



# WARRIOR HEALTH

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Introduction / Overview / Update

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# Warrior Health – Consortium-Powered Service Excellence



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## Why was *Warrior Health* created?

- In 2022, the Province of Ontario launched the Mental Health Supports for Public Safety Personnel (MHS4PSP) initiative.
- Following a rigorous selection process, *Wounded Warriors Canada* was selected as the successful vendor to design and deliver the services and programs for the “Warrior Health” components of Ontario’s MHS4PSP program.
- The *Warrior Health* consortium was created and launched to deliver the objectives established by SOLGEN.

## Why a consortium-powered solution?

- Brings together more than 300 years of combined mental health experience.
- Brings together more than 1,000 mental health counsellors, treatment providers, navigators and volunteers.
- The 5 consortium partners are at the forefront of Public Safety mental health research and innovation.
- Deeply experienced in providing trauma-informed and culturally competent care to Public Safety Professionals and their families.

## Who is *Wounded Warriors Canada*?

- National mental health service provider, dedicated to serving Trauma-Exposed professionals and their families.
- Not-for-profit corporation.
- Registered charity.



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## What is different about the *Warrior Health* model?

- Makes a comprehensive suite of evidence-based, validated and trauma-informed mental health and resilience services available, in support of Ontario's public safety personnel (PSP) and their families.
  - These are not “new” or untested service offerings.
  - These are existing, sought-after services that are in use within the PSP / PSO communities, now available under one consolidated offering.
  - Assists PSOs in accessing these services by leveraging the Provincial RFP.
- Assists in addressing current gaps in the access and delivery of proactive / upstream mental health supports for PSP.
- Delivers programs that are trauma-informed, based in an understanding of the unique trauma experienced by PSP.
- All aspects of the *Warrior Health* experience and service offerings are culturally competent and based in an understanding of the unique needs and experiences of PSP.
- Prioritizes the needs of Indigenous, racialized and minoritized PSP, by design.



# Warrior Health – Who is this for?

The more than 80,000 trauma-exposed public safety personnel (both uniform and civilian) in Ontario, including:

- Police Officers
- Paramedics
- Firefighters and Fire Investigators
- Wildland Firefighters and support workers
- Emergency Services Call-takers / Dispatchers / Communicators
- Correctional Employees / Probation Officers / Parole Officers
- Coroners / Forensic Pathologists / Forensic Scientists
- Provincial Emergency Operations Centre (PEOC) staff and Field Officers
- Conservation Officers and Animal Welfare Inspectors
- PSP families
- PSP retirees



# Warrior Health – Who is this for?



Warrior Health = Two distinct paths:

A core services platform for all Public Safety Personnel (including retirees) and their families.

A basket of services available to Public Safety Organizations.



# Warrior Health – For Public Safety Personnel

The Core Services Platform is a secure digital "Front Door" (web portal and mobile app – providing PSP and their families (including retirees) with a suite of services that include:

- Internet-based cognitive behavioural therapy (iCBT) services
  - Powered by the *SENTIO By Homewood Health* platform
- Self-assessment tools
- Educational resources
- A 24/7 PSP Service Hub phone line (for navigational assistance)
- A 24/7 peer support phone line provided by *Boots on the Ground*
  - Confidential / Live answer / Staffed by trained PSP colleagues
- Full access to the *PSPNET Families* portal and programming
- Additional services are being explored to further enhance the portal

## NOTES:

- The Warrior Health core services platform is 100% anonymous, confidential and free for all PSP and their families.
- The portal will feature full multi-language support and will be fully AODA compliant.
- The portal is flexible, adaptable and expandable.





# Warrior Health – Core Services Platform

## Data Security and Confidentiality

- The core services platform is being developed by and will be operated by *Homewood Health*.
- Designed with anonymity at its core.
- Data will never be sold / provided to third parties.
- Fully confidential and anonymous – no data sharing with Public Safety Organizations (PSO).
- Data will only be accessible on a need-to-know basis within the *Warrior Health* consortium, and solely to enable the provision and evaluation of the requested services.
- All data is encrypted – both in transport and while being stored.
- All backups for disaster recovery remain within Canada.



