

COMMUNITY SOCIAL SERVICES

Health & Safety Association of BC



Introduction to CSSHSA Programs & Services

Tigran Bajgoric, CSSHSA CEO

TERRITORIAL ACKNOWLEDGEMENT

CSSHSA humbly and respectfully acknowledges the unceded lands of more than 200 distinct First Nations in British Columbia.

We further acknowledge that colonization and associated attitudes, policies, and institutions have significantly changed Indigenous peoples' relationship with this land.

In our work and in our lives, we are committed to listening and learning, to truth and reconciliation, and to finding better ways of being on this land.

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About CSSHSA

Every day across this beautiful province, our members deliver high-quality services to children, youth, adults, and families within their communities. These organizations provide vast, diverse, and complex services and programs across the province, and every British Columbian will, at some point, use these social services. Our organization, Community Social Services Health and Safety Association of BC (CSSHSA or Association) is composed of more than 2,400 member organizations, all part of the Community Social Services (CSS) sector.

ORGANIZATIONAL SERVICES

The type of services these organization cover are:

- **Community Living:** (i.e. support services to people with developmental disabilities, and people who have Autism or FASD, and also need support with daily tasks)
- **Indigenous Services:** (e.g. education, employment, gathering centres, health and healing, housing, legal, women and youth, and First Nations and Métis communities and councils)
- **General Services:** (e.g. immigrant services, harm reduction services, youth & family services, shelters, housing, food banks, needle exchange distribution & programs, language instruction, counselling, supports for refugees, family support programs)

The CSSHSA provides support and delivers health and safety information, education, and resources to employers and employees (unionized and non-unionized) of our membership. We engage the CSS sector to implement best practices in health, safety and well-being. And we continue to build industry partnerships to improve the health and safety culture of the sector.

Established in 2022



Vision and Mission

Vision

Well-being and Safer Spaces for All.

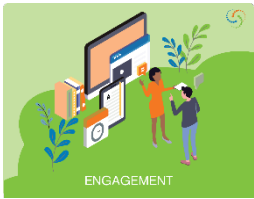
Mission

**To foster and promote safer and healthy workplaces in the Community
Social Services sector in British Columbia.**



Our Values

Our values are interconnected and mutually reinforcing. We understand that our commitments to reconciliation and equity, diversity and inclusion are threads which weave through and inform how we engage with the sector and how we approach prevention.



We use our knowledge, experience and diversity to build partnerships and community connections.

We are committed to continuous improvement based on input and feedback from the sector.



We commit to the journey of Reconciliation, recognizing it as both an individual and collective responsibility that calls for continuous learning.

We honor Indigenous ways of knowing, being, and leading, and strive to weave these principles into our organizational culture and practices.



We cultivate a culture of health and safety through ongoing education, resources, and awareness, by destigmatizing accident and injury reporting and by proactively identifying risks, opportunities, and innovations.



We foster a workplace culture that embraces equity, diversity, and inclusion at every level.

A diverse and inclusive environment creates a safer and more supportive work environment for both employees and the communities they serve. We commit to fostering cultural safety within our organization and as a fundamental aspect of health and safety.

Our Current State

Who We Serve

CSSHSA represents organizations in the following three WorkSafeBC classification units**:



Counselling or Social Services

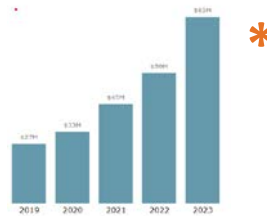
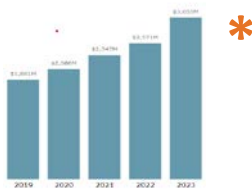


Life & Job Skills Training



Residential Social Service Facility

WHAT STARTED AS A PILOT PROJECT, AND A JOINT UNDERTAKING OF THE FEDERATION OF COMMUNITY SOCIAL SERVICES OF BC, CSSEA, AND WORKSAFEBC UNDER THE AUSPICES OF THE INNOVATION AND SUSTAINABILITY ROUNDTABLE, HAS NOW BECOME **AN INDEPENDENT, NON-PROFIT WITH THE SUPPORT OF THE CSS SECTOR.**



* Graphs provided for trending purposely only.

Our sector has been growing rapidly. Within our 3 classification units, the payroll has grown from **\$1,881M to \$3,055M** from 2019 to 2023. That's a whopping **62%** growth rate.

At the same time, the sector's WSBC assessment amount, from 2019 to 2023 has increased by **214%**. This means we are paying more to WSBC for the insurance coverage that is provided. Much of the increase has been due to COVID claims, an increase in mental health claims and more violence and aggression incidents.

In January 2024, new amendments to the Workers Compensation Act require employers and workers to cooperate with each other and with WorkSafeBC in timely and safe return to work.

Key Sector Injury Trends

1

People working in our sector are more likely to face violence, and overexertion as compared to the average BC worker. In addition, the mental health injury claims are becoming more common and are frequently accepted by WorkSafeBC.

2

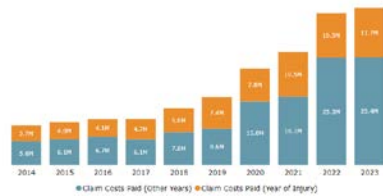
This is leading to an increased focus on Psychological Health and Safety (PHS) by WorkSafeBC, and this year, they are launching their first PHS planned inspectional initiative.

3

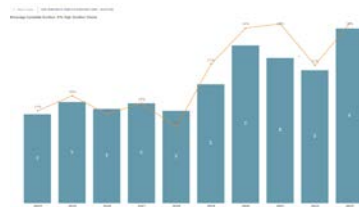
The claims cost has been increasing rapidly in the sector.

Claim Costs Paid

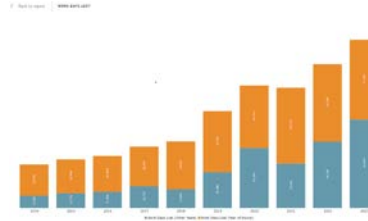
Claim Costs Paid (\$)



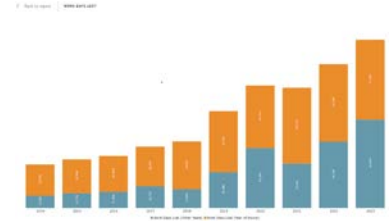
Claim Duration



Work Days Lost



Young Worker Claims



People working in our sector are **1.6X** more likely as the average BC workers to be injured on the job. The injury rate for our sector is **3.89** as compared to the industry average of **2.4**.

For people working in the residential social service sector that injury rate is **7.12**. They are **3x more likely** to be injured as the average BC workers. Nearly **30%** of claims are due to acts of violence.

Our Team



Tigran Bajgoric
Chief Executive Officer



Ana Lucia Mateus
Executive Coordinator



Suncha Satney
Workplace Psychological
Health & Safety Consultant



Therese Barrozo
Community Engagement
and Research Analyst



To be filled
Occupational Health &
Safety Specialist



Strategic Focus Areas

01 Education, Tools & Resources

Focus area objective: CSSHSA will build and deliver sector-specific education, tools and resources in order to improve health, safety and well-being, promote best practices, and create collaborative solutions for the sector.

02 Health & Safety Culture

Focus area objective: CSSHSA will engage workers, employers, and organizations to build meaningful and collaborative partnership in order to create a health, safety and well-being culture in the sector where workers, managers and clients thrive.

03 Association Capacity

Focus area objective: CSSHSA will develop organizational structures and systems to empower the internal partners and team and enable them to perform the work, maximize resources and grow the association.

04 Reconciliation

Focus area objective: CSSHSA will advance Reconciliation by integrating decolonization and Indigenous principles into our organizational culture, governance, and strategic operations and we will build authentic, reciprocal relationships and enact meaningful engagement with Indigenous communities and organizations connected to the sector.



HEALTH AND SAFETY MANAGEMENT SYSTEM

CSSHSA role is to support Community Social Service organizations across B.C. to provide safe and healthy workplaces, prevent work related injury and illness, and continually improve on occupational health and safety performance. This is also known as a health and safety management system (HSMS). An HSMS is a set of plans, actions and systems to support the creation of a culture of safety. It allows our organizations and sector to shift from reactive to proactive mode, one where every worker, supervisor and leader knows their health and safety role and responsibility and can achieve their best work.

