

Take Time

FOR YOUR MENTAL HEALTH



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Webinar Series 2

Responding with Respect: Supporting Clients, Supporting Myself

Webinar 3: December 4
Introduction to Psychological Health and Safety
(For Managers/Leaders)

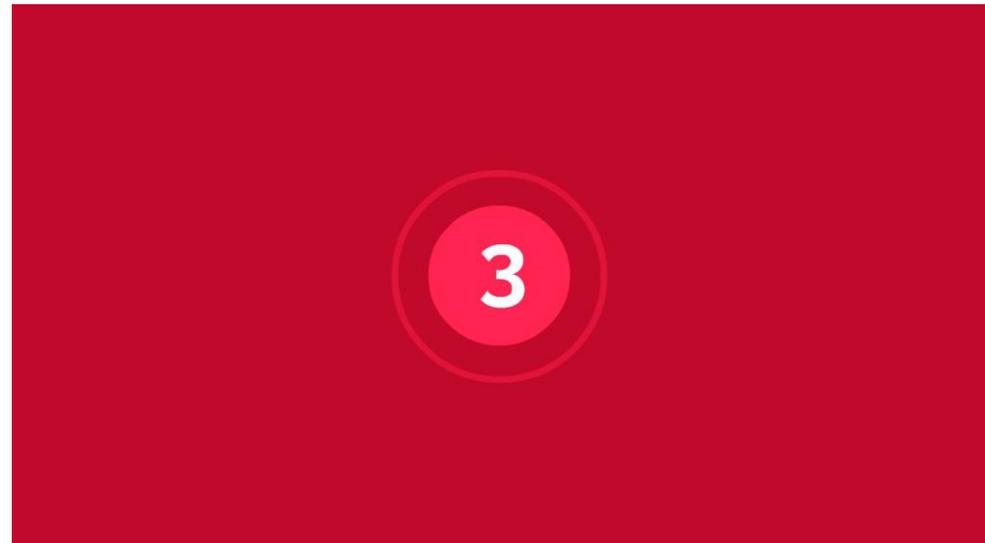


Canadian Mental
Health Association
British Columbia

Association canadienne
pour la santé mentale
Colombie-Britannique

About SafeCare BC

- Industry-funded health and safety association formed in January 2014
- Mandate: Reduce injuries among continuing care workers in BC
- Membership: Defined according to classification unit
 - Long-term care
 - Community health support



About CMHA

- One of Canada's most established charities, now 100
- Our policies and programs anchored in evidence and informed by people's personal experience.
- We work towards mental health for all, including people with addictions.
- Over 120 locations throughout Canada; 14 in BC



Objectives

- Learn how to **recognize** the warning signs that a person may be experiencing a mental health problem
- Develop supportive communication skills that will help you appropriately **respond**
- Gain an understanding of community resources to which you can **refer**
- Learn how to **take care** of yourself when dealing with stressful situations



Facts

- 1 in 5 Canadians will develop a mental illness
- Mental health problems affect all Canadians
- Mental health problems affect an individual's feelings, thinking and behaviour
- Treatment can reduce the symptoms of mental health problems
- Recovery is expected, with *timely, adequate* treatment



Identify Your Role

- Remember you represent your workplace
- Think of your safety and that of your co-workers
- Think of the safety of members of the public
- Keep in mind that you are part of a team
- Recognize when and how to intervene in a situation



Responding with Respect

Having a **framework for response** helps us feel comfortable talking to clients, members of the public who use our services, and colleagues about our concerns.

- **Recognize**
- **Respond**
- **Refer**



Recognize

- Ways the person is behaving, *today*
- The person's goal, *today*
- The person's verbal and non-verbal communication
- Consider the person's strengths (from previous contacts)
- Note specific behaviours that concern you, today
- Consider which of these concerns may be best to address



Respond: General tips

- Be/act calm
- Check assumptions
- Encourage self-directed choices
- Be patient and understanding
- Separate the behaviour from the person
- Use positive, non-judgmental language
- Consider verbal and non-verbal communications – yours and theirs



Respond: Within your role

- Set boundaries – It's your right and responsibility
- Allow time for the person to express themselves as appropriate
- Set limits around time / topics if required
- Pay attention to your emotional responses
- Steer conversations to focus on your workplace and what you can do in your role, today
- Respect your limits: Do you have a response program?



