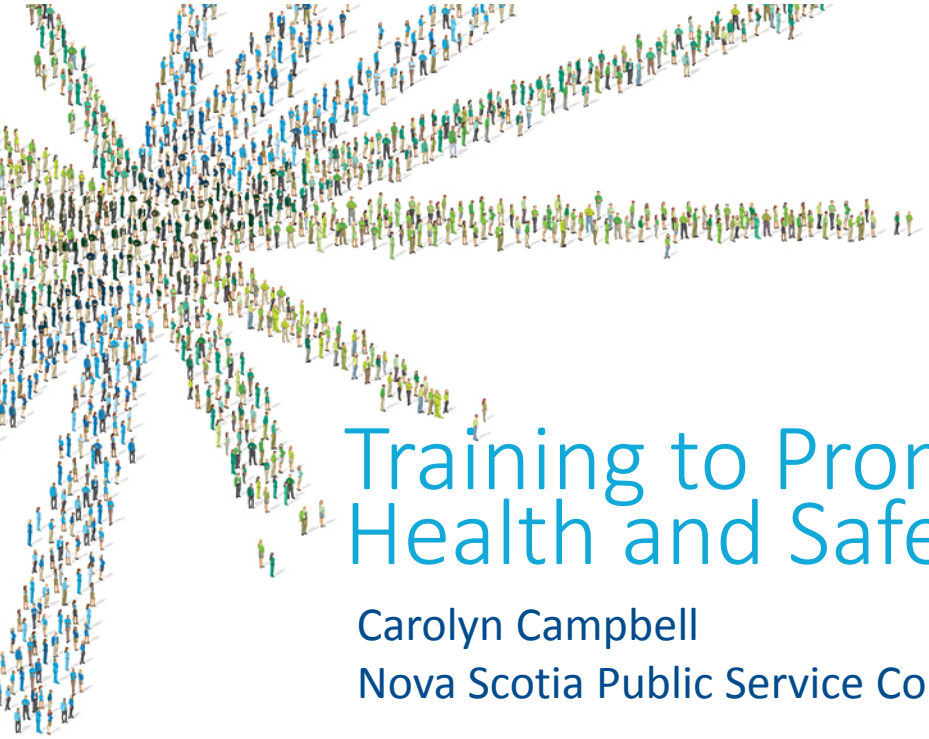

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Training to Promote Psychological Health and Safety