CSSHSA will work in collaboration with our Board, Advisory Panel, CSS organizations and partners to tailor a HSMS solution in alignment with Canadian Standards Association (CSA) standards to promote the health, safety and well-being of anyone working in our sector.



HEALTH AND SAFETY CULTURE MATURITY SCALE*

CSSHSA role is to support organizations to move upstream on the health and safety culture maturity scale to proactive and resilient stages of safety culture. Such endeavours require a system approach to safety management. Organizations that reach the resilient stage have successfully implemented safety and risk management into its operations.



*Credit to Minerals Industry Risk Management Ladder and Hudson Model

OUR SERVICES



Health & Safety



Psychological Health & Safety



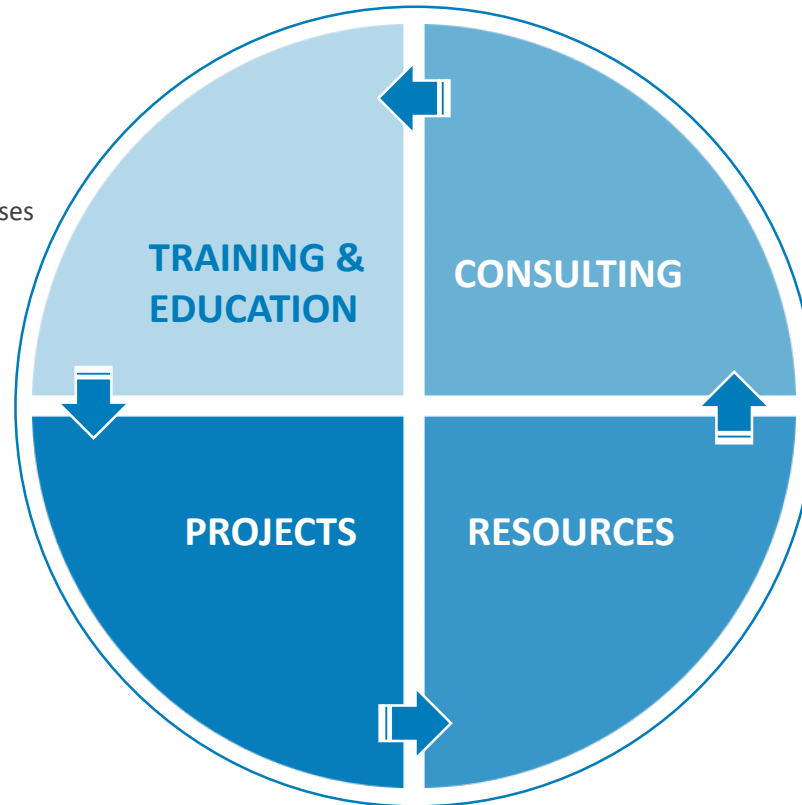
HOW CAN WE HELP: HEALTH AND SAFETY SERVICES

TRAINING & EDUCATION

- Online and In person H&S courses
- Training records storage and standardized training plans
- Webinars
- Newsletters

PROJECTS

- Specialized initiatives
- Pilots



CONSULTING

- WSBC Inspection and Compliance advisory services
- Certificate of Recognition consults
- OHS Program development
- Specialized consults – Occupational hygiene & fit testing

RESOURCES

- Development of templates and tools
- Best practice and research



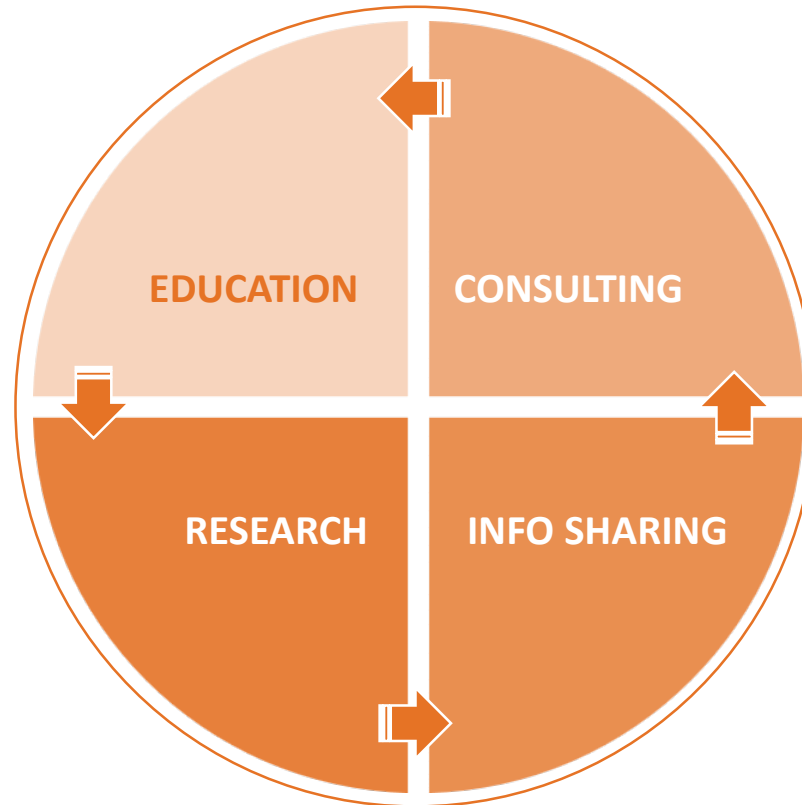
HOW WE CAN HELP: OVERVIEW

EDUCATION

- Workshops
- Webinars
- LMS
- Return to Work Training
- Violence Prevention
- Articles and Resources
- Wellness Exchange

RESEARCH

- Baseline overview of CSS Psychological Climate



CONSULTING

- Gap Analysis & Recommendations
- Best Practices
- Employee Surveys
- One on One consulting
- Implement the National Standard

INFORMATION SHARING

- Opportunities to learn about what works well for others within the sector





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Community Social Services Employers Association of BC (CSSEA)

Fresh Perspectives Conference

Wednesday 9 October, 2024

Jonny Morris, CEO – CMHA BC

We respectfully acknowledge xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), səʔilwətaʔt (Tseil-Waututh), Lkwungen (Songhees) and Wyomilth (Esquimalt) peoples on whose traditional, unceded lands the CMHA BC offices are located.



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DID YOU KNOW?

One third of people in Canada will experience a mental illness or substance use disorder in their lifetime¹ – that is almost 1.7M people living in British Columbia.

Around 10% of the provincial population experiences a mood or anxiety disorder² and 25% of the population will experience a substance use disorder in their lifetime.³

BC has the highest rates of toxic drug deaths in Canada,⁴ and we have lost over 14,000 people to toxic drugs since 2016.⁵

BC also has a higher-than-average rate of self-harm, including suicide,⁶ losing at least 639 people to suicide in 2023.⁷

The cost of the status quo continues to outpace what is being invested.

DID YOU KNOW?

Approximately 30% of short and long disability claims in Canada are attributed to mental health concerns.¹

Poor mental health conservatively costs Canada \$50 billion per year.¹

Most adults spend more of their waking hours at work than anywhere else, and 70% of Canadian employees are concerned about the psychological health and safety of their workplace.¹

In B.C. mental health injury claims increased by 38% between 2019 and 2021. And 40% of all mental health claims came from the health sector, WorkSafeBC.²

Employers bear the costs due to absenteeism, presenteeism, and turnover.

CMHA BC Workplace Programs and Services



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Care for Caregivers

Supporting the Mental Health of Healthcare Providers

Care for Caregivers & Care to Speak

www.careforcaregivers.ca/caretospeak

WEBINAR | AUG 8



Neurodiversity: Thriving in the Workplace Jungle
With Lisa Lewis



Care for Caregivers REGISTER NOW >

August 8 – Neurodiversity: Thriving in the Workplace Jungle

Let's embark on a comprehensive exploration of the diverse neurotypes within your workplace ecosystem!

WEBINAR | AUG 21



Navigating Disability With Accessibility
With Andrew Gurza



Care for Caregivers REGISTER NOW >

August 21 – Navigating Disability With Accessibility

Drawing on his lived experience as a person with a disability who works from home and who uses caregiving services, Andrew Gurza will explore how we can better

CARE LISTEN Breaking the stigma around mental health in the healthcare industry

Advocating for Change: Jenna Schonke's Insights On Self-Care, Advocacy & Mental Health



LISTEN NOW





Advocating for Change: Jenna Schonke's Insights On Self-Care, Advocacy & Mental Health

Jenna Schonke shares her personal journey through mental health struggles, her professional insights, and her aspirations for the future of mental health care.

