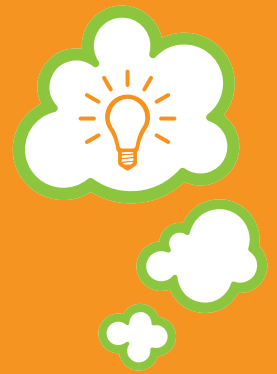


SUPPORTING HEALTHY MINDS AT WORK

HOW TO HELP



A person may confide in you that they are having upsetting thoughts or feelings, or you may intuitively know that something is wrong. Below are some tips on emotional and practical support you can provide, what to do if someone doesn't want your help, what to do if it's an emergency situation, and how you can take care of yourself.



OFFER EMOTIONAL SUPPORT

LISTEN: Give your client space to talk and listen to how they are feeling

OFFER REASSURANCE: Tell the client that they are not alone and that you will be there to help

STAY CALM: It may be upsetting to hear that a client is in distress, but try to stay calm

BE PATIENT: Let your client set the pace for seeking support

TRY NOT TO MAKE ASSUMPTIONS: Try not to assume that you know what has caused your client's feelings or what will help

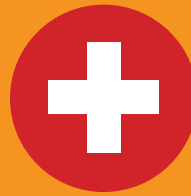
KEEP CONTACT: Keep things as normal as possible

OFFER PRACTICAL SUPPORT

- Use the appropriate information on this referral sheet to help your client

WHAT IF A CLIENT DOESN'T WANT YOUR HELP?

- It is upsetting if a person doesn't want your help and you can see that they are clearly struggling
- Remember that the client is an individual and there are limits to what you can do to support them
- You can be patient, offer emotional support and reassurance, and inform them how to seek help when they are ready



WHAT CAN YOU DO IF IT'S AN EMERGENCY SITUATION?

Steps to take if a client has harmed themselves and needs medical attention, or is having suicidal feelings and you feel they may act on them, or is putting themselves or someone else at risk of harm...

- If you feel they are not safe by themselves stay with the client and call 911 for an ambulance
- You can encourage the person to call one of the crisis line numbers below if you feel that they are not in any immediate danger of self-harm
- If you feel personally in danger call 911

LOOK AFTER YOURSELF

- It is challenging to support clients who may have mental health issues
- Make sure you look after your own wellbeing
- Take a break when you need it
- Talk to someone you trust about how you're feeling
- Set boundaries with your client



(Information adapted from the Mind for Better Health site: <https://www.mind.org.uk>)
This referral sheet is provided for informational purposes and should not be used to replace the advice of a mental health professional.

CRISIS LINES AND PROGRAMS

Contact IntAc

Monday to Friday from 8:30 am to 4:30 pm for a referral to access mental health and street outreach services for the homeless and those with serious mental illness.

Phone: 905-528-0683

Email: Intac@hpfs.on.ca

<https://www.hamilton.ca/public-health/clinics-services/mental-health-and-street-outreach-program>

COAST (Crisis Outreach and Support Team) – 24 hour support

Free 24 hour crisis line for Hamilton residents with serious mental health issues.

Phone: Crisis Line – 905-972-8338

<http://coasthamilton.ca/>

ConnexOntario

Free, confidential 24/7 health services information for people experiencing problems with alcohol and drugs, mental illness or gambling.

Phone: 1-866-531-2600

www.connexontario.ca

Fem'aide

Free, 24 hours crisis line for French speaking women.

Phone: 1-877-336-2433

SACHA (Sexual Assault Centre Hamilton Area)

24 hour support line, counselling and advocacy for people who have experienced sexual violence, including sexual assault, childhood sexual abuse or sexual harassment.

Phone: 905-525-4162

<http://sacha.ca/>

Social Navigator Program, Hamilton Police Service/Hamilton Paramedic Service

Program refers "at risk" individuals and those who have had repeat interactions with the Hamilton Police Service, to appropriate health and social services.

Phone: 905-546-4925

<https://hamiltonpolice.on.ca/prevention/mental-health/social-navigator-program>

Suicide Prevention Community Council of Hamilton

24-hour assistance; Crisis Supports; Suicide Prevention and Mental Health/Addiction Services in Hamilton

Emergency: Call 911

Barrett Centre Crisis Support: 905-529-7878

Salvation Army Suicide Crisis Line: 905-522-1477

COAST: a project of St. Joseph's Healthcare Hamilton, 905-972-8338

Telecare Burlington: 905-681-1488

<http://spcch.org>

Telehealth Ontario

Free, confidential access to registered nurses trained to help people decide about appropriate options for care.

Phone: 1-866-797-0000, Call 911 in emergencies;

<http://www.hnhbhealthline.ca/displayservice.aspx?id=14111>

The Women's Centre of Hamilton

Offers information, referrals, support services and support groups for women in self-esteem, self-reflection, self-discovery, understanding anger, parenting and overall wellness.

Phone: 905-522-0127

<https://intervalhousehamilton.org/women-centre>





RESOURCES FOR SERVICE PROVIDERS

Canadian Mental Health Association – Hamilton

Call for information, referral and training including information on all CMHA programs.

Phone: 905-521-0090

<https://cmhahamilton.ca/>

Catholic Family Services

Individual and family walk-in counselling service for anyone, regardless of faith.

Access to free/low-cost (sliding scale fee) short-term solution-focused counselling or therapy with registered social workers for immediate issues, runs on a first-come first-serve basis.

Phone: 905-527-3823

Email: intake@cfshw.com

City of Hamilton, Public Health – Alcohol, Drug and Gambling Services

Information and intake for family, friends, professionals and people concerned with their own or others alcohol, drug use or gambling, individual counselling and group programs.

