



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

The Working Mind



The Working Mind™

Long Term Care Sector

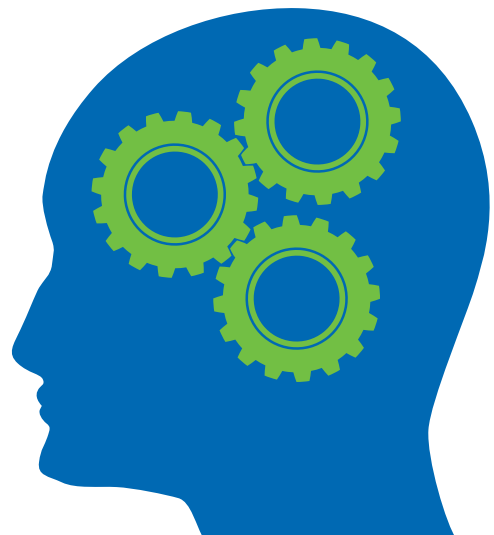


Employee Session
Course Handout



Canadian Association
for Long Term Care

Created for the Canadian Association
for Long-Term Care



About MHCC

The Mental Health Commission of Canada (MHCC) leads the development and dissemination of innovative programs and tools to support the mental health and wellness of Canadians. The MHCC offers several mental health training programs including The Working Mind and Mental Health First Aid.

For more information about these courses, you can visit the MHCC website at <https://www.mentalhealthcommission.ca>

What is The Working Mind (TWM) Training?

This evidence-based training is designed to initiate a shift in the way you think, feel and act with respect to mental health by increasing your awareness, reducing stigma and other barriers to care in the workplace, encouraging mental health conversations, and strengthening your resilience. By accomplishing these goals, TWM aims to help you maintain your wellness and support others living with a mental health problem or illness in a psychologically healthy and safe work setting.

Course Objectives

At the end of this course, you will be better able to:

- Define basic concepts related to mental health and mental illness;
- Recognize the impact of stigma and discuss how to reduce stigma and other barriers to care in the healthcare sector;
- Recognize and keep track of changes in your mental health and well-being and know when to take appropriate actions;
- Have conversations about mental health and mental illness with colleagues, friends and family members;
- Identify and practice coping strategies to manage stress and remain resilient;
- Identify and use available resources to support self and others.

Stigma

Brainstorm and write at least 3 possible impacts and/or consequences of these types of stigma for individuals, workplaces and society in general.

Self	Public	Structural
Your negative thoughts/beliefs/ statements about yourself	Other people's negative thoughts/ beliefs/statements about you	Discriminatory rules, laws, policies, practices at the institutional/systemic level

Language Matters

Question

What does “people-first” language mean and why does it matter?

Example: Instead of saying “This person is mentally ill,” say, “This person lives with mental illness.”

Everyone can be a champion against stigma when advocating the use of accurate and respectful language. So, as you communicate with others, be mindful of the impact of your language.

For more information refer to the *MHCC Language Matters Reference Guide* included in this course.

Other Barriers to Care

Brainstorm and write at least 3 possible ways to prevent/reduce these other barriers to care.

Barriers to Care	Possible ways to prevent/reduce these barriers
Limited Knowledge	
Time	
Access to Resources	
Financial Costs	

Mental Health Continuum Self-Check

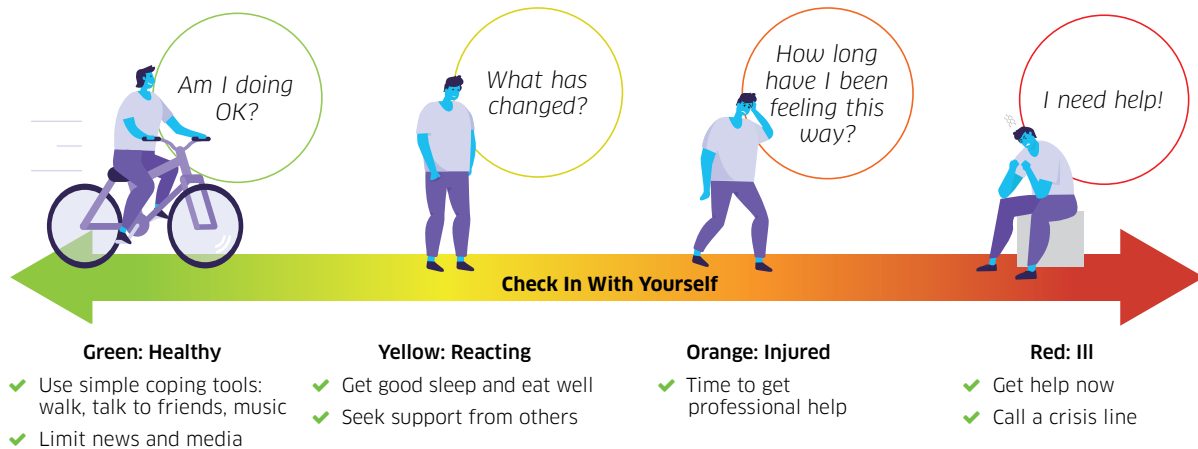
Check the signs and indicators that really speak to how you experience stress and write any additional changes you might notice in the “my personal changes” section.