LISTEN NOW >

CARE LISTEN Breaking the stigma around mental health in the healthcare industry

Empowering Healthcare Workers: Mark Antczak on Anxiety & Self Care



LISTEN NOW





Empowering Healthcare Workers: Mark Antczak on Anxiety & Self Care

Mark Antczak shares his expertise in clinical counseling, highlighting the challenges and solutions for managing anxiety effectively.

LISTEN NOW >

People Working Well



Article

Psychological Health and Safety for Young Workers



Article

Celebrating Pride



Article

The Mental Health Continuum and Stages of Wellness



Article

Men's Mental Health Resources

Ways We Can Help

Each of us plays a crucial role in shaping a healthy workplace culture. Let us support your journey towards building a healthier workplace for yourself and your colleagues.

Tourism & Hospitality

Your voice, presence, and well-being matter. →

Community Social Services

You support our communities in so many important ways. →

Healthcare and Continuing Care

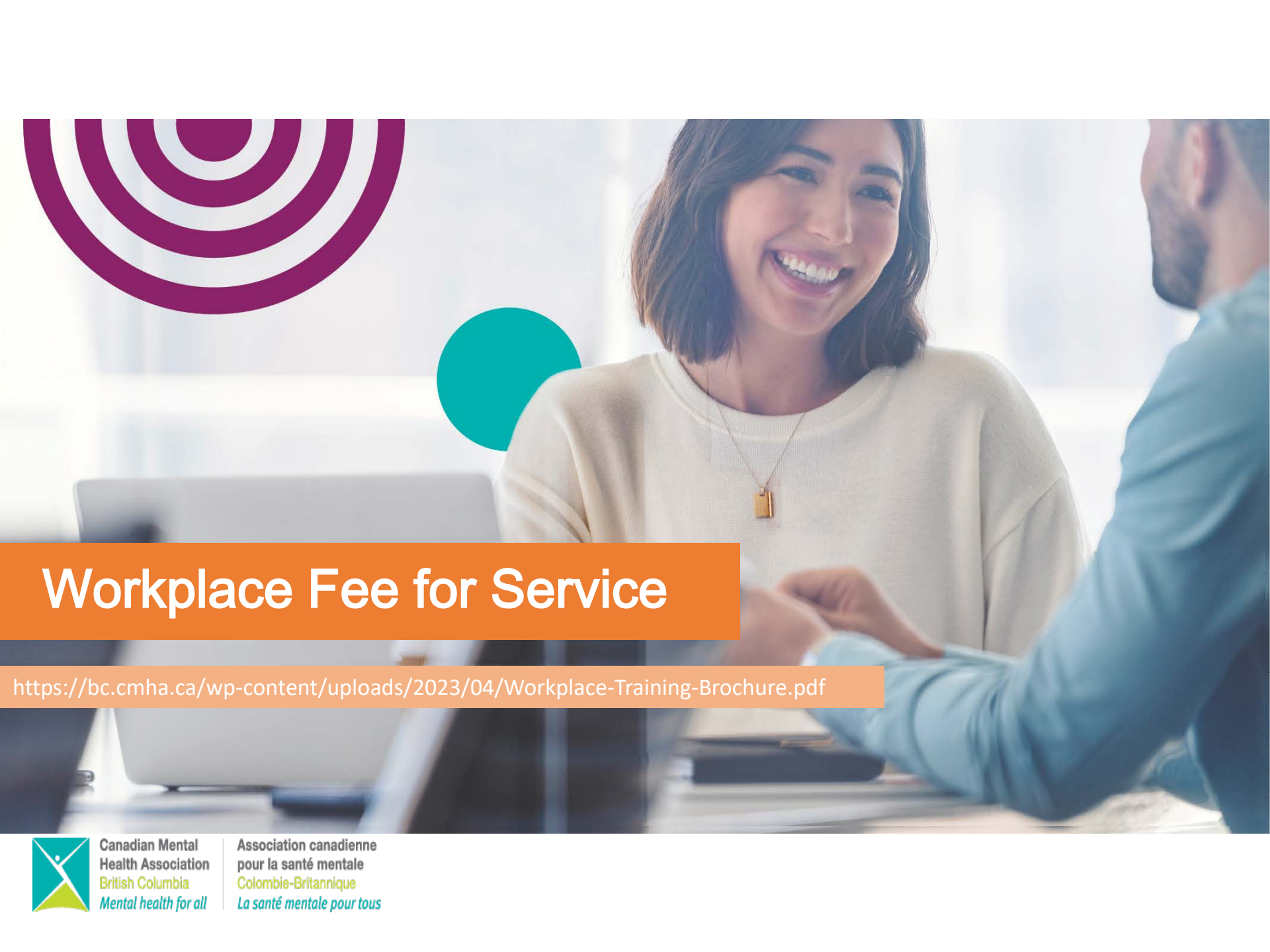
Caring for yourself is especially important when caring for others. →

Workplaces that put people first

Workplace mental health has never been more important and we're here to support you every step of the way. Whether you're struggling with stress or concerned about a coworker, remember, you're not alone. Consider us your trusted guide, offering help, training, and a supportive community.

We're BC's Hub for Workplace Mental Health

[Get Started](#)



Workplace Fee for Service

<https://bc.cmha.ca/wp-content/uploads/2023/04/Workplace-Training-Brochure.pdf>

Workshops and training

- CMHA BC is a major workplace mental health training centre in BC
- 20 years old, training over 30,000 participants
- Collaborate with workplaces
 - Customize presentations and trainings
 - Consult to help implement mental health strategies
 - Supporting psychological health and safety in the workplace
- Funded through our fees:
 - \$500+ GST - virtual session
 - \$600+GST and travel - in-person session



Workshops

Most workshops are available both in-person or virtually, from 1 to 4 hours long

MENTAL HEALTH AT WORK

- Awareness
- Awareness for Managers
- Burnout
- Compassion Fatigue
- On the Front Line
- Resilience
- Responding with Respect for Managers

PSYCHOLOGICAL HEALTH & SAFETY

- Introduction to PHS
- PHS Supporter Training
- PHS Navigator Training

SELF-PACED COURSES

- Understanding Addictions

LUNCH & LEARN

- Awareness
- Compassion Fatigue
- Care Tips for the Front Line
- Diversity, Equity and Inclusion
- Emotional Intelligence
- Supporting Someone Who is Struggling
- PHS Introduction
- Resiliency



[Workplace Mental Health Brochure](#)

Who we've worked with

- BC Farm Writers' Association
- BC Municipal Safety Association
- BCGEU
- Camosun College
- CIMS Ltd
- DLA Piper (Canada) LLP
- Fortis BC
- Harbour Authority Association of BC
- HME Mobility & Accessibility
- Hi Hostels
- Homelessness Services Association of BC
- Law Society of BC
- Lower Mainland Local Government Management Association of BC
- Manufacturing Safety Alliance of BC
- Ministry of Indigenous Relations and Reconciliation
- Ministry of Indigenous Relations and Reconciliation, Victoria
- Ministry of Social Development and Poverty Reduction
- Office of Auditor General of BC
- Pinchin Ltd
- Richmond Division of Family Practice
- Royal Bank of Canada, Victoria
- Royal Bank of Canada, Vancouver
- Simon Fraser University
- SafeCare BC
- Seven Oaks Shopping Centre
- Teck Resources Ltd (VHO in Vancouver)
- United Steel Workers - District 3
- Vancouver Public Library
- Vancouver Airport Authority
- Vector Corrosion Technologies
- Western Economic Diversification Canada
- WorkSafeBC



Questions, ideas, feedback?



