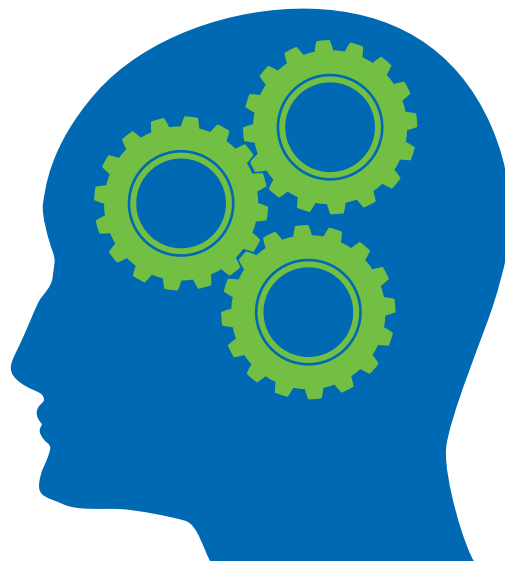


The Working Mind™

Workplace Mental Health & Wellness for Oral Health Professionals



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 workplace;
- 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

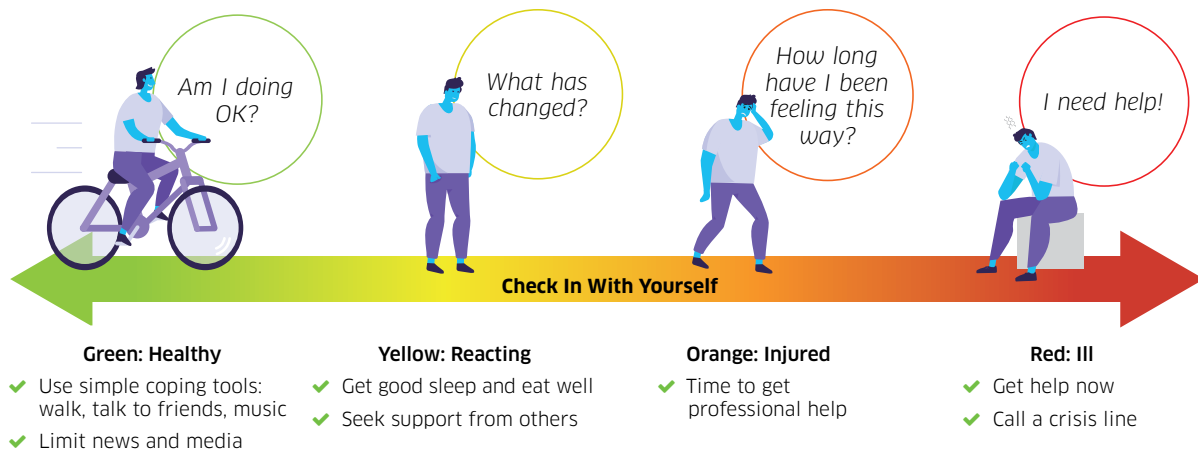
Check the signs and indicators that really speak to how you experience stress and write any additional changes you might notice in the “my personal changes” section.

	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

You have your own dental practice. You are usually fun loving and enjoy the work you do. Recently, the long hours, fast-paced environment and trying to maintain the practice's productivity during these uncertain times have added to your stress. With the heightened responsibilities for keeping staff and patients safe, you have been feeling exhausted, frustrated and overwhelmed. You feel detached and find yourself isolating yourself from friends and family. You recently broke down during lunch because you feel like there's no end in sight.

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

Big 4 Scenario

You own a busy dental practice. You are usually a very patient person and share a good working relationship with your staff. Lately, you've lost your sense of humour and are feeling more frustrated about having to manage work while trying to take care of your family and worrying about your elderly parents. To make matters worse, you are under pressure from a new hygienist who challenges every decision you make. Usually, you're able to resolve conflicts at work seamlessly. However, now you often catch yourself thinking negative thoughts such as "I'm such a failure.". The constant worry is keeping you up at night and affecting your appetite.

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?

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/>

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>

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/suicide-prevention-crisis-centre-contact-information/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/sites/default/files/policy_mental_illness_en_1.pdf

Additional resources

Assembling the pieces
<http://oasisdiscussions.ca/wp-content/uploads/2019/07/Assembling-the-Pieces.pdf>

13 Factors: Addressing Mental Health in the Workplace
<https://www.youtube.com/playlist?list=PL-2NuAPXp8ohZmoVaECI6sRiV9lQ25XkId>

Canadian Center for Occupational Health and Safety

1. Violence/Bullying
<https://www.ccohs.ca/topics/wellness/violence/>
2. Work Life Balance
<https://www.ccohs.ca/topics/wellness/worklife/>
3. Impairment
<https://www.ccohs.ca/topics/wellness/impairment/>
4. Mental Health
<https://www.ccohs.ca/topics/wellness/impairment/>

5. Stress
<https://www.ccohs.ca/topics/wellness/stress/>

Partnership with Homewood Health Centre
<https://www.rcdso.org/en-ca/rcdso-members/wellness-initiative/homewood-health-centre-partnership>

Mental Health Ontario
<https://www.ontario.ca/page/find-mental-health-support>

Members' Assistance Program (MAP)
http://oasisdiscussions.ca/wp-content/uploads/2019/10/CDSPI-Members-Assisted-Program_MAP.pdf

Work Health Life
<https://www.workhealthlife.com/>