



Scenario A: Helping a Co-Worker Scenario

- You are a construction worker, and your team's hours have been changing constantly. Sometimes you are assigned 20 hours a week, other times 60 hours a week. Your co-worker has lived with lower back pain for many years, and lately the pain has been more intense. You've encouraged them to see their family doctor. They've made and cancelled appointments several times.
- When your team members try to chat with your co-worker, they say, "Leave me alone" and work in silence. They've told you they are worried about their fluctuating pay, and that they've not been eating and have been losing weight.
- When you approached your co-worker to express your concern, they replied: "I don't see a point to all this. Everyone would be better off without me."

Questions

1. What signs and indicators are they experiencing?
2. Where might they be on the Mental Health Continuum (green – healthy; yellow – reacting; orange – injured; red – ill)?
3. How would you approach them? What can you say or do?



Scenario B: Helping a Co-Worker Scenario

- You are a powerline technician, and lately, due to power outages caused by storms, your team has had to work long hours, up to 60 hours a week. Your co-worker has been dealing with lower back pain for years, and it's been worse recently.
- You've encouraged them to see their family doctor. They've made and cancelled appointments several times. They are worried about their chronic back pain, but they are also worried that seeing the doctor will mean being told to take time off work. To them, this means the bills would pile up even higher without a pay cheque and your supervisor might stop assigning important projects to you. These worries sometimes keep your co-worker up at night.
- When you approached them about how they are feeling, they replied: "What does it matter? Everyone would be better off without me."

Questions

1. What signs and indicators are they experiencing?
2. Where might they be on the Mental Health Continuum (green – healthy; yellow – reacting; orange – injured; red – ill)?
3. How would you approach them? What can you say or do?



Scenario C: Helping a Co-Worker Scenario

- You and a co-worker are both truck drivers and you both spend long stretches on the road. Recently, your co-worker became a parent, but soon after had to leave their family for another long-distance run.
- They've told you they want to be with their family, but they're concerned about losing income when they have extra expenses coming in. They've also been experiencing severe back pain but can't find time to see the doctor. They admitted that sometimes they have trouble concentrating while driving at night.
- When you approached your co-worker about how they're feeling, they replied: "I don't know why I bother. I'm letting down my family. Everyone would be better off without me."

Questions

1. What signs and indicators are they experiencing?
2. Where might they be on the Mental Health Continuum (green – healthy; yellow – reacting; orange – injured; red – ill)?
3. How would you approach them? What can you say or do?

Scenario A: Big 4

- You've been a construction worker for six months now, and the job has been very challenging. You have a meeting with your boss at the end of the week, and it's making you anxious. You worry that your boss thinks that you don't work as quickly and efficiently as some of your team members.
- This job is physically demanding and stressful, and you see some co-workers using opioids to cope. Dealing with the physical demands of this job is tough, but you tell yourself it's something you are expected to handle. You have trouble sleeping at night.
- You want to talk to your supervisor about your overall experience in your first six months, but you're afraid it might affect your performance review.

Questions

1. What signs and indicators are you noticing?
2. Where might you be on the Continuum?
3. Which of the Big 4 strategies would you use and in what order?
4. What if a co-worker, family member, or friend is having these experiences?
What could you do or say?

Scenario B: Big 4

- You're in your first six months on the job as a utility worker apprentice. It's a high-pressure role involving restoring essential services, and it's been taking a toll on you. At the end of the week, you have a mandatory probationary meeting with your employer.
- You're efficient, but last week, exhaustion led to an error while fixing wires, causing a short-circuit. Thankfully, no one was hurt, although there was considerable damage to some equipment.
- You're worried about your employer's reaction. Above all, you take safety very seriously and feel responsible for everyone's well-being, which adds to your stress.
- You want to discuss your feelings with your employer, but you're concerned it might negatively impact your upcoming performance review. At night, you can't sleep as you keep thinking about the impending check-in.

Questions

1. What signs and indicators are you noticing?
2. Where might you be on the Continuum?
3. Which of the Big 4 strategies would you use and in what order?
4. What if a co-worker, family member, or friend is having these experiences?
What could you do or say?