Carolyn Campbell
Nova Scotia Public Service Commission

Amy Fogarty
Mental Health First Aid, Mental Health Commission of Canada

Susan Mercer MSW,RSW
Opening Minds, Mental Health Commission of Canada

October 26, 2016, 12:00 - 1:00 p.m. ET

#WorkplaceMH

@MHCC_ /theMHCC /Mental Health Commission of Canada
@theMHCC /1MHCC

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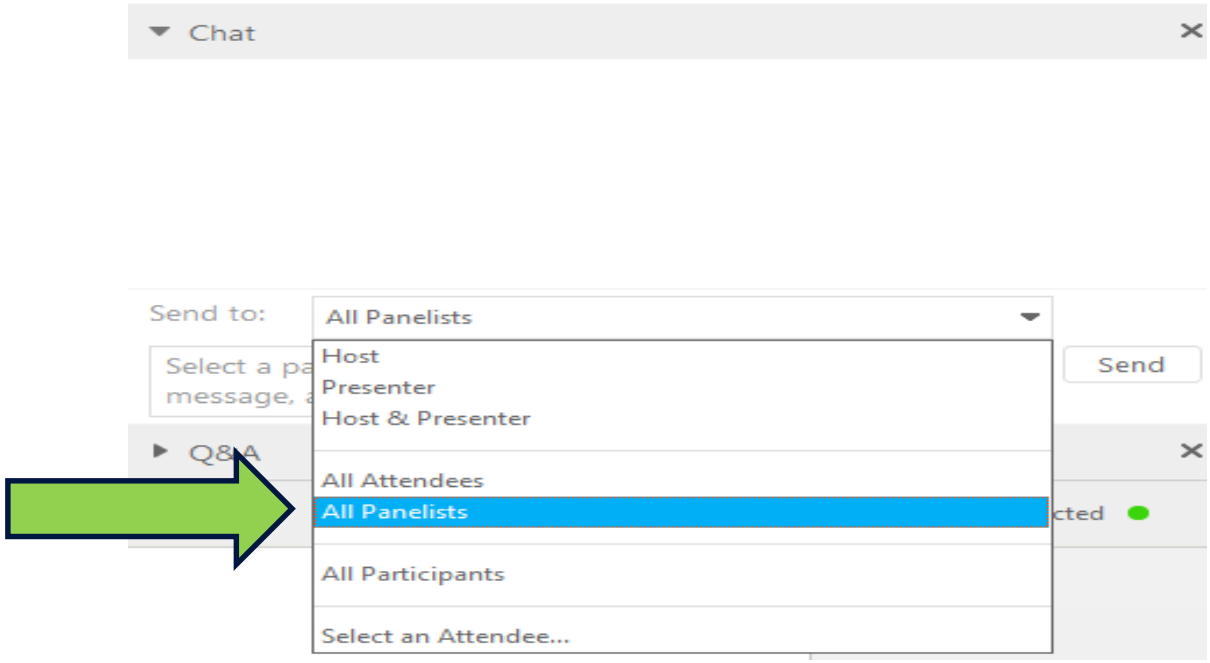
Important! Send questions/comments to ‘All Panelists’



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Presenters

Carolyn Campbell
Senior Consultant Psychological Health and Safety
Public Service Commission
Province of Nova Scotia

Amy Fogarty
Business Development Officer
Mental Health First Aid
Mental Health Commission of Canada

Sue Mercer
Program Consultant
Opening Minds
Mental Health Commission of Canada

Supporting Workplace Mental Health

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Mental Health First Aid Canada
Premiers soins en santé mentale

Mental Health First Aid: Supporting Workplace Mental Health

Overview

- What is Mental Health First Aid (MHFA)?
- Why is MHFA relevant to the workplace?
- How can you bring MHFA to your workplace?

If I sprain my ankle, chances are you'll know what to do.
If I have a panic attack, chances are you won't.

Mental Health First Aid is the help that can be provided to a person developing a mental health problem, or experiencing a mental health crisis

The ability to start conversations, provide encouragement, and steer toward appropriate resources

Why MHFA?

Many people are not well informed, and often don't know how to respond

There is stigma associated with mental health problems

Professional help is not always on hand; not everyone with a mental health problem seeks treatment

Training Outcomes

Increased ability to recognize signs and symptoms

Stigma decreased

Helping behaviour increased

Aims of First Aid
Physical vs. Mental Health

Physical First Aid	Mental Health First Aid
Preserve life	Preserve life if a person may be a danger to themselves
Stop injury or illness from getting worse	Provide help to prevent the mental health problem from getting worse
Promote healing	Promote the recovery of mental health and wellness
Provide comfort to the ill or injured	Provide comfort to the person going through a mental health challenge

Course Content

Day One

- Mental Health and Mental Health Problems
- Substance-related Disorders
- Mood Disorders