	Healthy	Reacting	Injured	Ill
Changes in Mood	Normal mood fluctuations Calm Confident	Irritable Impatient Nervous Sadness	Angry Anxious Pervasive sadness	Easily enraged Excessive anxiety/panic Depressed mood, numb
Changes in Thinking and Attitude	Good sense of humour Takes things in stride Ability to concentrate and focus on tasks	Displaced sarcasm Intrusive thoughts Sometimes distracted or loss of focus on tasks	Negative attitude Recurrent intrusive thoughts/images Constantly distracted or cannot focus on tasks	Noncompliant Suicidal thoughts/intent Inability to concentrate, loss of memory or cognitive abilities
Changes in Behaviour and Performance	Physically and socially active Performing well	Decreased activity/socializing Procrastination	Avoidance Decreased performance Tardiness Begins to pull away from family	Withdrawal Can't perform duties/tasks Absenteeism Is not mentally present at home
Physical Changes	Normal sleep patterns Good appetite Feeling energetic Maintaining a stable weight	Trouble sleeping Changes in eating patterns Some lack of energy Some weight gain	Restless sleep Loss of appetite Some tiredness or fatigue Fluctuations or changes in weight	Cannot fall/stay asleep No appetite Constant lasting fatigue/exhaustion Extreme weight gain or loss
Changes in Substance Use and Addictive Behaviours	Limited alcohol consumption, no binge drinking Limited/no addictive behaviours No trouble/impact (social, economic, legal, financial) due to substance use	Regular to frequent alcohol consumption, limited binge drinking Some regular to addictive behaviours Limited to some trouble/impact due to substance use	Frequent alcohol consumption, binge drinking Struggles to control addictive behaviours	Regular to frequent binge drinking Addiction Significant trouble/impact due to substance use
My Personal Changes				

Mental Health Continuum Scenario

Refer to the *Mental Health Continuum Poster* to help guide your discussion

How am I Doing?



Scenario A - Healthcare

You are a nurse who works in a long-term care home. You work in a unit where four new residents recently moved in, all of whom have multiple and complex physical needs. In addition, a newly hired nurse is shadowing you as part of the care home's onboarding program. You have stopped sitting with your work friends during lunch breaks. You want to eat alone, and sometimes you do not eat at all. Yesterday, when you were administering medication, you told several residents to hurry up and to stop asking you questions. You also notice that you have lost weight in the past two weeks.

Discussion questions

1. What signs and indicators are you noticing?
2. Where might you be on the Mental Health Continuum (green - healthy; yellow - reacting; orange - injured; red - ill)?
3. Where can you go, what can you do and who can you talk to at this time?

Scenario B

You are a care provider who works part-time at two long-term care homes. There have been staffing problems at both workplaces, and you have regularly been accepting overtime hours. You feel exhausted when you get to work. You no longer engage residents in conversation when you are performing care duties. During staff huddles, you find that your mind is wandering, and you often ask the charge nurse to repeat the information that was given.

Discussion questions

1. What signs and indicators are you noticing?
2. Where might you be on the Mental Health Continuum (green – healthy; yellow – reacting; orange – injured; red – ill)?
3. Where can you go, what can you do and who can you talk to at this time?

Sources of Stress

Take a moment to think about and list some personal/work-related/other stressors. Be ready to share some of your answers with the group.

Work-Related	Personal	Other

The Big 4 Strategies



Big 4 Scenario

Scenario A

You are a recreation therapist in a care home for residents with dementia. There are several residents who no longer come to group activities no matter how much encouragement you give them. You sometimes find yourself thinking, "What's the point?". A family member of one of these residents has indicated that they would like to speak to you. You are very anxious about the conversation with the family member. You think that they are upset with you. For the past few nights, you have been drinking a few glasses of wine to help you fall asleep.

Discussion questions

1. What signs and indicators are you noticing?
2. Where might you be on the Mental Health Continuum (green - healthy; yellow - reacting; orange - injured; red - ill)?
3. Which of the Big 4 strategies would you use and in what order?

Scenario B

You are an experienced food service worker who recently changed workplaces to be closer to your home. You have received very little site-specific training at the long-term care home where you now work. You are constantly worried that you will make a mistake. Since you started your new job, you have been eating only one meal a day. When you arrive at work, your first thought is that you made a bad decision by changing jobs. You have a check-in with your manager scheduled for next week, and you are very nervous about how it will go.

Discussion questions

1. What signs and indicators are you noticing?
2. Where might you be on the Mental Health Continuum (green - healthy; yellow - reacting; orange - injured; red - ill)?
3. Which of the Big 4 strategies would you use and in what order?