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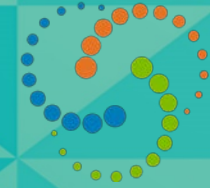
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**Health & Safety
Association of BC**



MENTAL HEALTH AT WORK

Workplace Mental Health Toolkit

Facilitators: Suncha Satney(She/Her), Geoff Moffett (He/Him)

**Presented by: Community Social Services Health & Safety Association of BC
and Canadian Mental Health Association, BC Division**

Date: October 9, 2024



Ancestral Land Acknowledgment



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Geoff Moffett (he/him/his)

Workplace Mental Health Facilitator
Canadian Mental Health Association BC Division

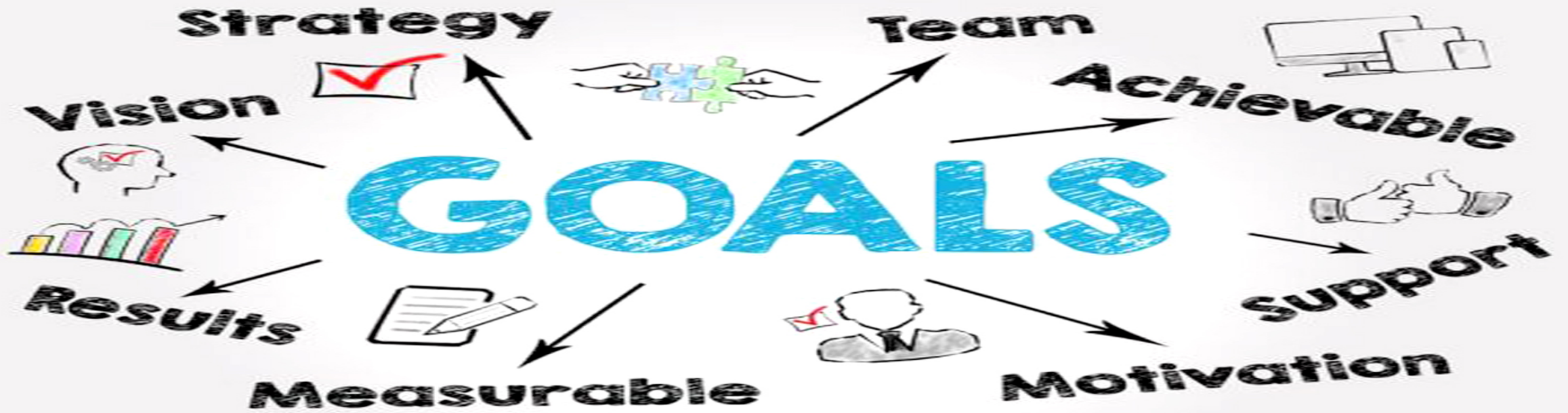
Suncha Satney (she/her/hers)

Workplace Psychological Health and Safety Consultant
Community Social Services Health and Safety Association

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Goals

- Decrease stigma associated with mental health
- Learn to notice signs a person may be experiencing a mental health problem
- Develop supportive communication skills
- Learn how to take care of yourself when dealing with stressful situations
- Learn about resources to which you can refer



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Mental Health at Work:
Understanding Mental Health



About CMHA

Our Vision: A Canada where mental health is a universal human right

- One of Canada's most established charities
- Advocacy and resources to help prevent mental health and substance use problems and support recovery and resilience
- Anchored in evidence and informed by personal experience
- 14 branches providing community-based services throughout BC



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There is no health without mental health



Facts

- Mental health challenges affect all Canadians
- 1 in 5 Canadians will experience a mental illness
- Mental health challenges affect an individual's feelings, thinking and behaviour
- Treatments can reduce the symptoms of mental health challenges
- Recovery is expected, with *timely, adequate* treatment



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About Terminology

Mental Health vs. Mental Illness

Terms are used interchangeably but mean different things

- **Mental Health** is a state of well-being in which every individual:
 - realizes their own potential
 - can cope with the normal stresses of life
 - **can work productively and fruitfully**
 - is able to contribute to their community

World Health Organization

- **Mental Illness** is a health condition involving changes in emotion, thinking or behavior (or a combination)

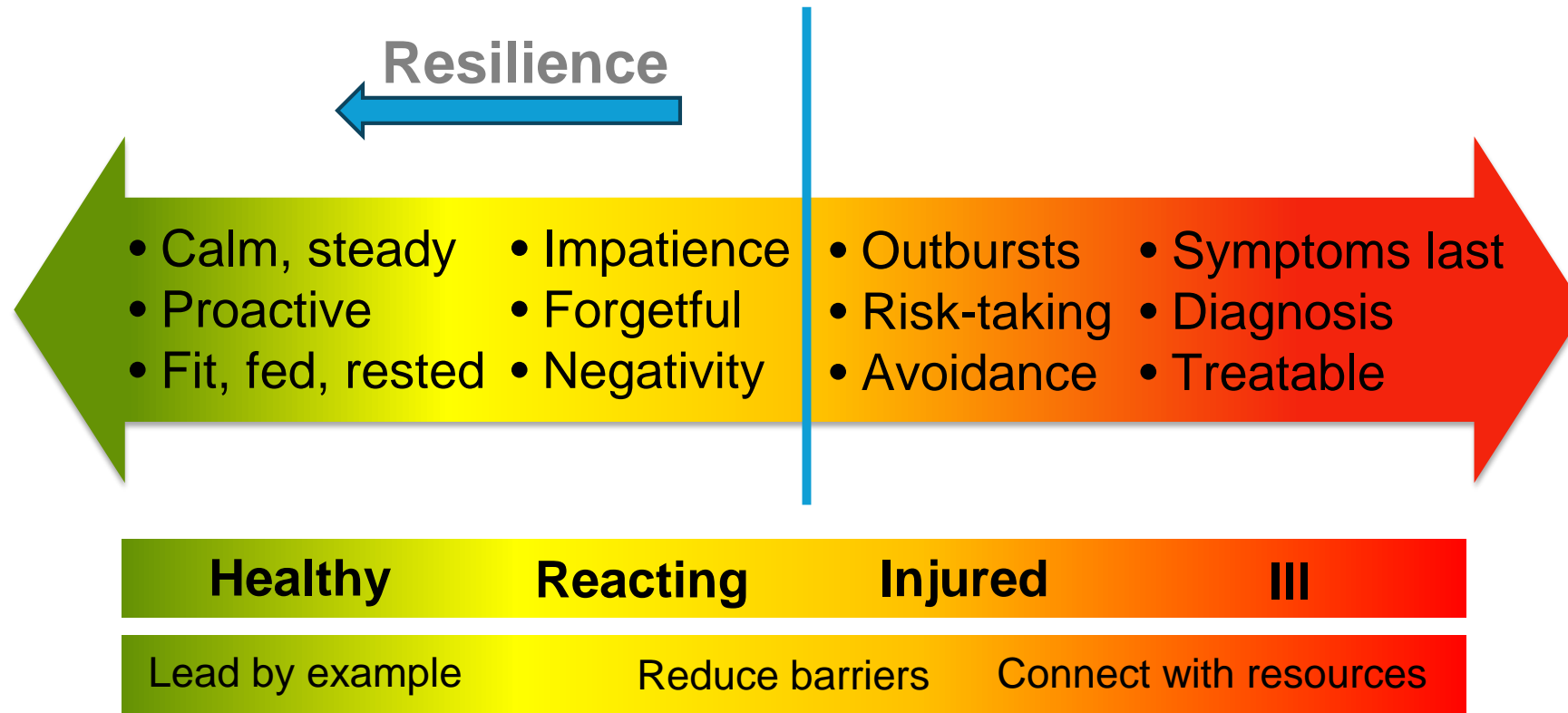
American Psychiatric Association



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Mental Health Continuum Model





Diagnosis

Mental health challenges become illness when the symptoms:

- Are severe
- Last several weeks
- Interfere with a person's work, school, and social life



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Mental Illness Risk Factors

- Genetics
- Family history, personal history, discrimination
- Trauma
- Personal stressors
- Workplace stressors



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Mental Illness Protective Factors

- Awareness of mental health challenges
- Social support (relationships)
- Sense of belonging (community or cultural connection)
- Environmental factors (workplace, community, home)
- Personal resilience (physical/ emotional wellbeing, personal coping skills, optimism)



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Common Mental Health Disorders

- Bipolar disorder
- Post-traumatic stress disorder
- Eating disorders
- Schizophrenia

For more details on mental health, disorders, treatments www.heretohelp.bc.ca



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Stigma

- Negative attitudes toward mental illness remain widespread
- Negative attitudes and discrimination create stigma
- Can affect the person long after mental illness symptoms have diminished
- Disabilities due to mental illnesses are recognized under the *Canadian Human Rights Act* and *BC Human Right Act*