# Warrior Health – For Public Safety Organizations

## **What will be available?**

The basket of available services will include a range of fee-for-service options including:

- General Wellness and Resiliency training programs
- Peer Support Training and Services
- Leadership training
- Pre-employment mental health screening and recruitment tools
- Mindfulness programming
- Supports to reduce mental health stigma

## **How will these services be accessed?**

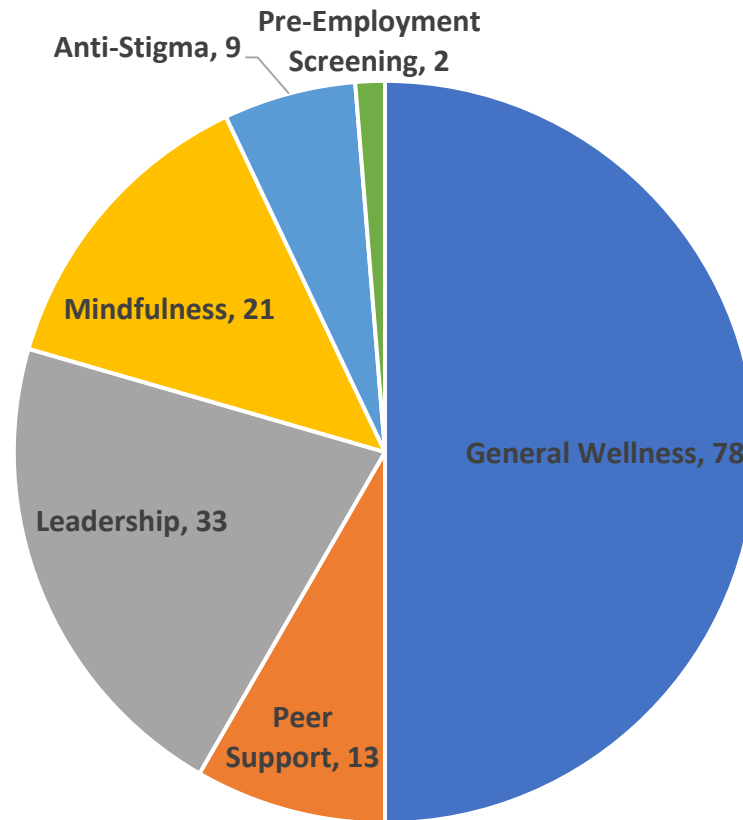
- Individual PSO's will be able to purchase services, directly through Warrior Health, that meet their unique organizational needs.





# Warrior Health – The Basket of Services

156 Services will be available on the basket of services menu





# Warrior Health – Who Pays For This?

## Core Services Platform for PSPs

- Entirely free and available to all PSP (and their families) across Ontario – funded by the Province of Ontario.

## Basket of Service Offerings for PSOs

### *Municipal and First Nations Colleagues*

- In Spring 2025, the Province of Ontario will open and administer an application process to receive grant funding – enabling Municipal and First Nations PSOs to apply for funding to support the implementation of services they wish to take advantage of.
  - This represents the first-of-its-kind investment in proactive and preventative mental health and resilience funding for public safety personnel in Ontario.
- Municipal and First Nations PSO's, who are approved for grant funding, will be required to participate in Warrior Health program evaluation.
  - Additional details to come via SOLGEN leadership.

### *Provincial Colleagues*

- SOLGEN will provide additional details on how these services are able to be accessed.



# Warrior Health – When can I access this?

- For Municipal and First Nations PSOs:
  - In Spring 2025, the Province of Ontario will open and administer an application process to receive grant funding – enabling Public Safety Organizations to procure funding supports for the additional benefit programs they wish to take advantage of.
- Spring 2025 – The Warrior Health *Core Services Platform* will go live and be available to all PSPs (and their families) in Ontario, free of charge.
- Spring 2025 – The basket of services will become available to PSOs across Ontario, via Warrior Health.



# Warrior Health – What's Next?

- The first program deliverable has been completed on time, on budget and within scope.
  - The “*Deliverable One Report*” has been submitted and exceptional collaboration continues.
- Development and testing of the *Core Services Portal* is ongoing and on-track.
- The detailed “Basket of Services Menu” has been finalized.
  - The detailed *basket of services menu* will be made available to all PSOs in Ontario, in support of the upcoming launch of Ontario’s Grant / Transfer Payment application process.
- Work is ongoing on the implementation process for the *Basket of Services* that will be available to all Ontario PSOs via Warrior Health.



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[Frequently Asked Questions](#)

## Confidential on-demand, stigma-free support for public safety personnel and their families

24/7 access to mental health resources for trauma and operational stress specifically designed for police, firefighters, paramedics, emergency dispatch, correctional employees and other public safety personnel.

Safe, anonymous, and free – because you deserve the right care at the right time.

**Launching Spring 2025**

[Sign-up for email updates](#)

[Frequently Asked Questions](#)

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✓ **300+ Years of Expertise:** Unmatched public safety mental health experience.

✓ **Confidential Services:** Secure and anonymous trauma-informed care.

✓ **Stigma Reduction:** Fosters a supportive workplace culture.

✓ **Inclusive Care:** Meets specific needs of diverse PSP communities.

✓ **Tailored Organizational Services:** Custom trauma training and 24/7 call line.





# Warrior Health – Where Can I Learn More?

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