Communication tips

Non-Verbal

- Eye contact
- Body posture
- Be attentive
- Sit down
- Active listening

Verbal

- Open ended questions
- Paraphrase
- Encouragements
- No interruptions



Recognize



Self-Help Resources

Share this



Mental Health

ADHD
Alzheimer's disease + Dementia
Anxiety disorders
Bipolar disorder
Co-existing mental health + substance use problems
Depression
Eating disorders
Fetal alcohol spectrum disorder
Grief
Personality disorders
Psychosis
Schizophrenia
Self-harm
Stress

Alcohol and Other Drugs

Alcohol
Caffeine
Cannabis
Club drugs
Co-existing mental health + substance use problems
Cocaine
Fetal alcohol spectrum disorder
Hallucinogens
Heroin
Inhalants
Medications
Meth
Steroids
Tobacco

Be sure to check out

- **Managing Mental Health**

Learn more about managing mental illnesses and maintaining good mental health. This is where you'll find info sheets, workbooks, and other tools that support good health.

[more.](#)

- **Managing Substance Use**

Learn more about substance use, how substances like drugs or alcohol fit into your life, and why people use substances.

[more.](#)

- **Screening Self-Tests**

Our screening self-tests for wellness, mood, anxiety and risky drinking help you learn more about your mental health or substance use. Use them to reflect on

seniors and depression

the difference between depression and dementia

Alzheimer's Disease Symptoms (Source: Alzheimer Society of BC, www.alzheimerbc.org)

- Memory loss that affects day-to-day function
- Difficulty performing familiar tasks
- Problems with language
- Disorientation of time and place
- Poor or decreased judgement
- Problems with abstract thinking
- Misplacing things
- Changes in mood or behavior
- Changes in personality
- Loss of initiative

As you can see there are differences between the symptoms of depression and of Alzheimer's disease and mainly the differences are related to memory. While there can be mood changes associated with the symptoms of Alzheimer's disease, this type of dementia is more of a cognitive disorder rather than a mood disorder like depression. Memory problems can also be associated with depression however so remember only a medical professional like your doctor can correctly diagnose your symptoms.

Substance Use Disorder

- Often combined with other mental health problems
- Substances are commonly used to self-medicate
- People with substance use problems may hide their situation
- Several types of substances
- Signs and symptoms may vary



Depression (Mood Disorder)

Depression becomes an illness when the symptoms:

- Are severe
- Last several weeks
- Interfere with a person's work, school, and social life

Anxiety

Unexpected or unhelpful anxiety that seriously affects thoughts, feelings and actions



Bipolar disorder

A recurrent mood disorder with cycles of moods, including periods of:

- Depression
- Normal mood
- Mania



Signs and symptoms of mania

- Little or no sleep
- Elevated mood
- Irritability
- Inflated self-esteem
- Grandiose delusions
- Hyperactivity/ racing thoughts
- Rapid speech
- Lack of focus or concentration
- Lack of inhibitions
- Lack of insight



Signs and symptoms of psychosis

- Delusions
- Hallucinations
- Lack of insight
- Suspiciousness
- Confused thinking
- Changed emotions
- Rapid, incoherent speech
- Withdrawal from activities



Respond

What works for you already in
responding to people who *seem*

Sad

Confused

Anxious

??