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Workplace Mental Health Stigma

Employees who have given a false reason for mental health related time off.	40%
Employees who have kept a mental health diagnosis hidden from workplace management.	82%
Employees who want executives to help normalize the mental health conversation.	50%
Employees who say they would be more productive at work if there was better mental health support.	38%

Ipsos, 2019

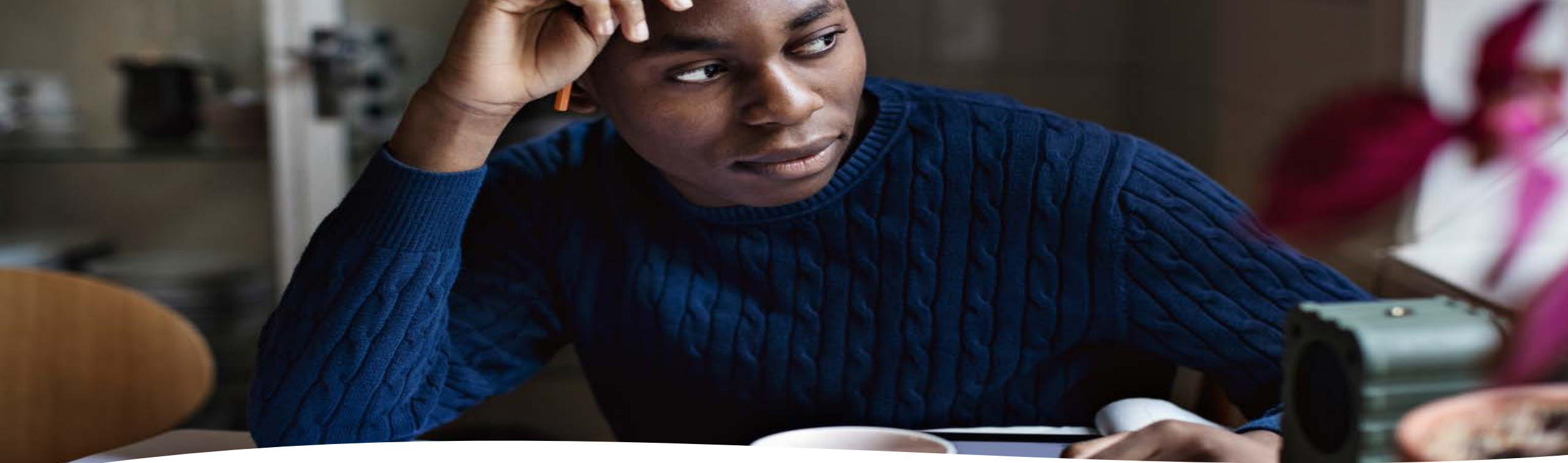


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Mental Health at Work:
Stress and Mental Health



How are you feeling?

- Many of the signs and symptoms of stress, low mood and depression are the same
- **Notice** a change in our behaviours and **respond** with **supports**
- Early intervention = better outcomes



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What is Stress?

- Stress is a response to emotional and/or physical threats
- When a situation is demanding and its difficult to manage, we label it as “stressful”
- Stress affects individuals differently
- Stress can affect every aspect of our lives
- Stress can be positive or negative



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Sources of Stress

Two main sources:

- General life stress
- Work-related stress

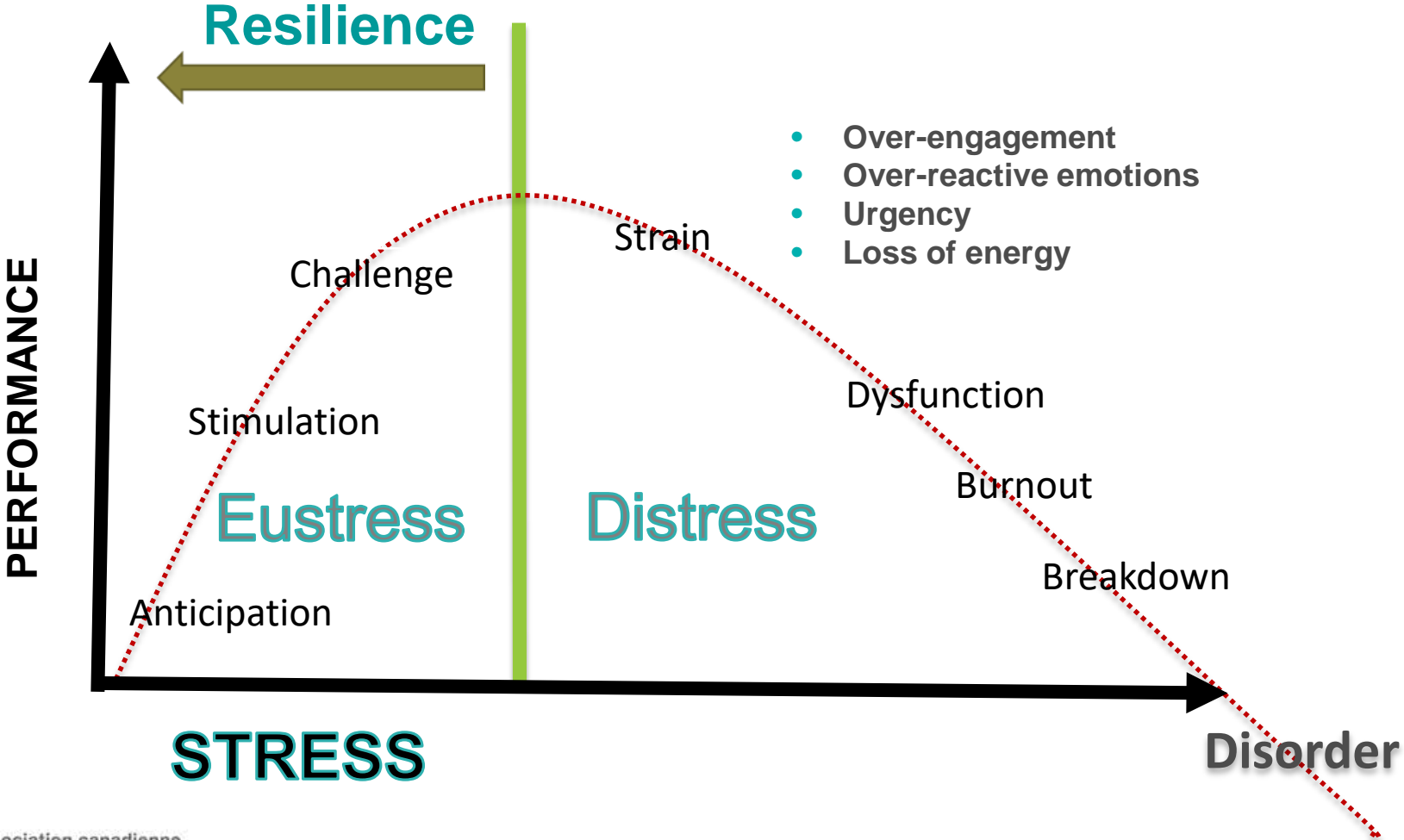
- *What are your triggers?*
- *What are your ways of coping?*
- *What are your colleague's triggers and coping?*



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Stress Continuum





Burnout

Not a disease or a medical condition

A syndrome ...resulting from chronic **workplace** stress that has not been successfully managed

