

Helping a Co-Worker Scenario

- You've noticed that one of the nurse practitioners on your team that you get along with quite well has not been their usual self these last few weeks. They seem to be struggling, and you are worried.
- Lately, you noticed they have been withdrawing from colleagues and missing more shifts.
- A week later, when you approach them again to ask how they are doing, they reply, "I'm doing the best I can with what I've got."

Questions

1. What signs and indicators are you noticing in your colleague?

R

2. Where might your colleague be on the Mental Health Continuum?

A



3. How might you approach them? What could you say or do?

M

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. You're feeling frustrated about having to manage additional work while trying to take care of your family and worrying about your elderly parents. You have stopped chatting with your patients when you're performing care duties.
- 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.

Questions

1. What signs and indicators are you noticing in yourself?

R

2. Where might you be on the Continuum?

A



3. Which of the Big 4 coping strategies could you use, and in what order?

M

4. What if a co-worker, family member, or friend were having these experiences? What could you do or say?

P

Helping an Employee Scenario

- You know your team members very well. Recently, your workplace has made a lot of changes to its operations. Many employees have been working extended hours and taking on extra responsibilities.
- You've noticed that a part-time personal support worker, who has been part of your team for five years, has been interacting with will colleagues much less than usual.
- They've made comments to you about how their work sometimes doesn't seem to make a difference. Yesterday, you saw them crying in front of a patient.

Questions

1. What signs and indicators are you noticing in your team member?

R

2. Where might they be on the Continuum?

A



3. How might you approach them? What could you say and do to support them?

M

4. How might you practice your skills in having healthy conversations?

P

How can I help my team?

Here is an example of a crisis that you might come across at work:

You are noticing more people calling in sick and being impatient with each other following your hospital's increase in the number of night shifts. One morning, a staff member has a severe anxiety attack and is taken to the hospital. Your staff are very worried about their co-worker's health. They also feel like their work schedule is not sustainable.

Notes about Ad Hoc Incident Review:

Acknowledge and listen

Inform and remind

Respond and follow up