



RSIFEO

RÉSEAU DE SOUTIEN
À L'IMMIGRATION FRANCOPHONE
DE L'EST DE L'ONTARIO

*How to strengthen your own
mental health skills to better
support your clientele.*



<https://rsifeo.org>



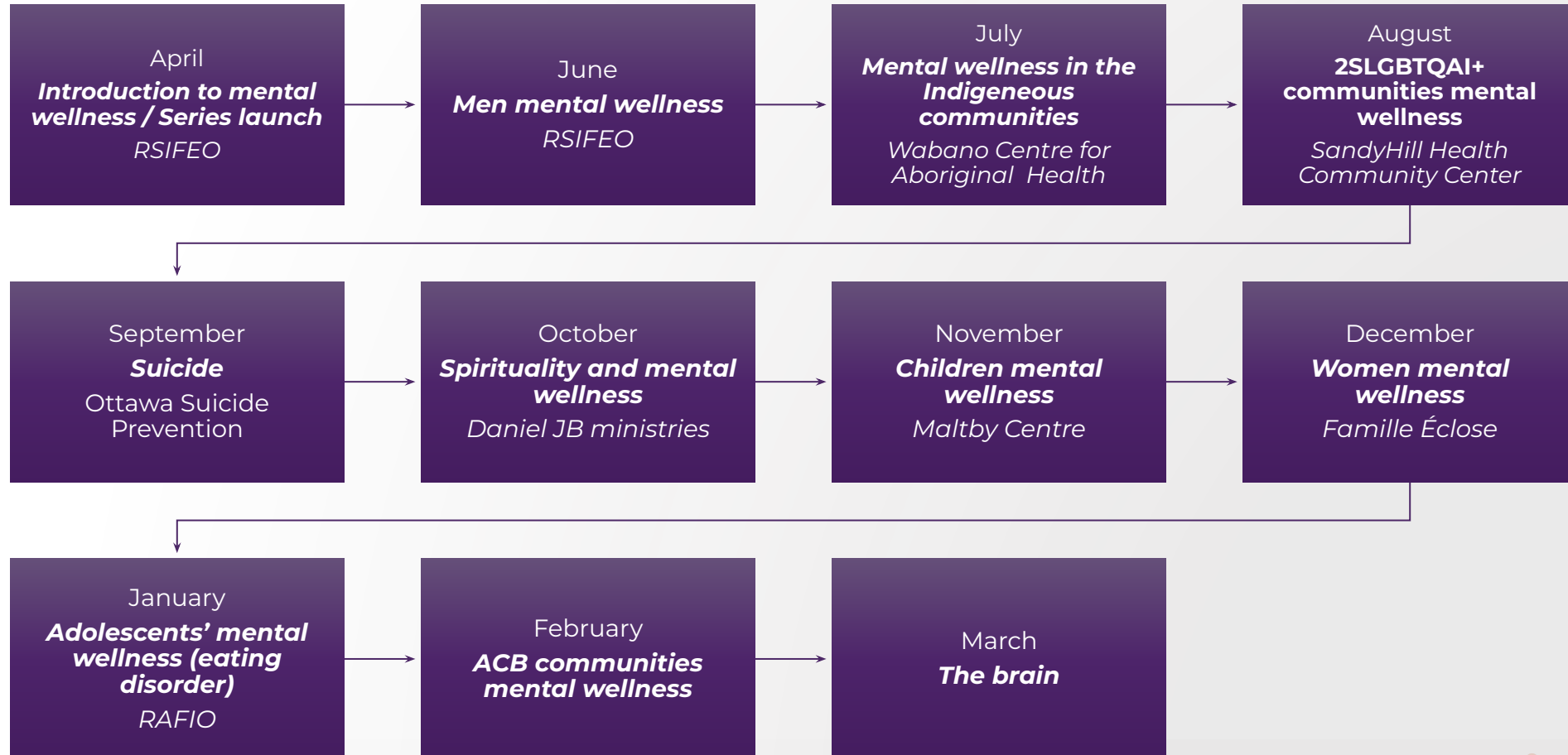
One step at a time

- ✓ Introduction to mental wellness workshop
- ✓ Lunch & Learn series
- ✓ SharePoint folder for resources
- ✓ Wellness room
- ✓ Exclusive Mental Health Continuum
- ✓ *Mental Health First Aid* training
- ✓ Exclusive training summary presentation
- ✓ Creation of program-specific workshops
- ✓ Training of workshop facilitators, following the Train-the-trainer model






Our *Lunch & Learn* series 2023/2024



A useful tool for everyone

✓ Bilingual laminated copy offered to each participant of the Mental Health First Aid training + web version

✓ Used by agents to initiate conversation about mental wellness with their customers

