

MENTAL HEALTH CRISIS SUPPORT GUIDE



ONGOING SUPPORT

Foster a healthy, respectful, inclusive and safe workplace with the [Virtual Wellness Centre](#).

- Get to know your co-workers, foster a healthy climate by seeking their feedback and showing sincere interest in them.
- Lead by example (e.g., taking breaks, proactively addressing conflict).
- Establish a trust-based relationship and have ongoing discussions with your co-workers.
- Share and promote mental health and wellness resources including the EAP.
- Add the topic of mental health and wellness to your team meetings agenda.
- Invite speakers on the topic of mental health and wellness to your all staff meetings.
- Facilitate discussions on the Public Service Employee Survey results.
- Work together to find solutions on the issues raised and have ongoing discussions with your co-workers.
- Inquire about and make adjustments to your co-workers workload as needed.



IMMEDIATE SUPPORT

To have constructive conversations, follow the [S-E-T model](#) when you notice changes in the personal appearance, hygiene or behavior since these may be signs of poor mental health. As an employee you should address these types of concerns with respect and compassion (e.g., poor performance, avoidance of co-workers, disorganized thoughts, signs of hopelessness, substance use concerns, etc.).

- **Support:** Express *concerns over the particular behaviour that you have noticed. *"I've noticed _____ and I'm concerned because _____."*
- **Empathy:** Actively listen to their response and validate their emotional state. *"You feel _____, because _____."*
- **Truth:** Reinforce the message that you are there to support them in their success and in the accomplishment of their work. *"Here are the facts, _____. We will work together to find a lasting solution."*
- **Questions to guide the conversation in order to find a solution to the problem(s) identified above:** *"What can I do as an employee to support you?" "What can you do to help yourself?" "What other support resources can we connect you with?" "When are we going to talk about this again?"*



EMERGENCY SUPPORT

In a crisis or distress situation, follow the [Mental Health First Aid "ALGEE" model](#):

- Assess the risk of suicide, self harm or harm to others.
- Listen non-judgmentally.
- Give reassurance - let them know you are concerned and that you are there to help and to direct them to resources.
- Encourage professional support (physician, psychologist or local Telehealth service).
- Encourage other support (family, friends, support groups, colleagues or other resources.).

If you notice violent, destructive, dangerous, aggressive or threatening behaviours towards others or yourself, if a person says they want to commit suicide or if you, an employee or colleague are in distress:

CALL 9-1-1

Employee Assistance Program 1-800-268-7708 (24 hour toll free line) | 1-800-567-5803 (Telecommunication device for the deaf)



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