Day Two

- Anxiety and Trauma-related Disorders
- Psychotic Disorders

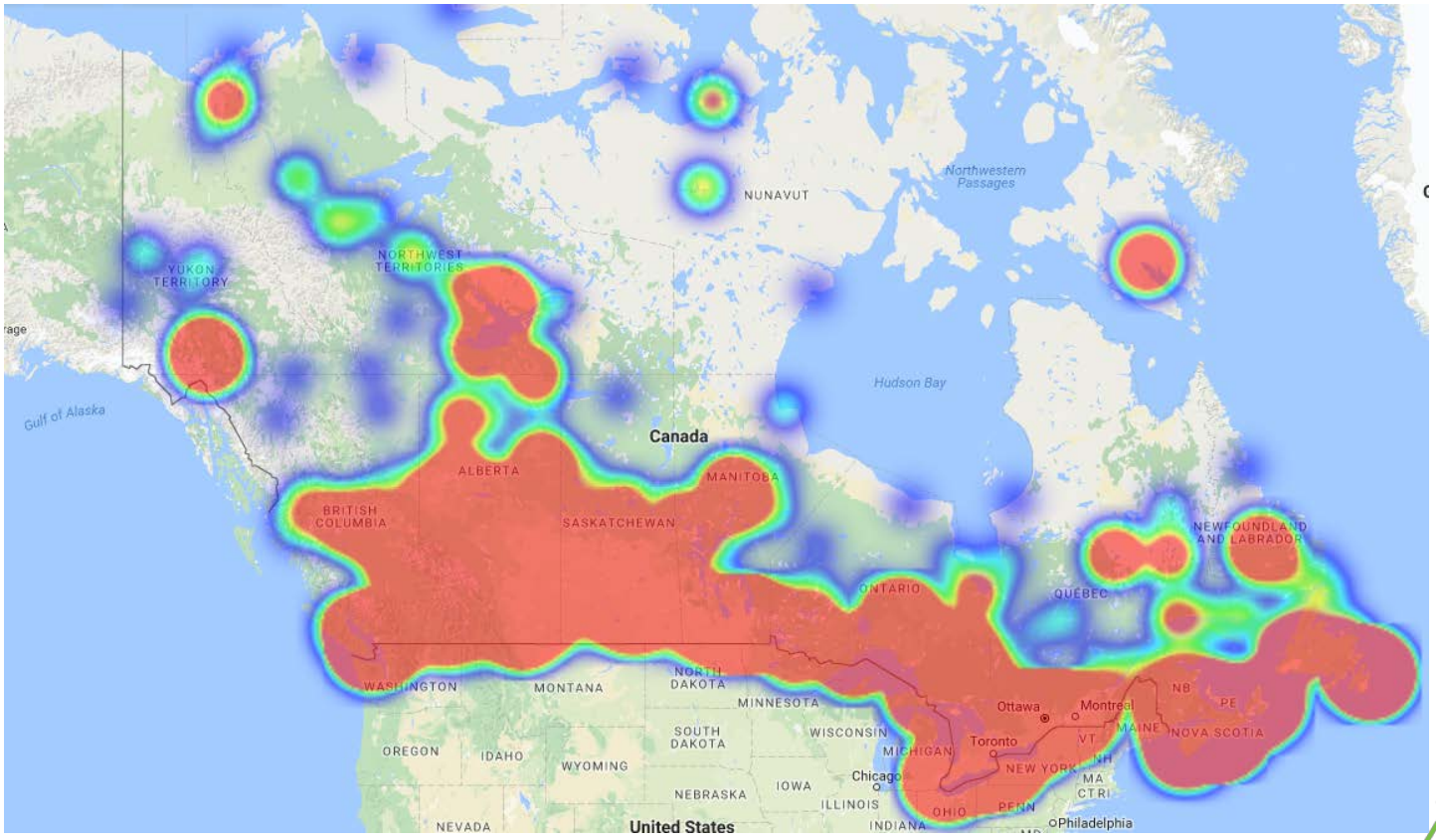
ALGEE

- Assess the risk of suicide, and/or harm
- Listen non-judgmentally
- Give reassurance and information
- Encourage the person to get appropriate professional help
- Encourage other supports

Mental Health First Aid does not train people to become counselors or therapists.

Intended audience = EVERYONE

Mental Health First Aid Training in Canada



How do I take Mental Health First Aid?