Self-Care Assessment

1. One thing I do on a regular basis to take care of myself is...

2. One thing I would like to do more often for myself is...

3. I know I need to pause and take care of myself when...

For more information refer to the *MHCC Self-Care & Resilience Guide* included in this course.

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/>

The State of Mental Health in Canada's Healthcare Workers
<https://www.starlingminds.com/the-state-of-mental-health-in-canadas-healthcare-workers/>

Safeguarding the Mental Health of Healthcare Workers
https://www.mentalhealthcommission.ca/sites/default/files/2017-01/Issue_Brief_workplace_mental_health_eng.pdf

Psychological Health and Safety in Canadian Healthcare Settings
https://www.healthcarecan.ca/wp-content/themes/camyno/assets/document/PolicyDocs/2015/HCC/EN/PsychHealthWork_EN.pdf

Empathy is both a trait and a skill. Here's how to strengthen it
<https://www.ctvnews.ca/lifestyle/empathy-is-both-a-trait-and-a-skill-here-s-how-to-strengthen-it-1.4997546>

Mental Disorder Symptoms Among Nurses in Canada - Andrea M. Stelnicki, PhD, R. Nicholas Carleton, PhD, Carol Reichert, MA
https://nursesunions.ca/wp-content/uploads/2020/06/OSI-REPORT_final.pdf

Online Resources

MHCC Resource Hub: Mental health and wellness during the COVID-19 pandemic
<https://www.mentalhealthcommission.ca/English/covid19>

Mental Health Continuum Tool Self-Check:
<https://theworkingmind.ca/continuum-self-check>

The Working Mind Self-Care & Resilience Guide
<https://theworkingmind.ca/blog/working-mind-covid-19-self-care-resilience-guide>

Workplace Psychological Health and Safety Resources

Free online training: Being a Mindful Employee: An Orientation to Psychological Health and Safety in the Workplace

<https://www.mentalhealthcommission.ca/English/online-training-psychological-health-and-safety>

National Standard for Psychological Health and Safety in the Workplace
<https://www.mentalhealthcommission.ca/English/what-we-do/workplace/national-standard>

13 Psychosocial Workplace Factors (Posters)
https://www.mentalhealthcommission.ca/sites/default/files/2019-02/13_factors_posters_eng.pdf

Exploring Two Psychosocial Factors for Health-Care Workers
<https://mentalhealthcommission.ca/resource/exploring-two-psychosocial-factors-for-health-care-workers/>

National Guidelines for a Comprehensive Service System to Support Family Caregivers of Adults with Mental Health Problems and Illnesses

https://www.mentalhealthcommission.ca/wp-content/uploads/drupal/Caregiving_MHCC_Family_Caregivers_Guidelines_ENG_0.pdf

Applying the Guidelines for Comprehensive Mental Health Services for Older Adults in Canada during COVID-19

<https://mentalhealthcommission.ca/wp-content/uploads/2021/09/Supporting-Older-Adults-During-Covid-19-Crosswalk-EN-14-Sep-21.pdf>

Caring for Older Adults During COVID-19

https://mentalhealthcommission.ca/wp-content/uploads/2021/06/covid_19_tip_sheet_caring_for_older_adults_eng.pdf

Long-term care staffing study

<https://www.ontario.ca/page/long-term-care-staffing-study>

MindsMatter Online Assessment

This free tool is designed to help you assess where your workplace stands on mental health. It's confidential, easy to use and takes under three minutes to complete.

To get started, go to

<http://mindsmatter.openingminds.ca/>

Canadian Centre for Occupational Health and Safety Assembling the Pieces Toolkit

https://www.ccohs.ca/products/courses/assembling_pieces/

Recovery Resources

Guidelines for Recovery-Oriented Practice

https://www.mentalhealthcommission.ca/sites/default/files/2016-07/MHCC_Recovery_Guidelines_2016_ENG.PDF

Recovery Declaration

<https://www.mentalhealthcommission.ca/English/declaration>

Recovery Inventory

<https://www.mentalhealthcommission.ca/English/inventory>

Video "Hope Changes Everything"

(16:11 minutes)

<https://www.mentalhealthcommission.ca/English/media/3675>

Suicide Prevention Resources

Living Works course on suicide intervention:

<https://www.livingworks.net/asist/>

Mental Health First Aid Training

<https://www.mhfa.ca/>

Canadian Crisis Centres

<https://thelifelinecanada.ca/help/crisis-centres/canadian-crisis-centres/>

Canada Suicide Prevention Service

Call Toll free number:

1-833-456-4566 Available 24/7

Return to Work and Accommodation Resources

Supporting Employee Success

https://www.workplacestrategiesformentalhealth.com/pdf/Supporting_Employee_Success_EN.pdf

Canadian Human Rights Commission Policy and Procedures on the Accommodation of Mental Illness

<https://www.chrc-ccdp.gc.ca/eng/content/policy-and-procedures-accommodation-mental-illness>



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