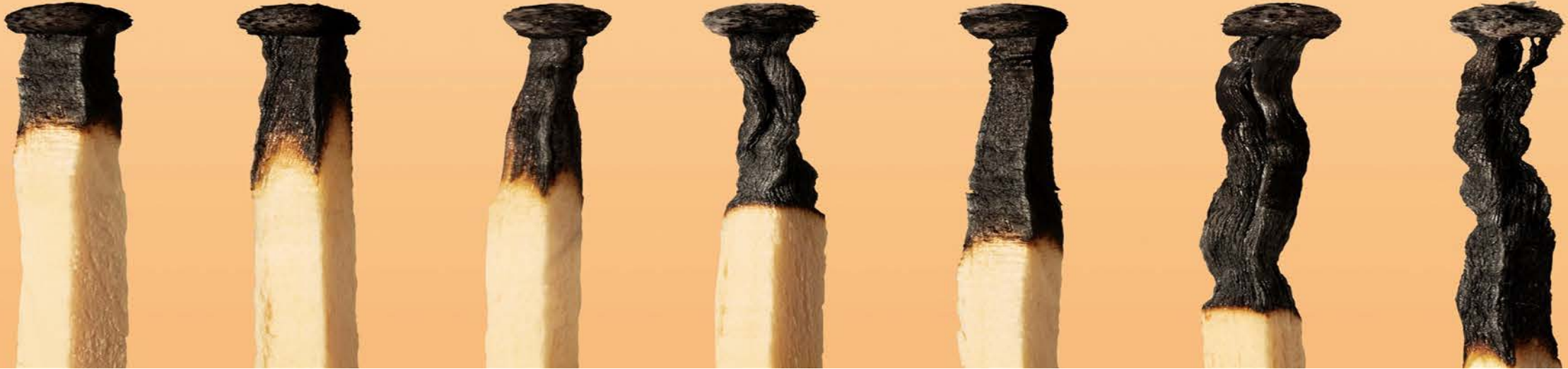
- More likely when job demands exceed job resources
- Characterized by
 - **Exhaustion**
 - **Cynicism** or negativism related to one's job
 - **Reduced** professional **efficacy**

Ref: World Health Organization, ICD-11; C. Maslach



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Burnout

- stress feels never-ending
- feelings of emptiness, apathy, and hopelessness
- key signs include:
 - physical and mental exhaustion
 - a sense of dread about work
 - frequent feelings of cynicism, anger, or irritability



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Contributing factors to burnout



Credit: break-through.ca



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Substances and Addiction

Substances

- are beneficial for people in some situations
- contribute to health and social routines
- becomes a disorder if it's habitual and compulsive- despite negative personal or social effects

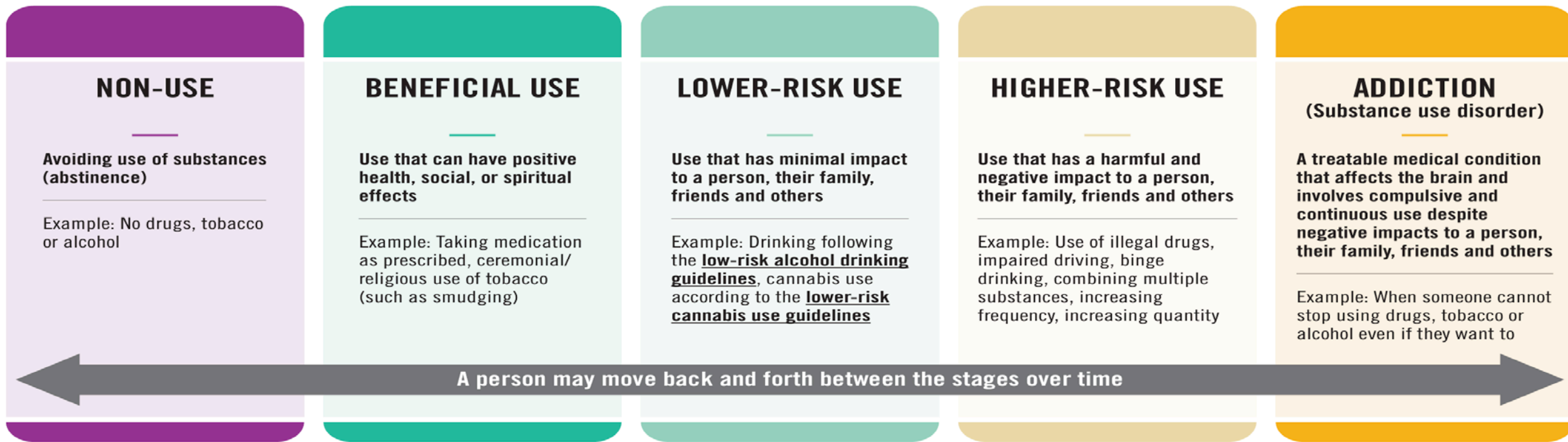
Addiction

- where problematic patterns of substance use, or behaviours can interfere with a person's life
 - substance related (such as the problematic use of alcohol, nicotine, etc.)
 - behavioural addictions (such as gambling, food, internet addiction, etc.)



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Substance Use Spectrum

- Substance use is different for everyone and can be viewed on a spectrum with varying stages of benefits and harms
- approximately 21%, or about 6 million people, will meet the criteria for addiction in their lifetime in Canada



Mental Health at Work:
Communicating at work



Working contributes to recovery

Working - in a healthy work environment - contributes significantly to mental wellbeing

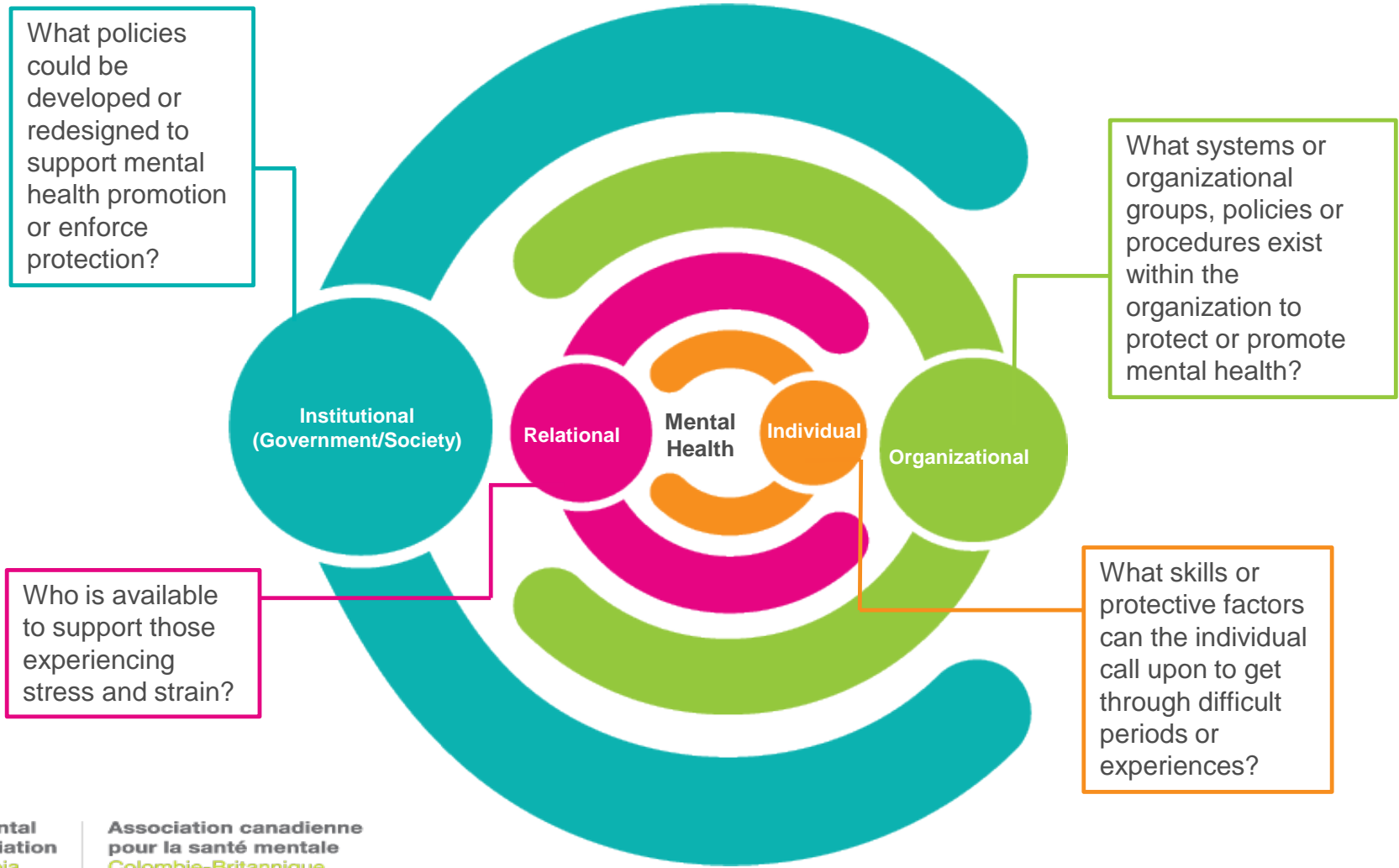
- Routine
- Social contact
- Activity
- Contribution, meaning
- Sense of identity
- Financial security