1. Organize a course for your workplace
2. Attend a public course
3. Contact a MHFA trained instructor in your area to deliver the course
4. Consider training members of your team to be MHFA instructors (to meet ongoing training needs)

Becoming an Instructor

- Experience in the field of mental health and mental illness
- Good knowledge of mental disorders and their treatment
- Experience delivering training/teaching effectively to adult learners
- Experience in networking with community partners
- Knowledge of the range of mental health services
- Good interpersonal and communication skills
- Positive attitudes towards people with mental health problems
- Enthusiasm to reduce stigma/discrimination associated with mental illness

Mental Health First Aid

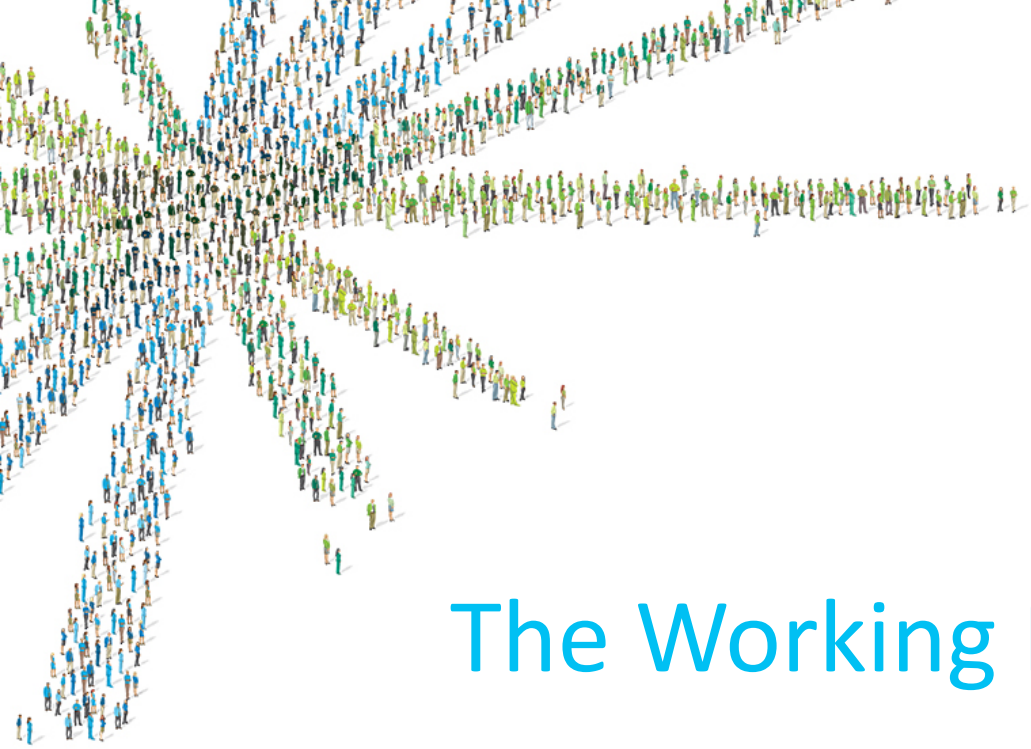
List of **Public Courses**

Website: www.mhfa.ca

To Organize a **Course for your Workplace**

Email: mhfa@mentalhealthcommission.ca

Telephone: 1-866-989-3985



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The Working Mind (TWM)

Susan Mercer MSW,RSW

Opening Minds, MHCC

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Department of National Defence

R2MR

Program developed by DND as a way to increase the resiliency and mental health of those going to combat

- MHCM has it roots with Lt. Col. Stéphane Grenier and the US Marines
- Big 4 from US Navy
- Strong evidence base

Adapted to various police services and civilian workplace organizations across Canada

- R2MR for first responders
- The Working Mind

National Defence | Défense nationale

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Main Components

Education-based prevention program :

- Anti-stigma module and evidence-based content
  - Video-based contact, myth busting, facts, etc.
- “Big 4” skills (SMART goal setting, mental rehearsal, positive self-talk, diaphragmatic breathing)
- Mental Health Continuum Model

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Objectives

- Reduce the stigma of mental illness
- Promote mental health in the workplace
- Reconceptualize how people think and talk about mental health and mental illness
- Help people identify poor mental health in themselves and others
- Teach coping skills to manage stress and poor mental health, and increase resiliency
- Create a more supportive environment for all

