brief registration form. By completing the form, you are confirming –
 - your interest in providing pro bono psychological services to Canada's front-line health providers.
 - that you are a psychologist, in good standing, registered in the province or territory from which you provide service and to where service is received – this is particularly important when providing services virtually.
 - that you carry professional liability insurance which includes disciplinary hearing coverage. You will identify how prospective clients should contact you, ensuring that the coordinates you give for contact are a secure and private means of communication.
- Before putting you on the roster, CPA will confirm that you are registered in good standing with a provincial/territorial regulatory body.
- All service you deliver must be delivered virtually – by telephone or secure telemental health.
- Psychologists who volunteer must be able to make first contact with the patient within 24 hours.
- How much service you provide, how many people you see and for how long are fully up to you. However, if someone needs more or different care than you can provide, you will redirect them to the roster so that they can select a different psychologist.
- The scope of pro-bono services that you will provide will be limited to the direct and indirect effects of COVID-19. The pro-bono services will be offered while COVID-19 remains an active pandemic. Thereafter, you will need to safely discharge your patients or transfer their care to a local psychologist who can provide ongoing treatment following the pandemic.
- If you are put on the roster, but later decide you cannot offer any more service, please let us know promptly and we will take your name off the roster.

- The names and phone numbers of psychologists put on the roster will be posted on the COVID-19 page of our website <https://cpa.ca/corona-virus/> and will be organized by languages spoken as well as by province or territory of registration.
- Public facing materials, and promotion done with associations of front-line health providers, will drive front line health providers to the website to choose among the psychologists listed.
- Front line health providers will be advised to choose among psychologists that practice in the province or territory where the front-line health provider is located. It is up to the psychologist, however, to ensure they are licensed in the province or territory from where they practice and to where their service is received.
- If someone contacts you for service, you will return their call within 24 hours (if you did not connect with them directly). During your first connection, you will make arrangements to deliver your first virtual session as soon as it is mutually convenient.
- You are expected to abide notably by the legislation applicable to you in your jurisdiction, the standards of your respective Colleges and the directives pertaining to tele-psychology in the provision of this treatment.
- With regard to the consent process, you will agree to insert the following into the consent materials your clients sign at the start of your intervention. "I am aware that NAME OF PSYCHOLOGIST PRACTITIONER may ask for my license number and verify my status as a health provider with the regulatory body of my profession."
- At the outset of the initial contact and at the outset of each treatment session, you must verify your patient's identity.
- To register for the pro bono initiative, go to - <https://web2.cpa.ca/membersurveys/index.php/451688?lang=en>

To ensure that you continue to receive your emails from the Canadian Psychological Association, please add our email address to your Address Book or Safe Contacts List. Thank you.

Canadian Psychological Association

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