



Mental Health  
Commission  
of Canada

Commission de  
la santé mentale  
du Canada

# Caring for Your Team During the COVID-19 Pandemic

Mental Health VIRTUAL Training

Course Handout  
Manager Session

# Ad hoc Incident Review (AIR) Scenario

Due to unforeseen circumstances, your organization is going through major changes which have resulted in several layoffs in your department. Additionally, employees have been asked to work from home until further notice. Many employees are extremely stressed and frustrated with the situation which seems to be getting worse every day. Several team members have been calling in sick and showing signs of burnout. One morning, you learn that a team member had a severe anxiety attack and collapsed at home and was immediately taken to the hospital. Everyone on the team is worried about their co-worker. They're now also stressed about the uncertainties of their own jobs.

**Refer to the AIR poster to help guide your discussion.**

## How Can I Help my Team?



*“These are challenging times. Whatever you’re feeling is OK.”*

### Acknowledge and Listen

- ✓ Acknowledge that something happened.
- ✓ Review the facts without going into details.
- ✓ Listen and provide an opportunity for discussion.

*“Here are some ways that can help keep us safe right now...”*

### Inform and Remind

- ✓ Help your team check-in with themselves about their mental health.
- ✓ Emphasize the importance of taking care of themselves.
- ✓ Remind them about using healthy coping strategies.
- ✓ Share available resources.

*“How else can I support you?”*

### Respond and Follow-up

- ✓ Observe your team and follow-up with members in the upcoming hours, days, and weeks.
- ✓ Walk the talk by modeling healthy coping strategies and seeking help if needed.

## Questions

1. How would you use AIR to manage this incident and support the mental health and well-being of the employee as well as the other team members?

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2. What other tools and/or resources could you use?

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## Suggested Reading

Leadership Behaviours to Support Mental Health - by Bill Howatt and Louise Bradley  
<http://www.ceohsnetwork.ca/blog/psychological-safety/leadership-behaviours-to-support-mental-health/>

10 Ways You Can Support Someone Grieving During The Coronavirus Crisis  
[https://www.huffingtonpost.ca/entry/ways-to-support-someone-grieving-coronavirus\\_l\\_5e95b-255c5b6cc788eaf533d](https://www.huffingtonpost.ca/entry/ways-to-support-someone-grieving-coronavirus_l_5e95b-255c5b6cc788eaf533d)

### Learn more!

Living Works course on suicide intervention:  
<https://www.livingworks.net/asist/>

Mental Health First Aid Training  
<https://www.mhfa.ca/>

The Working Mind Training  
<https://theworkingmind.ca/>