Stigma

Between 50%-66% won't seek help

…Stigma is one of the largest barriers to help-seeking

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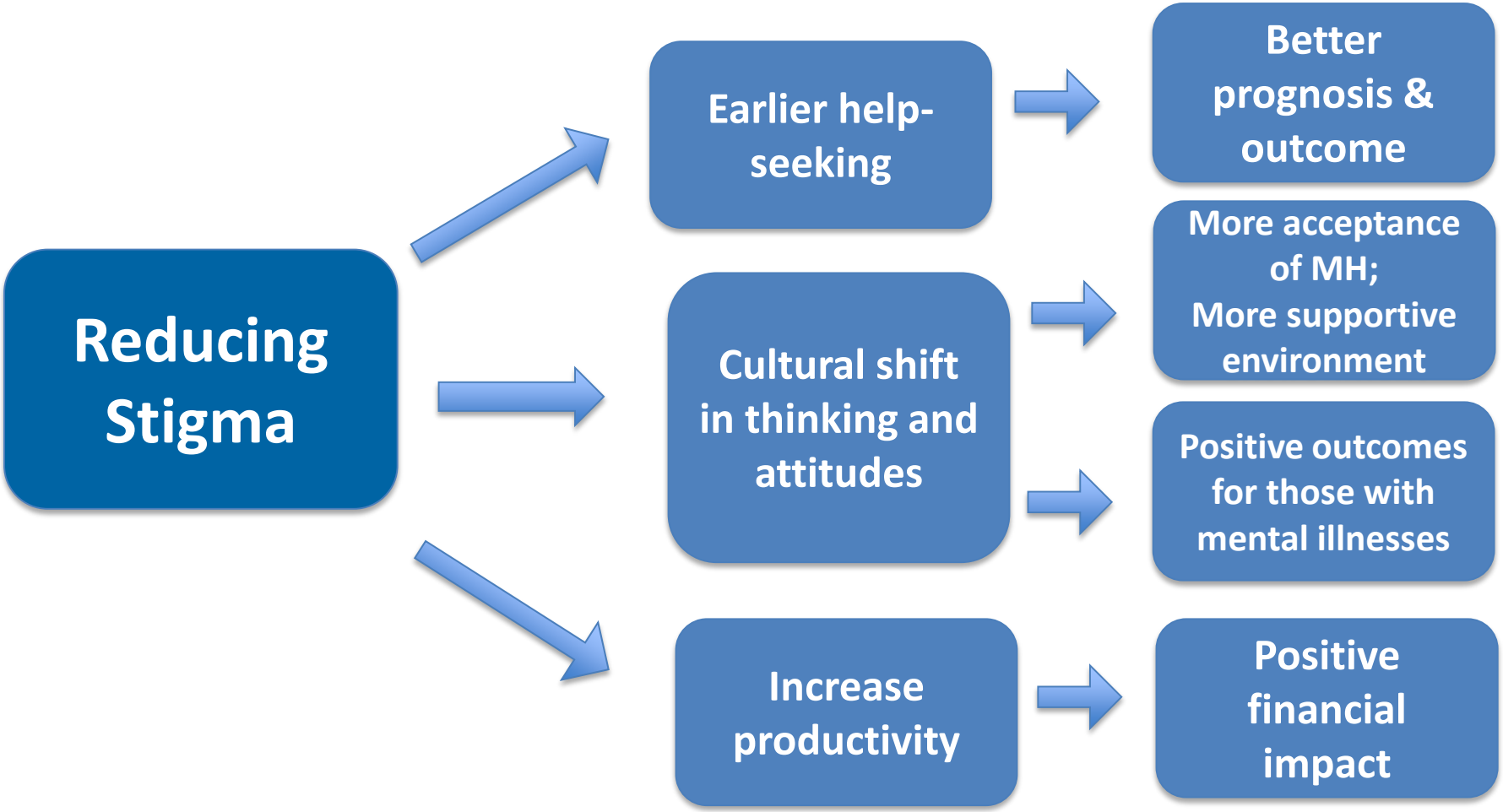
The Importance of Stigma Reduction