Scenario C: Big 4

- You are nearing the end of your first year as a long-distance truck driver. At the end of the week, you will have an annual performance review with your supervisor. To date, almost all your deliveries have been on time. However, one day last week, you were distracted and thinking about bills. You ended up being late for three deliveries. You think your supervisor will be very upset about this missed target.
- You went into this profession largely because you enjoy spending time alone. However, lately you have been feeling very lonely; you have lost touch with friends and family.
- You want to talk to your supervisor about what you are feeling, but you are worried that your comments might negatively affect your performance review. At night, you lie awake thinking about the upcoming review.

Questions

1. What signs and indicators are you noticing?
2. Where might you be on the Continuum?
3. Which of the Big 4 strategies would you use and in what order?
4. What if a co-worker, family member, or friend is having these experiences? What could you do or say?



Scenario A: Helping an Employee

- You are the supervisor of a construction project in a remote community. The six-month project is now in its second month. You have noticed that a mason, who is usually outgoing and friendly, has been very quiet lately.
- When you give instructions to this person, they frequently tell you they were not listening and ask you to repeat yourself. At the end of the workday, they often announce that they are going to their room to drink some beers alone.
- A few days ago, when you asked this person if they had called home recently, they said, “What’s the point? I’m trapped in this job, and there’s nothing to talk about, anyway.”

Questions

1. What signs and indicators are they experiencing?
2. Where might they be on the Mental Health Continuum (green – healthy; yellow – reacting; orange – injured; red – ill)?
3. How would you approach them? What can you say or do?



Scenario B: Helping an Employee

- You are the supervisor for a natural gas project in a remote community. The six-week project is now in its second week. You have noticed that a gasfitter, who is usually outgoing and friendly, has been very quiet lately.
- When you give instructions to this person, they frequently tell you they were not listening and ask you to repeat yourself. At the end of the workday, they often announce that they are going to their room to drink some beers alone.
- A few days ago, when you asked this person if they had called home recently, they said, “What’s the point? I’m trapped in this job, and there’s nothing to talk about, anyway.”

Questions

1. What signs and indicators are they experiencing?
2. Where might they be on the Mental Health Continuum (green – healthy; yellow – reacting; orange – injured; red – ill)?
3. How would you approach them? What can you say or do?



Scenario C: Helping an Employee

- You are a transport dispatcher for a small company. You have noticed that a truck driver, who is usually friendly and upbeat, has been very quiet lately.
- When you give instructions about upcoming shipments to this person, it seems they are not paying attention, and they ask you to repeat the instructions. They've told you a few times that they feel guilty for being away from their family for so long.
- A few days ago, when you asked this person if they had called home recently, they said, "What's the point? I can't get home to deal with what's going on, anyway."

Questions

1. What signs and indicators are they experiencing?
2. Where might they be on the Mental Health Continuum (green – healthy; yellow – reacting; orange – injured; red – ill)?
3. How would you approach them? What can you say or do?

Scenario A: AIR

- You are the supervisor of a large construction project. In the past two weeks, three construction workers have moved out of province. You have yet to find workers to take their place, and there is now additional pressure on the remaining crew. You've noticed a lot of workers being very impatient with each other.
- Yesterday, one of your workers was seriously injured and had to be taken to hospital. You can tell that everyone on your team is very worried about their co-worker and about the incident, but everyone has been quiet and focused on their work.

Questions

1. When/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?
2. What questions would you ask? How would you start the conversation with your team?
3. What other tools and/or resources could you use?

Scenario B: AIR

- You are the supervisor of a utilities project in a remote community. Most of the crew are brought in from different provinces and territories and are working together for the first time. The work has taken longer than expected, yet you cannot change the project deadline. You've noticed a lot of workers being very impatient with each other.
- Yesterday, one of your workers collapsed and was taken to a local clinic to be treated for heat stress. You can tell that everyone on your team is very worried about their co-worker and about the incident, but everyone has been quiet and focused on their work.

Questions

1. When/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?
2. What questions would you ask? How would you start the conversation with your team?
3. What other tools and/or resources could you use?

Scenario C: AIR

- You are a dispatcher for a team of long-haul drivers. In the past three weeks, two experienced drivers retired, and your company has yet to find new hires to replace them. Recently, many drivers have told you they are worried about a severe weather warning and their ability to meet delivery deadlines.
- Yesterday, one of your drivers had a panic attack at a truck stop and was taken to hospital. The other drivers are aware of what happened to their co-worker. When you check in with your drivers, they keep the calls very short, although you get the sense that they want to talk about what happened to their co-worker.

Questions

1. When/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?
2. What questions would you ask? How would you start the conversation with your team?
3. What other tools and/or resources could you use?