

Helping a Co-Worker Scenario

- You’ve noticed that a co-worker has not been their usual self these last few weeks. They seem to be struggling to fulfill their responsibilities at work.
- They have started keeping to themselves during breaks, frequently show up late to work meetings, and appear distracted in interactions with colleagues.
- They’ve told you that they’re not sleeping well, that they feel like they're disappointing their family, and that the only thing they look forward to is getting home and spending hours on their phone.
- A week later, when you approach them again to ask how they are doing, they reply, “Everything’s fine. There’s not much to talk about.”

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, and 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 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. Jean has been part of your team for the past five years.
- You know that Jean has a young child, that they are recently separated from their spouse, and that their mother was diagnosed with Alzheimer's Disease a few weeks ago.
- You've noticed that Jean seems distracted at work and has begun avoiding colleagues.
- Jean has told you that they are having trouble sleeping and often feel exhausted. They've also told you that their doctor prescribed them anti-depressants and encouraged them to take health leave. Jean expressed that they're upset with themselves. They think they should be able to deal with this problem on their own

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:

Your organization is going through major changes, which have resulted in several layoffs in your department. One morning, one of your team members has a severe anxiety attack and is taken to hospital. You can tell that everyone on your team is worried about their co-worker and is concerned about the changes taking place at work.

Notes about Ad Hoc Incident Review:

Acknowledge and listen

Inform and remind

Respond and follow up