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Mental Health is Everyone's Responsibility





Noticing

- Changes to behaviors
- Struggles
- Verbal and non-verbal communication
- Concerns to address



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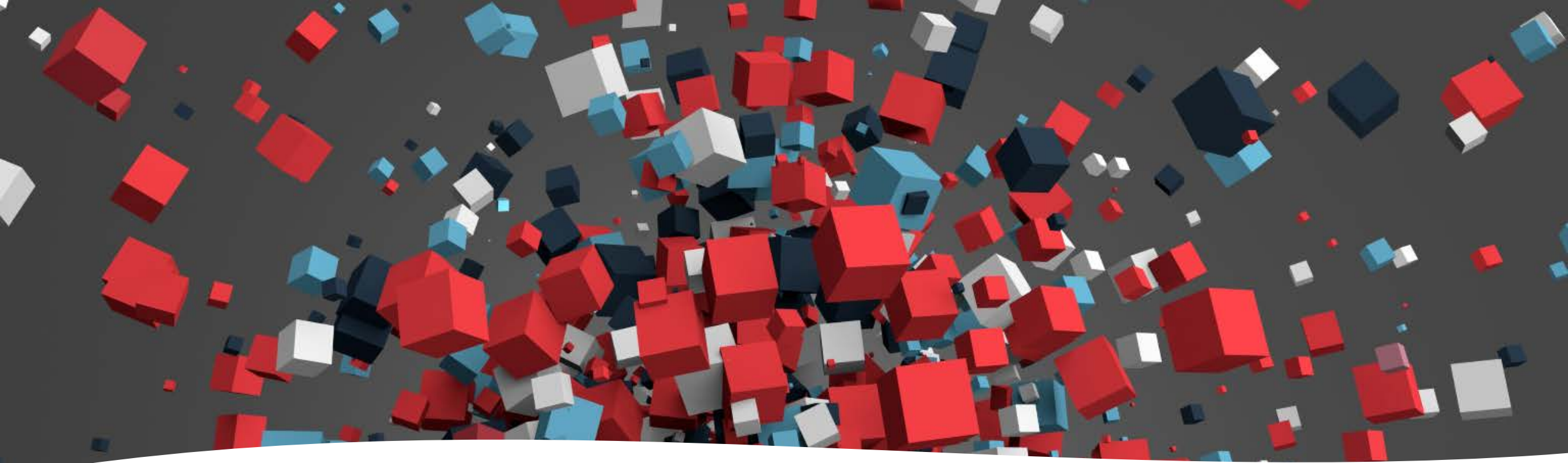
Good mental health

- *What does it feel like?*
- *What does it look like?*



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Poor mental health

- *What does it feel like?*
- *What does it look like?*



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Within your role

Set boundaries

- It's your right and responsibility

Allow time

- for the person to express themselves as appropriate

Steer conversations

- to focus on support

Set limits

- around time/topics if required

Pay attention

- to your emotional responses

Respect your limits

- Know when to refer to supports



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Communication Tips

Verbal

- Open ended questions
- Paraphrasing
- Encouragements
- No interruptions

Non-Verbal

- Eye contact
- Body posture
- Attention
- Sitting down
- Tone (phone)



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Having a conversation with a co-worker

- **Prepare yourself**
time, place, resources, your mindset
- **I notice**
validate what has been good, and changes you have noticed in behaviours (including via email, phone, etc.)
- **I'm wondering**
be open to listening and understanding the other's situation
- **How can I help?**
what can both you and the other person do in order to return to working well
- **Take a moment**
for your own well-being



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Spend a moment thinking about how you respond to people who seem

*Sad
Confused
Anxious
Angry*



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Mental Health at Work: Supporting Staff



Empathy

- Is not sympathy
- We try our best to see a situation through another person's eyes
 - Why does this person feel the way they do?
 - What are they dealing with that I don't see?
 - Why do I feel differently than they do?



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Watch video – [Brené Brown on Empathy](#)





Situation Calling for Empathy

A frontline staff member River, comes in to work visibly distressed.

River explains that they can't stop seeing or thinking about a traumatic event that happened with their client a few days ago. River also explains feeling overwhelmed with their current caseload, and just not feeling like themselves. River expressed that they feel isolated and is having difficulty talking to someone about this



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Which is an Empathetic Response?

1. Hang in there. Things will work out eventually
2. I think you just need to focus on yourself and use our EFAP benefits, you'll feel better
3. It sounds like you're carrying a heavy emotional burden right now
4. I'm hearing you say that you can't stop thinking about the traumatic event with your client, and you're feeling overwhelmed with work.
5. What the heck? Didn't we have a debriefing plan?
6. You wish you could talk with someone about your struggles but feel you can't. That must be so frustrating!



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A Trauma Informed Approach

Four Components:

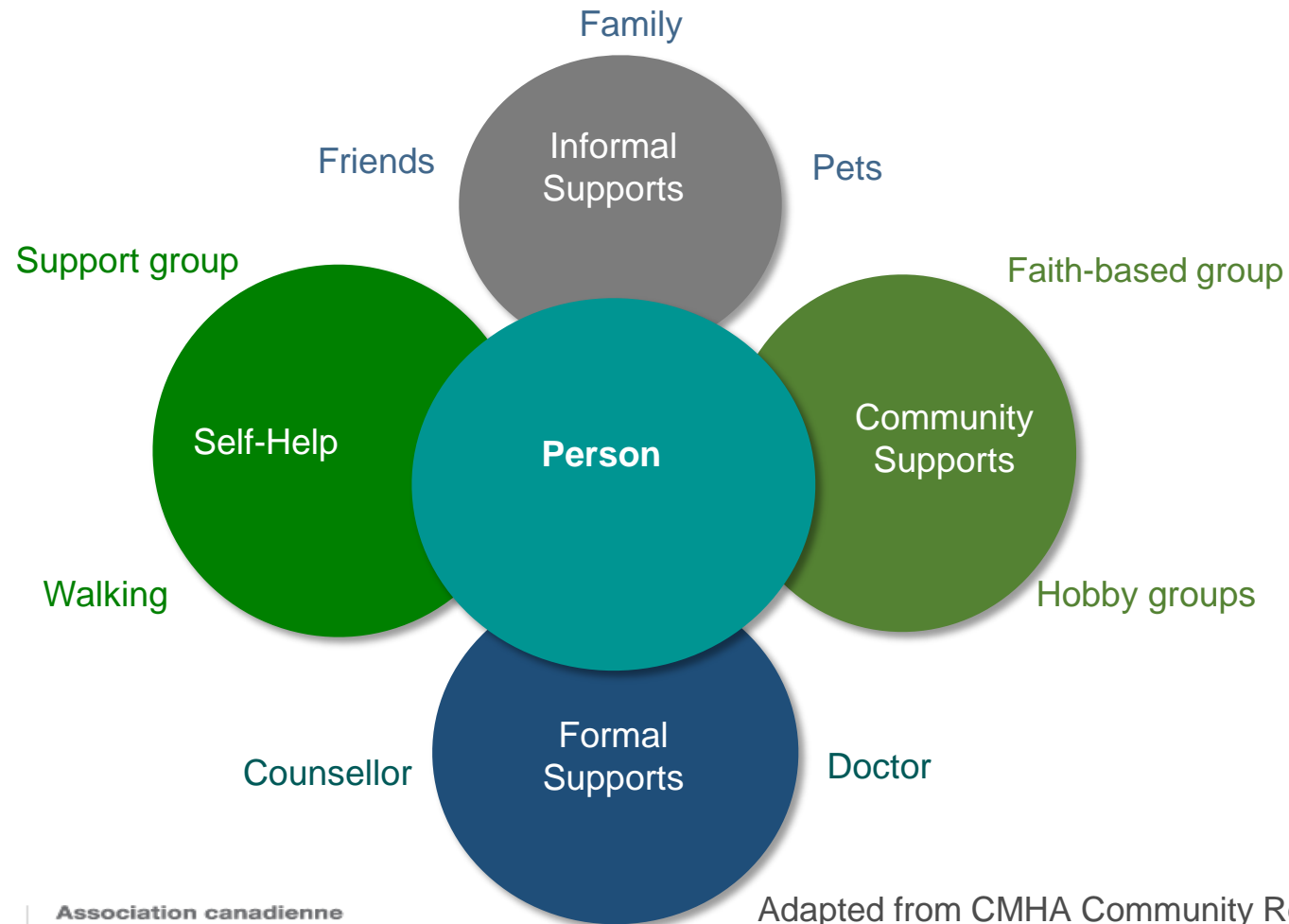
- Trauma Awareness
- Safety & Trustworthiness
- Choice, Collaboration & Connection
- Strengths Based and Skill Building