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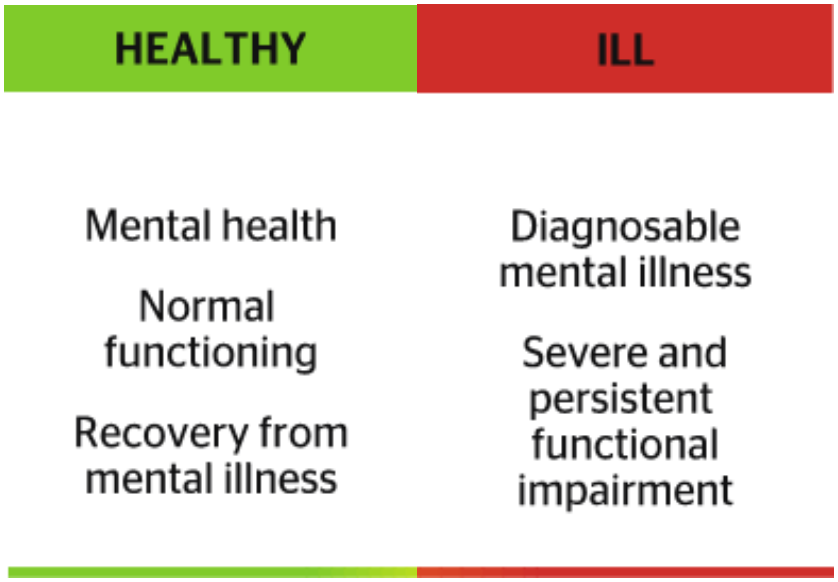
Perceptions of Mental Health and Mental Illness



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Mental Health Continuum Model

1) Moves from good to poor mental health along a gradient

3) Eliminates the need for stigmatizing labels and non-professionals diagnosing

nctional impairment

2) Emphasizes the possibility to back and forth along the continuum

4) Each phase outlines signs and indicators for self-assessment

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BIG

SMART Goal Setting

Mental Rehearsal

Positive Self-talk

Diaphragmatic Breathing

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The Working Mind (TWM)

Pre-workshop survey → → Post-workshop survey → 3 and 6 months

Quantitative Results

- Significant ↓ in stigmatizing attitudes in managers, significant ↓ in employees (pre to post) (majority of gains retained at 3 month follow-up)
- Significant ↑ in resiliency skills (i.e., perceptions of ability to be resilient) (pre to post)
- Significant ↑ in overall resiliency and mental health and wellbeing (pre to 3 month follow-up)

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Preliminary Evaluation Results

Qualitative Results for R2MR & TWM

Reduced stigma; more aware & understanding:

"I liked that the workshop dispelled myths & common misconceptions"

"An eye-opening experience"

Practical skills; more equipped to address MH:

"How to identify continuum in personal life"

"Relevant to real life work and personal situations"

Workshops well received:

- Excellent videos of people with lived experience
- Interactive
- Well presented, interesting, engaging, enjoyable

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Statistics (as of August 2016)

- Number of people trained in TWM to date – 6300
  - Of which, there are 149 trainers
- Number of people trained in R2MR to date – 26, 000
  - Of which, there are 597 trainers

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How do I take The Working Mind?

1. Organize a course for your workplace
2. Attend a public course ***NEW! in 2017***
3. Consider training members of your team to be TWM trainers (to meet ongoing training needs)

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Becoming a Trainer for Your Workplace

- Demonstrated interest in mental health and well-being and sense of commitment to the cause of reducing stigma
- Advanced facilitations skills
- Effective communication and interpersonal skills
- Experience in the organization and/or knowledge/understanding/awareness of the nature of workplace issues related to mental illness that might emerge in the organization
- Found to be trustworthy and respected by their peers as both an informal and/or formal leader