Recognizing and Responding to behaviours:

- Crying
- Not responding to verbal questions
- Irritable comments
- Slow movement
- Slow talking
- Keeping eyes closed or looking away
- Use a warm accepting manner
- Be empathetic
- Be patient and understanding
- Allow the person time to respond
- Ask how you can help



Recognizing and Responding to behaviours:

- Speaking about things that do not seem real to you
- Acting as though things are happening that do not seem real to you
- Approach the person in a calm manner
- Decrease stimulation
- Listen carefully
- Don't argue
- Avoid reinforcing delusions/hallucinations
- Make clear concise statements/ limit choices



Recognizing and Responding to behaviours:

- Person seems or says they are very frightened
- Person is trembling
- Person is looking around very quickly
- Stay calm
- Decrease environmental stimuli
- Listen to the person
- Answer questions directly
- Respect their personal space
- Offer acceptance and reassurance
- Call or help person to call Crisis Line **310-6789**
- **If emergency (heart attack, etc.) call 911**



Recognizing and Responding to behaviours:

- Speaking loudly
- Speaking very quickly
- Arguing a lot
- Throwing things
- Making threats of violence
- Safety first
- Reduce number of people and sounds
- Speak clearly and concisely
- Be honest and direct.
- Set constructive limits on negative behaviour
- Follow your workplace safety guidelines
- Allow choices.
- Separate the behaviour from the person
- Focus on the present situation



Recognizing and Responding to behaviours:

- Person *appears* high or intoxicated
- Person is agitated
- Person is falling asleep
- Person is stumbling or falling down
- Person smells of alcohol
- Person is moving around the worksite very quickly
- Person is entering non-public areas
- Follow your workplace safety guidelines
- Use a non-confrontational approach
- Be non-judgemental in your communication
- Support the person to connect or reconnect with community resources that can assist him/her



Recognizing and responding to suicide

- Language of suicide
- Many individuals die by suicide
- Ranked the 9th highest cause of death but 2nd highest amongst young people



Suicide: warning signs

- Joke about dying
- Get or have a weapon
- Make a plan
- Ask about suicide
- Research about suicide
- Give away prized possessions
- Sudden change in mood (better or worse)