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Framework for Support



Adapted from CMHA Community Resource Base



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Trauma-informed Workplaces

Principle	Safety	Choice	Collaboration	Trustworthiness	Strengths-based and skill-building
Definition	Ensuring physical and emotional safety	Giving employee choice and control	Involving employees in discussions	Providing task clarity, consistency, and interpersonal boundaries	Recognizing and utilizing strengths and a growth focused approach
Practices in the workplace	<ul style="list-style-type: none"> • Quiet spaces are available • Privacy is respected • “Check ins” & debriefing are valued 	Employees have: <ul style="list-style-type: none"> • Freedom to plan and manage work • Choice to establish healthy boundaries 	<ul style="list-style-type: none"> • Input from employees is integral 	The workplace has: <ul style="list-style-type: none"> • Role clarity • Approachable, reliable leadership • Respect for professional boundaries 	<ul style="list-style-type: none"> • Relationships are valued • Employees are validated and acknowledged • Development & education opportunities are available

Adapted from U of Buffalo, ND





Questions to Ask

- What has helped in the past when things get difficult?
- What do you need?
- Do you have someone to support you?
- Would it be helpful to connect with your supports?





Follow up

In a set timeframe

- Continued sense of safety and acceptance
- To reinforce our support
- Provide encouragement, if appropriate



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Debriefing

Informal de-briefing:

- the listener has no choice in hearing about the situation
- one person can pass on stresses to another

Formal de-briefing:

- Increased self awareness- level of details you tell
- Fair warning- if there is troubling news
- Consent –"I heard something very disturbing today, can I tell you about it?"
- Limit disclosure to what is appropriate at the time



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Mental Health at Work: Stress management



Balance is key

Autonomic Nervous System

Sympathetic (Gas pedal)

- Generates stress response; “fight, flight, freeze, fawn”
- Needed for short-term protection and survival

Parasympathetic (Brake pedal)

- Generates relaxation response; “rest and digest” and activities essential for recovery
- Needed for long-term survival



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Stress management

Find ways to avoid/alter stress:

- Establish boundaries
- Regularly do something you enjoy
- Take good care of yourself
- Watch your thoughts
- Connect with people
- Speak up and ask for help
- Help others

What are some ways you reduce stress at work?



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Breathe

Self care

- Breathe
- Seek and give support
- Debrief difficult situations
- Practice work-life balance
- Take a break
- Relax
- Practice healthy nutrition
- Walk
- Take care of your mind and body
- Treat yourself





Mindfulness

- Mindfulness is about noticing, not thinking
- Let's try this, for just 3 minutes

[05 SOBER Breathing Space](#)



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Please reach out

- Family and friends
- Family doctor/ Walk-in clinic
- Healthlink BC: **811**
- Employee & Family Assistance Program
- Supervisor, Manager, HR or Union
- Resource Support Line: <https://bc.211.ca>; **211**; **#bc211**; **@bc211Help**
- Mental Health Support: **310-6789**
- National Suicide AND Crisis Lifeline: **988**
- BC Crisis Line: **1-800-SUICIDE (1-800-784-2433)**
- Police/ambulance: **911**



Workplace Mental Health Resources


Community Social Services Health and Safety Association of BC
<https://csshsa.ca/>

People Working Well
<https://peopleworkingwellbc.ca/>

Care for Caregivers & Care to Speak
<https://careforcaregivers.ca/caretospeak/>

Workplace Strategies for Mental Health
www.workplacestrategiesformentalhealth.com

Guarding Minds @ Work
<https://www.guardingmindsatwork.ca/>



Mental Health and Wellness Supports for Indigenous People



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24-hour KUU-US Crisis Line:

Toll free (1-800-588-8717)

Adults/Elders (250-723-4050)

Child/Youth (250-723-2040)

Métis Line (1-833-MétisBC)

Indian Residential School Survivors Society:

1-800-721-0066 or 604-985-4464

Hope for Wellness Helpline:

[hopeforwellness.ca](https://www.hopeforwellness.ca) or 1-855-242-3310

First Nations Health Authority:

www.fnha.ca/what-we-do/mental-wellness-and-substance-use



Mental Health Resources

**Canadian Mental Health
Association**

www.cmha.bc.ca

www.cmha.ca

Here to Help

www.heretohelp.bc.ca

Anxiety Canada

<https://www.anxietycanada.com/>

**Centre for Addiction and Mental
Health**

<https://www.camh.ca/>

**Mental Health Commission of
Canada**

<https://mentalhealthcommission.ca/>

**Mood Disorders Association of
British Columbia**

<https://mdabc.net/>



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CMHA Workplace Workshops

Mental Health at Work:

- Awareness
- On the Front Line
- Compassion Fatigue
- Burnout
- Responding with Respect: Workplace Mental Health Skills for Management

Psychological Health and Safety:

- Introduction to PHS
- Supporter Training
- Navigator Training

Lunch and Learn:

- 1-hour workshops

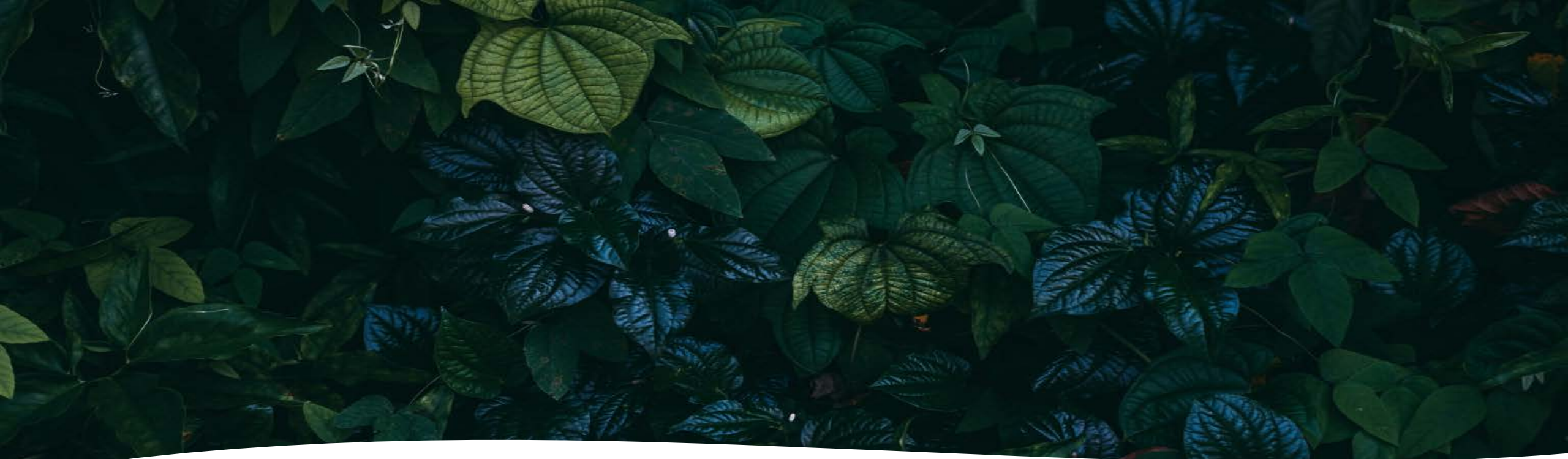
CMHA Resources for Co-workers, Friends and Family Members

**LIVING LIFE
TO THE FULL**
helping you to help yourself

 **BounceBack**
reclaim your health



**Confident Parents
Thriving Kids**



For your own self

Please completing the following sentences:

- For my own mental health and resiliency, this evening, I will

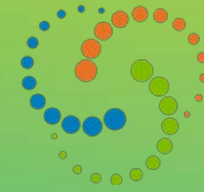
- I will take care of my well-being over the next month by



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COMMUNITY SOCIAL SERVICES
**Health & Safety
Association of BC**



Thank you!

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