Optimization of internet-delivered cognitive behavioral therapy for Canadian leaders within public safety: Qualitative study (2025)

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PSPNET offers free, confidential, and convenient internet-delivered cognitive behaviour therapy (ICBT) developed with and for Canadian first responders and other public safety personnel (PSP). Learn mental health information and skills in an online platform with optional therapist support via secure messaging or phone calls. Learn more by visiting www.pspnet.ca



PURPOSE:

To enhance PSPNET, in this study we explored the mental health stressors of Canadian leaders within public safety and their perceptions of therapist-guided ICBT PSPNET courses (i.e., PSP Wellbeing Course and PSP PTSD Course).

Canadian leaders within public safety

DATA COLLECTION: January -	-June 2024
Clinical Depression70%	
Clinical Anger60%	

Underrepresented PSP	.20%	
Women	.30%	
Policing	.50%	

TOP OCCUPATIONAL STRESSORS:

- Workload
- Mental health stigma
- Lack of support

TOP SKILLS LEARNED:

Controlled breathing

Clinical Anxiety......50%

- Thought challenging
- Graduated exposure

I've been in the service for 29 years and the only place it's safe to have a meltdown is at home or behind closed doors.

- PSPNET client

TREATMENT SATISFACTION:

Worth time 80%

Overall satisfied 90%

Would recommend	Would recommend
100%	

66 -

Every lesson has given me something as a first responder leader.

PSPNET client

CONCLUSIONS:

- 1. Leaders show interest in ICBT by signing up for PSPNET.
- 2. Most leaders enrolled in PSPNET for support with occupational and non-occupational stressors while some enrolled to review the course for their staff.
- 3. Most leaders indicated that the course material was authentic and relatable but recommended the development of a new case story tailored to their experiences.

Note: This data was extracted from the PSPNET therapist-guided PSP Wellbeing Course and PSP PTSD Course routine practice database and from semi-structured interviews.

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