

MENTAL HEALTH CRISIS SUPPORT GUIDE FOR MANAGERS



ONGOING SUPPORT

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

- Get to know your employees, 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 employees.
- 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 employees.
- Inquire about and make adjustments to your employees 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 a manager 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 a manager 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)

