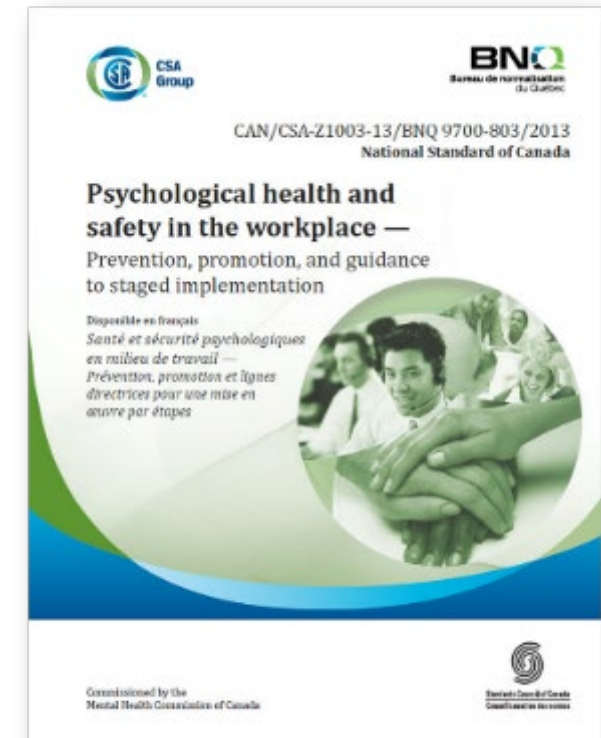


Workplace Factors



Download free:

<https://www.mentalhealthcommission.ca/English/what-we-do/workplace/national-standard>

Resource Hub: Mental health and wellness during the COVID-19 pandemic



Tips on talking to someone in crisis during COVID-19

The current COVID-19 pandemic is a source of anxiety for people across the country and your colleagues, friends or family may reach out to you for support. **How should you respond?** Use our active listening tips to navigate these sensitive conversations with more confidence.

DO

1. Tell them you're there to listen and help them find the next step.
EXAMPLE
"I'm here to listen and I really want to help you. I'm not a trained counselor or doctor, but I'll do my best to put you on the right path."
2. Practice empathy by considering the needs of people different than yourself, especially those in vulnerable populations.
3. Pause to reflect on what the caller has told you and share back your understanding, showing the caller they've been heard.
4. Mirror back what you're hearing **in your own words** rather than parroting what they've told you.
EXAMPLE
"I just lost my job and I don't know what to do. I have small kids and I don't know if I'll be able to get food on the table. I have no idea if I even qualify for EI."
Helpful answer (mirroring): "I'm hearing you say that you're feeling very overwhelmed with all the uncertainty, and not knowing how to apply for EI is even more frustrating."
Unhelpful answer (parroting): "I'm hearing you say that you're worried about going hungry?"
5. Validate the caller's feelings and concerns.
EXAMPLE
"I'm worried about my son, who lives with a mental illness and doesn't have secure housing. What if he catches this virus?"
Helpful answer: "I can tell that you care about your son very much. It can be hard not to run through the worst-case scenarios."
Unhelpful answer: "Everyone feels stressed right now. I have two elderly parents, and they have trouble even using a cellphone."

• Ask the Experts

The Working Mind COVID-19 Self-care & Resilience Guide

Home / Courses

Crisis Response Virtual Training

The Mental Health Commission of Canada has developed a crisis response training course for essential workers. We know that throughout the COVID-19 pandemic, essential workers are facing a number of new challenges while at work, which may be affecting their mental health. This course is specifically designed to help provide individuals with the tools

Mental Health First Aid

MHFA is the help provided to a person developing a mental health

The Working Mind

The Working Mind (TWM) is an education-based program designed to address and promote mental health and reduce the stigma of mental illness in a workplace setting.

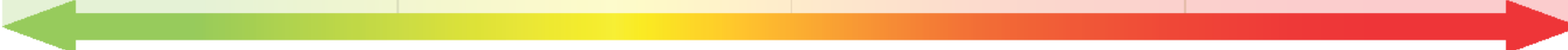
This training is aimed to:

- Improve short-term performance and long-term mental health outcomes
- Reduce barriers to care and encourage early access to care
- Provide the tools and resources required to manage and support employees who may be experiencing a mental illness
- Assist supervisors in maintaining their own mental health as well as promoting positive mental health in their employees



The Working Mind – Mental Health Continuum Model

HEALTHY	REACTING	INJURED	ILL
Normal fluctuations in mood	Nervousness, irritability, sadness	Anxiety, anger, pervasive sadness, hopelessness	Excessive anxiety, easily enraged, depressed
Normal sleep patterns	Trouble sleeping	Restless or disturbed sleep	Unable to fall or stay asleep or sleeping too much
Physically well, full of energy	Tired/low energy, muscle tension, headaches	Fatigue, aches and pains	Exhaustion, physical illness
Consistent performance	Procrastination	Decreased performance	Unable to perform duties
Socially active	Decreased social activity	Social avoidance or withdrawal	Isolation, avoiding social events
No trouble/impact due to substance use	Limited to some trouble/impact due to substance use	Increased trouble/impact due to substance use	Dependence
			Suicidal thoughts and/or intentions



Psychological Protection



3 Stage Process to Respond to Acts of Xenophobia and Social Stigma

- Acknowledge concerns
- Provide accurate information
- Take action to respond effectively to rectify the situation

Psychological Protection



Be proactive:

- Communicate expectations for civility and respect to staff and others in the workplace
- Educate and train workers and managers about policies and procedures for preventing, reporting, and addressing acts of discrimination, harassment and violence
- Watch for indicators of social stigma and declining mental health

Supporting Your Workers



- Encourage workers to take breaks and to use time off for wellbeing
- Rotate shifts and stagger time off requests and vacations
- Encourage use of available benefits to support wellbeing
- Encourage use of EAP, community and virtual resources to address health and wellbeing issues
- Establish safe space for dialogue about challenges and needs
- Connect workers with mental health support for themselves and their families

Balance

Psychological
and social
support

Psychological
protection

Thank you/Merci



Special thanks to Dr. Keith Dobson and the University of Calgary



For more information or to inquire about training or implementing a workplace mental health strategy, please contact:

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Opening Minds

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