MENTAL HEALTH FIRST AID® AT WORK



MENTAL HEALTH FIRST AID AT WORK:

RESOURCES DURING COVID-19

NATIONAL COUNCIL FOR BEHAVIORAL HEALTH

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We are so happy to have you join us! This document will provide you with an overview of Mental Health First Aid at Work and what you can expect to learn and receive during your upcoming course.

ABOUT MENTAL HEALTH FIRST AID®

Mental Health First Aid is a public education program that introduces participants to risk factors and warning signs of mental health problems, builds understanding of their impact, and provides overviews of appropriate resources in the corporate setting. Employees will obtain the knowledge, skills and confidence needed to support and assist someone who is developing a mental health or substance abuse problem or experiencing a mental health crisis and to connect them with help. MHFA training utilizes role-playing and simulations to demonstrate howw to offer initial help in a mental health crisis and connect fellow colleagues to the appropriate professional, peer, social and self-help care. Originating in Australia in 2001, Mental Health First Aid has since expanded to more than 24 countries. The National Council for Behavioral Health was instrumental in bringing Mental Health First Aid to the United States in 2008 and to date, more than 2.5 million First Aiders have been trained!

MHFA AT WORK

Many of us are unsure how to approach a colleague who may be experiencing a mental health and/or substance use concern. We may think it's none of our business or may simply not know what to say or do. Mental Health First Aid at Work provides employees with the knowledge, skills and confidence needed to support and assist someone who is developing a mental health or substance abuse problem or experiencing a mental health crisis and to connect them with help.

For additional information on Mental Health First Aid at Work, visit https://www.mentalhealthfirstaid.org/at-work/



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A

APPROACH, acknowledge risk, assist and ask the question when applicable

L

LISTEN non-judgmentally

G

GIVE reassurance and information

E

ENCOURAGE appropriate professional and corporate help

E

ENCOURAGE self-help and other support strategies



HELPFUL THINGS TO SAY		NOT HELPFUL, POTENTIALLY HARMFUL	
☑	I am concerned about you.	☒	I know exactly what you're going through. That happened to me two years ago!
☑	It sounds like you are having a difficult time.	☒	Here we go again. When are you going to get your life back in order?
☑	Is something bothering you?	☒	You'll feel differently tomorrow.
☑	I have noticed you haven't joined us lately at coffee break — are you okay?	☒	It's such a beautiful day outside. How can you feel so sad?
☑	It's hard for me to understand exactly what you are going through, but I can see that it's distressing for you.	☒	Pull yourself together.
☑	Let's go have a cup of tea.	☒	To be honest, I've never known you to be happy, you're always miserable and only see the negative side of everything.
☑	If the feelings that you are describing have been present for a long time, I think it's important that you see your family physician.	☒	I'd like to stop and talk, but there's a lot to do, maybe we can find time later this week.
☑	Maybe you could call EAP and see if they can help.	☒	I think if you prioritize and talk with our manager, you can get back on track.
☑	I've observed over the last few weeks that you appear withdrawn or pre-occupied, not your usual self.	☒	It will pass, just hang in there. Hey! Let's go get a drink after work!
☑	Would you like to talk?	☒	We are here to work and have a job to do. It's time to get on with it.
☑	How are you doing, really?	☒	Snap out of it!
☑	I've noticed you've been more quiet than usual and wondered if you are OK?	☒	Seriously? That's what you're upset about?

FOLLOW UP QUESTIONS

1. How are you feeling? If the person has difficulty with feelings, ask what are you thinking?
2. How long have you been feeling like this?
3. Have you talked with anyone about this?

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HELPFUL RESOURCES FOR

MENTAL HEALTH

HELPFUL RESOURCES FOR MENTAL HEALTH

National Council for Behavioral Health

https://www.TheNationalCouncil.org

To locate mental health and substance use disorder treatment facilities in your community, use the "Find a Provider" feature on the National Council's website.



Mental Health America

www.mentalhealthamerica.net

Visit Mental Health America's site for information on mental health, getting help, learning more, and taking action.

https://screening.mentalhealthamerica.net/screening-tools/depression

This website is sponsored by Mental Health America as part of the Campaign for America's Mental Health. The mission of this website is to educate people about clinical depression, offer a confidential way for people to get screened for symptoms of the illness, and guide people toward appropriate professional help if necessary.

Behavioral Health Treatment Services Locator

U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration

https://findtreatment.samhsa.gov/

This SAMHSA site offers a confidential and anonymous source of information for people seeking mental health services and treatment facilities in the United States and U.S. Territories for substance use, addiction, and mental health problems.

