





# WHY PSYCHOLOGICAL SAFETY AND TRAUMA-INFORMED CARE MATTER IN LONG-TERM CARE

## CRISIS IN THE SECTOR

-  More than 77% of long-term care (LTC) workers with direct exposure to COVID-19 reported a decline in their mental health since the beginning of the pandemic (CIHI, 2022)
-  About 25% of experienced Ontario PSWs leave the LTC sector annually (Government of Ontario, 2020)
-  From 2014 to 2023, the number of RPNs in LTC has dropped by 42.5% (CIHI, 2025)
-  Turnover rates are higher in casual and part-time entry-level PSWs (Government of Ontario, 2020)

## WHY THIS MATTERS



Canada's aging population is increasing the demand for LTC



The workforce is overwhelmed and vulnerable



(Grady & Chen-Nguyen, 2023)

## NATIONAL STANDARDS THAT GUIDE SAFE & SUPPORTIVE WORK ENVIRONMENTS

### The National Standard for Psychological Health and Safety (13 psychosocial factors) (CSA, 2013)

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|  <b>Organizational Culture</b>              |  <b>Involvement &amp; Influence</b>   |
|  <b>Psychological and Social Support</b>    |  <b>Workload Management</b>           |
|  <b>Clear Leadership &amp; Expectations</b> |  <b>Engagement</b>                    |
|  <b>Civility &amp; Respect</b>              |  <b>Balance</b>                       |
|  <b>Psychological Demands</b>               |  <b>Psychological Protection</b>      |
|  <b>Growth &amp; Development</b>            |  <b>Protection of Physical Safety</b> |
|  <b>Recognition &amp; Reward</b>            |  |

### NATIONAL LONG-TERM CARE SERVICES STANDARD (HSO, 2023)

Developed by Health Standards Organization to provide a framework for:

RESIDENT-CENTERED

HIGH QUALITY

SAFE CARE

## Why We Need This Tool



Assessing organizational readiness early helps increase staff engagement with these initiatives.

## WHY WE NEED AN INTERSECTIONAL APPROACH

Long-term care workers face disadvantages due to intersecting inequalities.

-  **Mainly women** (OECD, 2023)
-  **Mostly racialized & immigrant women** (Estabrooks et al., 2015)
-  **Low pay** (Bomch et al., 2023)
-  **Low Indigenous involvement** (Government of Canada, 2024)

## WHY ACTION IS URGENT



Limited psychological health and safety can lead to turnover in LTC.



LTC workplaces need stronger psychological safety, equity and trauma-informed supports to reduce moral distress.



Trauma-informed care can help lower burnout and improve staff retention.



The LTC workforce is very vulnerable, and the sector is at risk without immediate intervention.



This standard guides LTC home teams, leaders, and governing bodies on enabling a healthy and competent LTC home workforce and healthy and safe working conditions

Scan to view other infographics!