Refer clients to Alcohol, Drugs and Gambling Services by faxing the referral form to 905-546-3608.

<https://www.hamilton.ca/public-health/health-professionals/alcohol-drug-gambling-problems>

City of Hamilton, Public Health - Mental Health Programs

Child and Adolescent Services is for residents of Hamilton who are referred by CONTACT Hamilton for a variety of assessment and treatment services. It is for children and youth, from birth to age 18, and their families.

Phone: 905-570-8888

Email: info@contacthamilton.ca

<https://www.hamilton.ca/public-health/clinics-services/child-and-adolescent-services>

Consolidated Credit Counselling Services of Canada

Offers free consultations and debt quotes, debt solutions, financial advice, etc.

Phone: 1-844-402-3073

<https://www.consolidatedcredit.ca>

Centre de Sante Communautaire Hamilton-Wentworth

Mental health services for French speaking people.

Phone: 905-528-0163

www.cshchn.ca

Credit Counselling Society

Offers Credit Counselling Services: Debt Help, Bankruptcy Counselling, DMPs, Budgeting & Financial Planning.

Phone: 1-888-527-8999

<https://www.nomoredebts.org/>

East Region Mental Health Services

A community mental health service committed to providing quality care to those with serious mental illness over the age of 16.

Phone: 905-573-4801

<https://www.stjoes.ca/hospital-services/mental-health-addiction-services/mental-health-services/east-region-mental-health-services-ermhs->

Hamilton Regional Indian Centre

Aboriginal Healing and Wellness Program which addresses the healing and wellness needs of the Aboriginal community to reduce family violence, promote healthy living and culture-based programming and healing.

Phone: 905-548-9593

<http://www.hric.ca/programs.php>

Mental Health Rights Coalition

An organization run by and for people with lived experience of mental health and/or addiction issues.

Phone: 905-545-2525

Mood Disorders Association of Ontario

Find information, online tools and more on mood disorders such as depression and anxiety.

Phone: 1-888-486-8236 (crisis line); 1-866-363-6663 (info line)

www.mooodisorders.ca

Occupational Health Clinics for Ontario Workers

Aim is to protect workers and their communities from occupational disease, injuries and illnesses and to promote the social, mental and physical well-being of workers and their families.

Phone: 1-877-817-0336

<https://www.ohcow.on.ca/>

My Free Hamilton

A community organization that is committed to exploring Hamilton's free wellness resources with a focus on mental health and overall balance.

Email: info@myfreehamilton.ca

<http://myfreehamilton.ca/>

St. Joseph's Healthcare, Mental Health and Addiction Services

Inpatient and outpatient mental health treatment programs including: Addiction and Mental Health Services, Eating Disorders Program, Emergency Psychiatry Program, Seniors Mental Health, Patient and Family Collaborative Services, Youth Wellness Centre and more.

Phone: 905-522-1155

<https://www.stjoes.ca/hospital-services/mental-health-addiction-services>

Stress Strategies

The Psychology Foundation of Canada has developed an online tool empowering Canadian adults to explore the sources of their stress and develop their own customized plans for managing it.

www.StressStrategies.ca

Youth Gambling Awareness Program (YGAP)

A free service for youth aged 8-24 years old, offering educational prevention programs designed to raise youth awareness with regards to gambling, healthy/active living and making informed decisions.

Phone: 289-260-8635

[https://www.ymcahbb.ca/Programs/Youth-Engagement/Youth-Gambling-Awareness-Program-\(YGAP\)](https://www.ymcahbb.ca/Programs/Youth-Engagement/Youth-Gambling-Awareness-Program-(YGAP))

Catholic Family Services - Mental Health First Aid Workshop

MHFA Canada is an evidence-based training program that is designed to enable people to recognize symptoms and provide support until professional help can step in. It is an educational course for the public and no experience in mental health is necessary.

Phone: 905-527-3823

<https://www.cfshw.com/mental-health-first-aid>

CivicAction

You can complete a free online MindsMatter assessment and assess how well your workplace supports mental health.

www.mindsmatter.civicaction.ca

Guarding Minds at Work

A unique and free online resource to help employers (large or small, in the public or private sector) assess, protect, and promote psychological health and safety in their workplaces.

www.guardingmindsatwork.ca

Mental Health Commission of Canada

Resources to create and maintain mentally healthy workplaces, with emphasis on The National Standard of Canada for Psychological Health and Safety in the Workplace.

<https://www.mentalhealthcommission.ca/English/focus-areas/workplace>

Mental Health Works

Mental Health Works provides workplace mental health training to organizations nationwide.

Phone: 877-977-5580

<http://www.mentalhealthworks.ca/>

StressAssess

An online survey of the psychosocial factors in your workplace (personal and organization-wide editions).

www.stressassess.ca

Think Mental Health

Developed by Ontario's health and safety system partners, to provide informative and actionable mental health resources, with the goal of helping create a psychologically safe and healthy workplace.

www.thinkmentalhealth.ca

Workplace Strategies for Mental Health

Tools and resources to support employee success when mental health is a factor.

www.workplacestrategiesformentalhealth.com

RESOURCES FOR EMPLOYERS

Canadian Centre for Occupational Health and Safety

Resources to help create a mentally healthy workplace that is a high-functioning, respectful, and productive environment.

<http://www.ccohs.ca/topics/wellness/mental-health/>

Canadian Mental Health Association

Provides employers and unions with in-depth training, practical resources, and valuable support that can address and improve psychological health and safety in the workplace.

www.cmha.ca/programs-services/workplace-mental-health