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CONTACTS AND HOTLINES

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Crisis Text Line

https://www.crisistextline.org

Free, 24-hour support for people in crisis available anywhere in the United States. Text MHFA to 741741 to speak with a compassionate, trained Crisis Counselor, a volunteer who has been trained to help with problem-solving and will address the caller's situation. The crisis counselor will help you to move from a "hot moment" to a "cool moment." This is not just for people who are considering suicide, but for anyone in crisis.

American Psychiatric Association Answer Center

1-888-35-PSYCH (77924)

Live operators available 8:30 a.m. to 6 p.m. ET refer you to local board-certified psychiatrists.

National Suicide Prevention Lifeline

1-800-273-TALK (8255)

This hotline is available 24 hours a day. Phone calls are transferred to trained counselors in more than 130 sites nationwide. This service has a new feature for veterans. When veterans, their families, or friends call this number and press 1, they can talk to a trained, caring professional in a specialized veteran call center. Calls are free and confidential, 24 hours a day, 7 days a week. This feature of the hotline is a partnership between the Department of Veterans Affairs and the Substance Abuse and Mental Health Services Administration in the Department of Health and Human Services.

The Trevor Project

1-866-488-7386

www.thetrevorhelpline.org

This is a free and confidential suicide prevention help line for gay and questioning youth that offers hope and someone to talk to 24 hours a day.

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SUPPORT

GROUPS

SUPPORT GROUPS

MentalHelp.net

www.mentalhelp.net



The content provided on MentalHelp.net features valuable information to help you and your loved ones determine your needs when it comes to seeking treatment for drug or alcohol abuse.

National Alliance on Mental Illness

www.nami.org

The National Alliance on Mental Illness (NAMI) is a nonprofit, grassroots, self-help, support, and advocacy organization of individuals with mental disorders and their families. This website provides many resources on mental disorders, including depression, that are helpful for people who have experienced a mental illness and their families, including support groups, education, and training. On the home page, click on “Find Support.”

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HELPFUL RESOURCES FOR

ANXIETY AND ANXIETY MANAGEMENT

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Anxiety and Depression Association of America

www.adaa.org

Anxiety and Depression Association of America (ADAA) promotes the early diagnosis, treatment, and cure of anxiety disorders.

Benson-Henry Institute for Mind Body Medicine

www.bensonhenryinstitute.org/

The Benson-Henry Institute for Mind Body Medicine at Massachusetts General Hospital has an online store providing CDs, DVDs, and books on relaxation techniques.

The International Obsessive-Compulsive Foundation

www.iocdf.org

The International Obsessive-Compulsive Foundation website includes information about obsessive-compulsive disorder, including information about effective treatments, how to find a health professional who has experience treating the disorder, and links to other websites.

Anxiety Panic Attack Resource Site

www.anxietycentre.com

An organization dedicated to helping people overcome anxiety disorder, as well as a number of other mental health challenges. The site provides information pertaining to a variety of treatments and resources on anxiety and provides questionnaires, links to treatment resources, a message board, and lists helpful publications.

Freedom from Fear

www.freedomfromfear.org

The Freedom from Fear website provides information, screening tools, and other resources on many types of anxiety disorders.

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RELAXATION AND MEDITATION

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Headspace

https://www.headspace.com/

This site, available as an app, states that it simplifies meditation and offers hundreds of themed sessions and various lengths of meditation.



InsightTimer

https://insighttimer.com

Offers hundreds of free guided meditations and meditation groups that share information with each other.

Mood24/7

https://www.mood247.com/aboutmood

This website allows you to check in on a daily basis, assessing your mood, keeping a record and sharing, if you want to, with family, friends, and health care service providers.

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UNDERSTANDING

TRAUMA

UNDERSTANDING TRAUMA

Centers for Disease Control and Prevention: Coping with a Traumatic Event

https://www.cdc.gov/masstrauma/factsheets/public/coping.pdf

U.S. Department of Veterans Affairs. PTSD —National Center for PTSD

https://www.ptsd.va.gov/index.asp

As part of the Veterans Administration, the National Center for PTSD is one of the most extensive resources for understanding PTSD and connecting with other resources throughout the country.



The National Child Traumatic Stress Network

http://www.nctsn.org/about-us/national-center

The National Center for Child Traumatic Stress (NCCTS) provides leadership, organizational structure, and coordination to the current grantees, affiliates, and partners of the National Child Traumatic Stress Network (NCTSN) and is funded by the Substance Abuse Mental Health Administration (SAMHSA). The site also has information about the types of trauma, resources, and links to treatments that work.

Posttraumatic Growth Research Group

University of North Carolina, Charlotte. (2014).

https://ptgi.uncc.edu/

This website is devoted to research and theory on the processes underlying post-traumatic growth. The group describes and supports the ongoing understanding that while traumatic experiences are very difficult, there is often a way to make meaning out of those challenges.