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The Working Mind

To bring The Working Mind to your workplace

Email: theworkingmind@mentalhealthcommission.ca

TWM and MHFA

The experience of the Province of Nova Scotia

NOVA SCOTIA

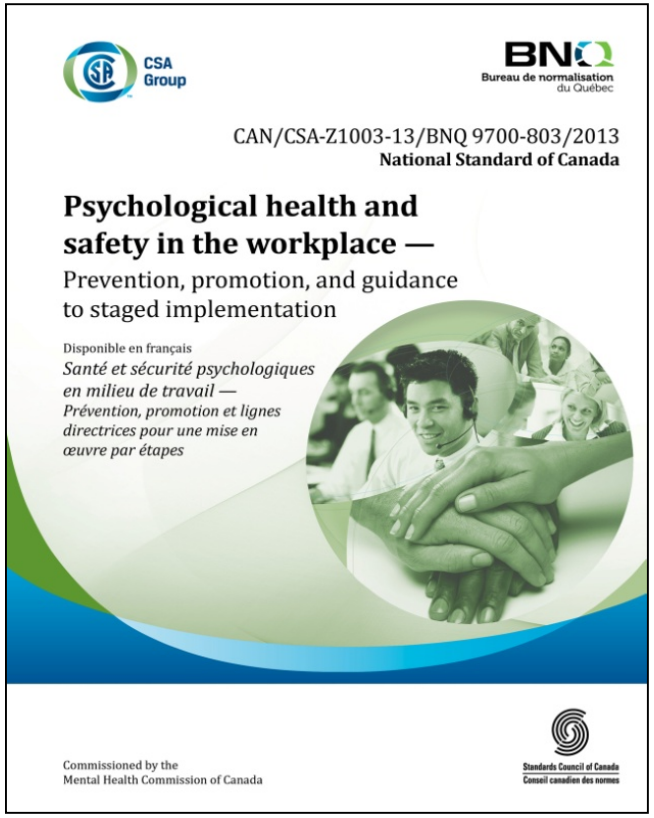
Who We Are

- 10,000 + employees, Union and Non-union
- Regional and urban offices
- Provision of public services

Respect • Integrity • Diversity • Accountability • The Public Good

NOVA SCOTIA

Mental Health Literacy



How does The Standard apply to me? I don't have a mental illness.

NOVA SCOTIA

What We Did and Why

The Working Mind

Mental Health First Aid CANADA

NOVA SCOTIA

How We Did It

Top Down Support and Roll-out

The Working Mind

- 4 Master Trainers
- 30 trainers in 18 Departments
- 2200+ participants to date

Incorporation in OHS Departmental Programming and Corporate resources

Benefits: 1 + 1 = >2

Comprehensive education

Common understanding

Contributes to culture shift

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Questions

Resources

Mental Health Literacy Training

Mental Health First Aid
www.mentalhealthfirstaid.ca

Police agencies in the United States to train 100% of sworn officers and support staff in Mental Health First Aid
http://www.behavioral.net/article/policy/police-association-pledges-mental-health-first-aid-training

Rhode Island Police use Mental Health First Aid training to deescalate a crisis
http://thehill.com/blogs/congress-blog/healthcare/296905-a-better-way-to-police

The Working Mind
www.mentalhealthcommission.ca/English/initiatives/11893/working-mind

The Road to Mental Readiness (R2MR) Backgrounder
www.mentalhealthcommission.ca/English/media/3678

For more information about R2MR:
R2M2@mentalhealthcommission.ca

National Standard

National Standard for Psychological Health and Safety in the Workplace
www.mentalhealthcommission.ca/English/national-standard

Assembling the Pieces - An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace
www.mentalhealthcommission.ca/English/national-standard

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Next Workplace Webinar

November 30, 2016 at noon ET

To watch our past webinars, visit our website at:
www.mentalhealthcommission.ca/English/workinar

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How did we do?

Please fill out the survey that opens **after** you leave the webinar

Thank you

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Public Service Commission, Province of Nova Scotia
Carolyn Campbell
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