



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

The Working Mind

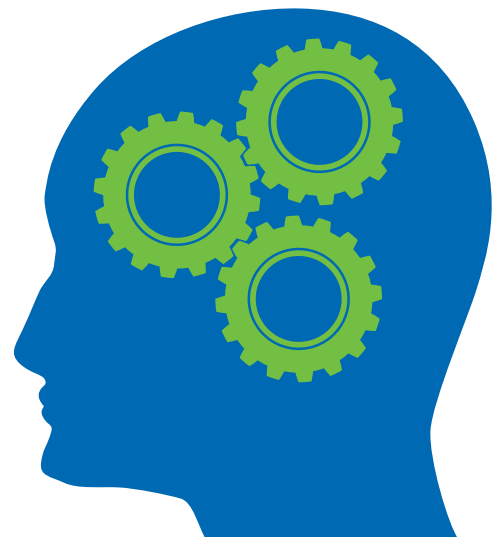


The Working Mind™

Workplace Mental Health & Wellness in the Healthcare Sector



VIRTUAL Training
Employee Session
Course Handout



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) Virtual 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



Scenario A - Healthcare

You're a Registered Nurse who works in the Urgent Care unit. There have been a lot of changes in daily operations in the past several months, including modified duties and shifts. Many of your colleagues have been unwell and many others like yourself have been working extended hours and taking on extra responsibilities. In the last week or so, you have been feeling exhausted, frustrated, and overwhelmed, and one day, you break down crying in front of your patients during the morning rounds.

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?
4. What if a co-worker, family member or friend was experiencing this? What could you do or say?

Scenario B - Long-term Care

You're a Registered Practical Nurse who works in Long Term Care. There have been a lot of changes in daily operations in the last several months, including modified duties and shifts. Many of your colleagues have been unwell and many others like yourself have been working extended hours and taking on extra responsibilities. In the last week or so, you have been feeling exhausted, frustrated, and overwhelmed, and one day, you break down crying in front of your patients during the morning rounds.

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?
4. What if a co-worker, family member or friend was experiencing this? What could you do or say?

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

Big 4 Scenario

You are usually a very patient and easygoing person who likes to make jokes. Lately, you've lost your sense of humour and you're feeling more frustrated about having to manage additional work while trying to take care of your family and worrying about your elderly parents. You would like to ask your manager for help, but with the increase in work for your department, the last thing you want is for your manager to feel like you're not able to do your job. You often catch yourself thinking negative thoughts such as "I'm such a failure," "I'm going to lose my job" and "I should be able to do more."

The constant worry is keeping you up at night.

The Big 4 Strategies



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?
4. What if a co-worker, family member or friend was experiencing this? What could you do or say?

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

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>