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MENTAL HEALTH FIRST AID® AT WORK

RECOMMENDED

READING

RECOMMENDED READING

BOOKS ABOUT ANXIETY IN GENERAL



The Anxiety and Phobia Workbook, 5th Edition

Bourne, E. J. (2010)

Oakland, CA: New Harbinger Publications, Inc.

This is a self-help book based on CBT.

Living with Fear

Marks, I. (2001)

McGraw-Hill Education, Berkshire, England.

This book is based on CBT. It includes a very useful chapter on self-help for fears and anxiety. Research has shown that people with phobias who follow the instructions in this chapter improve as much as people treated by a professional.

A Guide to What Works for Anxiety Disorders (2nd Ed.)

Reavley, N.J., Allen, N.B., Jorm, A.F., Morgan, A.J., Ryan, S., Purcell, R. (2013)

beyondblue, Melbourne

This booklet looks at what the scientific evidence has to say about a wide range of treatments for anxiety disorders. It is designed to help consumers make informed choices when seeking treatment. It is available for download from: www.bitly.com/AnxietyReavley

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USA

PANIC-SPECIFIC BOOKS

10 Simple Solutions to Panic: How to Overcome Panic Attacks, Calm Physical Symptoms, and Reclaim Your Life

Antony, M. M., and McCabe, R. (2004)

New Harbinger Publications, Oakland, CA.

This small-format self-help book is based on CBT principles and may help people who experience panic attacks. The focus is on thinking realistically about future attacks rather than worrying about them.

An End to Panic: Breakthrough Techniques for Overcoming Panic Disorder

Zuercher-White, E. (1998)

New Harbinger Publications, Oakland, CA

This self-help workbook is based on CBT principles and may help people who experience panic attacks, panic disorder, and agoraphobia.

SOCIAL ANXIETY-SPECIFIC BOOKS

Overcoming Shyness and Social Phobia: A Step-by-Step Guide

Rapee, R.M. Lanham (2004)

Rowman and Littlefield Publishers

This self-help book is based on CBT. Research has shown that people who work through the book systematically reduce their anxiety.

The Shyness and Social Anxiety Workbook: Proven Techniques for Overcoming Your Fears (2nd edition)

Antony M.M., Swinson R.P. (2008)

New Harbinger Publications, Oakland

This large-format self-help workbook uses the principles of cognitive behavior therapy to help people overcome shyness and social phobia.

Triumph Over Shyness: Conquering Shyness and Social Anxiety

Stein, M. B., & Walker, J. R. (2002)

McGraw-Hill, New York, NY

This self-help book is co-published and endorsed by the Anxiety Disorders Association of America. It may be useful for people with social phobia and those who struggle with nonclinical shyness. A range of approaches is used.

OBSESSIVE-COMPULSIVE DISORDER-SPECIFIC BOOKS

Stop Obsessing: How to Overcome Your Obsessions and Compulsions, Revised Edition

Foa, E. B., & Wilson, R. (2001)

Bantam Books, New York, NY

A CBT-based self-help manual for overcoming OCD. Readers are encouraged to tailor a CBT program to target specific obsessions and compulsions. It also includes self-tests and case studies from the authors' significant clinical backgrounds.

The following four books are a suite of self-help workbooks that focus on practical strategies for overcoming specific types of OCD. By selecting the workbook that focuses on the main compulsive symptom (checking, washing, or hoarding), then adding the workbook on obsessions, a person can create their own CBT program for overcoming OCD.

Overcoming Compulsive Checking: Free Your Mind from OCD

Munford, P. (2004)

New Harbinger Publications, Oakland, CA.

Overcoming Compulsive Washing: Free Your Mind from OCD

Munford, P. (2004)

New Harbinger Publications, Oakland, CA.

Overcoming Compulsive Hoarding: Why You Save and How You Can Stop

Neviroglu, F., & Bubrick, J. (2004)

New Harbinger Publications, Oakland, CA.

Overcoming Obsessive Thoughts: How to Gain Control of Your OCD

Purdon, C., & Clark, D. A. (2005)

New Harbinger Publications, Oakland, CA.

TRAUMA BOOKS

Trauma and Recovery: The Aftermath of Violence – From Domestic Abuse to Political Terror

(2015) Basic Books, New York, NY

In an Unspoken Voice: How the Body Releases Trauma and Restores Goodness

Levine, P. A. (2010)

North Atlantic Books, Berkeley, CA

In the Realm of the Hungry Ghosts: Close Encounters with Addiction

Maté, G. (2010)

North Atlantic Books, Berkeley, CA

The Body Keeps the Score: Brain, Mind, and Body in the Healing of Trauma

Van der Kolk, B. A. (2014)

Penguin Books. New York

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