

Helping a Co-Worker Scenario A

- Your co-worker is a nurse who works in a long-term care home with you. You both work in a unit where four new residents recently moved in, all of whom have multiple and complex physical needs. A newly hired nurse is shadowing your co-worker as part of the care home's onboarding program.
- Your co-worker has stopped sitting with you during lunch breaks. Instead, they eat alone, or they do not eat at all. Recently, when they were administering medication, they told several residents to hurry up and to stop asking questions.
- 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

Helping a Co-Worker Scenario B

- Your co-worker is a fellow care provider who works part-time at two long-term care homes. There have been staffing problems at both workplaces, and they have regularly been accepting overtime hours.
- When your co-worker arrives at work, they tell you they feel exhausted. They no longer engage residents in conversation when they are performing care duties. During staff huddles, you notice that they stare off in the distance and often ask the charge nurse to repeat the information that was given.
- A week later, when you approach them again to ask how they are doing, they reply, “I’m just trying to keep my head above water.”

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

Helping a Co-Worker Scenario C

- You are a department director in a long-term care home. Lately, you have noticed that a director in another department is often behind schedule. They are trying to manage staff shortages, and there have recently been delays in the delivery of medical and housekeeping supplies.
- Your co-worker is constantly receiving phone calls from family members of residents, who want to be more involved in their loved one's care. They have told you that they are having recurrent thoughts that things will only get worse, and that when they are at home, they avoid spending time with their family.
- A week later, when you approach them again to ask how they are doing, they reply, "Nothing much going on, just the usual."

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 A

- You are a recreation therapist in a care home for residents with dementia. There are several residents who no longer come to group activities no matter how much encouragement you give them. You sometimes find yourself thinking, “What’s the point?”.
- A family member of one of these residents has indicated that they would like to speak to you. You are very anxious about the conversation with the family member. You think that they are upset with you. For the past few nights, you have been drinking a few glasses of wine to help you fall asleep.

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

Big 4 Scenario B

- You are an experienced food service worker who recently changed workplaces to be closer to your home. You have received very little site-specific training at the long-term care home where you now work.
- You are constantly worried that you will make a mistake. Since you started your new job, you have been eating only one meal a day. When you arrive at work, your first thought is that you made a bad decision by changing jobs.
- You have a check-in with your manager scheduled for next week, and you are very nervous about how it will go.

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

Big 4 Scenario C

- You are the food services director at a large long-term care home. Tomorrow afternoon, you have to attend a monthly regional meeting.
- All you can think about is how much work you will have to catch up on and how you won't be there to pitch in during mealtimes and help your team.
- You are constantly managing staffing situations. You have noticed that you have been impatient with some of your staff lately, interrupting them when they ask questions. You feel exhausted when you come to work.
- Often, at the end of a workday, you think to yourself, "I can't do this anymore".

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 A

- You know your team members very well. A building maintenance worker has been leaving work 10 minutes before the end of their shift. There are several tasks that they said they would finish months ago that still have not been done. When they attend team meetings, they appear very distracted.
- This person immigrated to Canada five years ago. You know that they have family members in their home country in which armed conflict is ongoing. You also know that a resident with whom the staff member liked to play cards after work was recently transferred to a palliative care facility.

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

Helping an Employee Scenario B

- You know your team members very well. You've noticed that a personal support worker has been submitting charting that is incomplete and sometimes contains errors.
- You've also noticed that they're taking many more breaks than they used to. When you say hi to them, it sometimes seems like they didn't hear you.
- One week ago, one of this worker's favourite long-time residents recently passed away. You also know that this employee, outside of their full-time hours, is taking prerequisite courses in order to apply to a nursing program.

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

Helping an Employee Scenario C

- You know your team members very well. You've noticed that a nurse, who usually arrives 20 minutes before the start of their shift, has been arriving on the hour. Yesterday, you saw this nurse arguing with a co-worker in front of several residents.
- Last week, a resident told you that they are worried about this nurse, who no longer engages them in conversation. You know that one of this nurse's longtime colleagues recently retired.
- Several weeks ago, this nurse told you that, at some point, they may have to take time off to care for their sibling, who has a chronic illness.

Questions

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2. Where might they be on the Continuum?

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

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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:

While your organization goes through a long and accreditation process, you are noticing more people calling in sick. One morning, a staff member has a severe anxiety attack and is taken to hospital. Your staff are worried about their co-worker's health and concerned about their ability to meet the demands of the accreditation process while performing their regular job duties.

Notes about Ad Hoc Incident Review:

Acknowledge and listen	Inform and remind	Respond and follow up

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