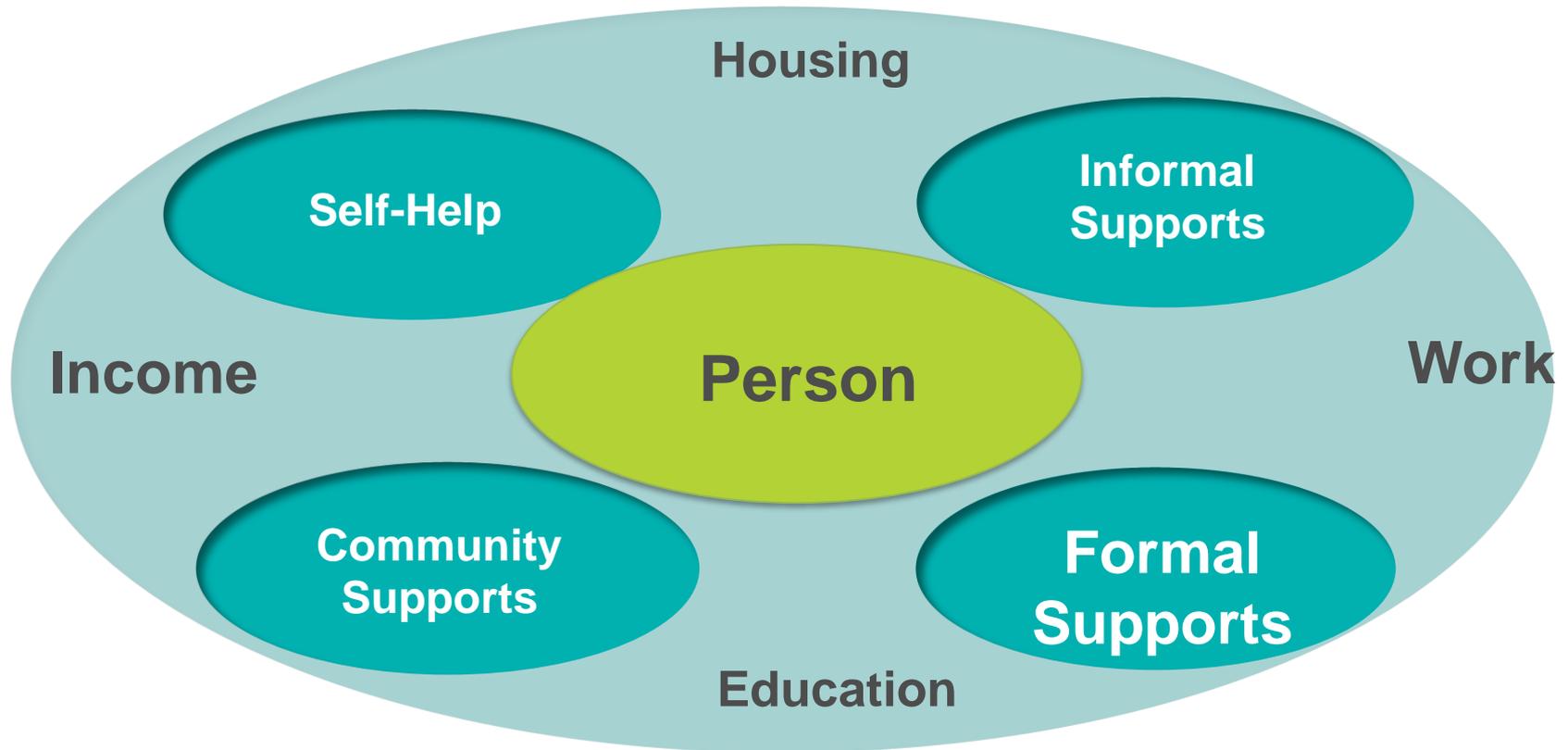
Responding to signs of suicide

- Listen actively
- Ask them if they are feeling suicidal/ want to end their life
- Assure them that they can get help
- Never leave someone alone who is at risk
- **If immediate risk**
 - **Call 911**, get an ambulance
- **If non-immediate risk**
 - **Call the Crisis Line 310-6789 or 1-800-SUICIDE**
- Ask if wish to call their mental health team



Refer

Refer: The framework for support



Source: *Canadian Mental Health Association, Community Resource Base (Adapted)*



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Mental health for all

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La santé mentale pour tous



SafeCare BC

Refer

- Crisis Line: **310-6789**
- Suicide Help Line: **1-800-SUICIDE (1-800-784-2433)**
- Police/ambulance: **911**
- Mental Health Emergency Services
- Family doctor/walk-in clinic
- Person's mental health team
- Family and friends



Keeping safe and healthy at the front line



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SafeCare BC

Stress, low mood and depression in the workplace

- Many of the signs and symptoms of stress, low mood and depression are the same
- Any of us can experience these and can use the 3 Rs for our *own* well-being
- Most important thing is to **recognize** when there is a change in our behaviour and **respond**
- Early intervention = better outcomes - **refer**



Sources of stress

There are two main sources:

- General life stress triggers
 - Work-related stress triggers
-
- What are yours? What are your ways of coping?



Self Care

- Practice healthy nutrition
- Breathe
- Practice work-life balance
- Seek and give support (co-workers, supervisor, family, community)
- Take a break
- Relax
- Walk
- Debrief difficult situations
- Take care of your mind and body
- Treat yourself



Getting help

- Family doctor best first point of contact
- Your Employee & Family Assistance Program
- Benefits plan may offer psychological services
- Supervisor, Manager, HR and/or Union
- Suicide Help Line 1-800 SUICIDE
- Crisis Line 310-6789
- Canadian Mental Health Association





GET LOUD. TAKE ACTION.

#b4stage4

Let's improve mental health and
addictions care in BC



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SafeCare BC

Workplace Health Resources

- HeretoHelp
www.heretohelp.bc.ca
- Canadian Mental Health Association
www.cmha.bc.ca
www.cmha.ca
- Workplace Strategies for Mental Health
www.workplacestrategiesformentalhealth.com



CMHA resources

CMHA offers a number of resources for coworkers, friends, family members or yourself.

**LIVING LIFE
TO THE FULL**
helping you to help yourself

BounceBack
reclaim your health

 **heretohelp**
Mental health and substance use
information you can trust

**Confident Parents
Thriving Kids**



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SafeCare BC

Recap of objectives

- Understand how mental health, mental illnesses and human rights are important in our work – with clients and for ourselves
- Learn how to **recognize**
- Develop skills that will help you **respond**
- Learn how to **refer**



Keep in touch!

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