		HEALTHY	REACTING	INJURED	ILL
		Normal functioning	Common and reversible distress	Severe and persistent functional impairment	Clinical disorder Severe functional impairment
Mental Health Continuum	Mood Changes	<ul style="list-style-type: none"> • Normal mood fluctuations • Calm • Self-control • Alertness • Able to take charge • Good self-confidence and in others 	<ul style="list-style-type: none"> • Greater mood fluctuations • Nervous • Irritable • Impatient • Sad • Overwhelmed by events 	<ul style="list-style-type: none"> • Anger/cynicism • Persistent anxiety • Pervasive sadness • Hopelessness • Doubt • Persistent fear 	<ul style="list-style-type: none"> • Easily enraged • Constant, excessive anxiety • Panic attacks • Depression • Indifference • Excessive anger/aggression • Crippling distress
	Changes in thinking and attitude	<ul style="list-style-type: none"> • Good sense of humour • Able to cope with difficulties • Able to concentrate • Able to put things into perspective • Able to take criticism and adjust to change 	<ul style="list-style-type: none"> • Inappropriate sarcasm • Intrusive thoughts • Distraction or loss of concentration at times • Increased need for control • Difficulty adapting to change • Usual activities and relationships seem less interesting, even stressful 	<ul style="list-style-type: none"> • Negative attitude • Frequent intrusive thoughts/images • Inability to concentrate, constant distraction • Difficulty making decisions 	<ul style="list-style-type: none"> • Insubordination • Suicidal thoughts/intentions • Inability to concentrate, loss of memory or cognitive ability • Distrust • Thoughts and/or self-harm • Feeling of numbness or loss of control
	Changes in behavior and performance	<ul style="list-style-type: none"> • Regular physical activity • Live in the moment • Consistent performance • Socially active • Able to communicate effectively 	<ul style="list-style-type: none"> • Declining social and physical activity • Average and inconsistent performance • Procrastination 	<ul style="list-style-type: none"> • Avoidance of interactions with colleagues, family and friends • Delays • Poor performance • Exhaustion 	<ul style="list-style-type: none"> • Withdrawal from usual relationships • Absenteeism • Inability to perform tasks and duties
	Bodily changes	<ul style="list-style-type: none"> • Normal sleep • Good appetite • Good energy levels • Stable weight 	<ul style="list-style-type: none"> • Difficulty sleeping, with or without nightmares • Fluctuations in appetite • Lack of energy • Weight fluctuation (gain or loss) • Muscle tension • Headaches/backaches 	<ul style="list-style-type: none"> • Restless sleep / insomnia • Loss of appetite • Increased fatigue • Increased weight fluctuations • Pain in the body 	<ul style="list-style-type: none"> • Inability to fall asleep/remain asleep • Nightmares/flashbacks • Loss of appetite • Constant or prolonged fatigue or exhaustion • Extreme weight gain or loss • Lethargy • Physical illness
	Changes in addictive behavior	<ul style="list-style-type: none"> • Occasional and/or social use • Few/no addictive behaviours • No problems/impact (social, economic, legal, financial) due to substance use 	<ul style="list-style-type: none"> • Regular but controlled consumption, limited excessive consumption • Some regular addictive behaviours • Few problems/impacts (social, economic, legal, financial) due to substance use 	<ul style="list-style-type: none"> • Self-medication with anesthetic substances, food, or other activities • Frequent alcohol consumption • Difficulty controlling addictive behaviours • Increasing problems/impact (social, economic, legal, financial) due to substance use. 	<ul style="list-style-type: none"> • Excessive consumption • Dependence • Many problems/impacts (social, economic, legal, financial) due to substance use
STRATEGIES TO ADOPT					
	<ul style="list-style-type: none"> • Maintain your activities • Practice mindfulness • Cultivate social ties • Adopt or maintain healthy lifestyle habits • Adopt healthy coping strategies 	<ul style="list-style-type: none"> • Recognize your limits • Take time to rest • Modify your diet if necessary • Continue to exercise • Act on what you can change • Identify and minimize stress factors • Break the problem down into achievable steps 	<ul style="list-style-type: none"> • Identify and understand your own signs of distress • Recognize the need for action • Confide in someone you trust • Ask for help • Maintain contact with loved ones • Eliminate non-essential tasks 	<ul style="list-style-type: none"> • Consult a professional promptly • Follow health care provider's recommendations • Consider taking time off work • Reconnect with social network 	Mental Health Continuum





Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada



Mental Health
First Aid Canada

Mental Health First Aid



Certified Instructor: **CHANTALE BLANCHETTE**



I am trained to provide
Mental Health First Aid



I can provide
immediate support
and guidance in a
safe environment.



I can comfortably
have a conversation
about mental health
related issues.



Ask me about
professional and other
supports.



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada



Mental Health
First Aid Canada

Some results



Comments from participants following the Mental health first aid training:

- *I'm proud of and really appreciate this training. In my opinion, every company should add it to its curriculum. A great initiative!*
- *Excellent! This course reached deep inside me. I think it will not only benefit others but directly influence my life and that of my family.*
- *Thank you for this quality training. It helped me a lot to get out of the ignorance and prejudices I was carrying around. It will help me in my everyday interactions.*

Managers' comments:

- *Employees are talking to each other more often than before and are more concerned about their emotional balance. I see people going into the wellness room and talking about well-being afterwards. The number one point is clearly the fact that you can talk about it openly without feeling judged.*
- *There was a crying need, and the team is grateful for the chance to take part in the workshops. This makes a big difference in the lives of our colleagues. They're asking for more!*

Use of the wellness room:

- *Nearly 50% of employees with access to the wellness room have taken the time to look after their well-being since the opening on September 22nd.*

Now it's the clients' turn!

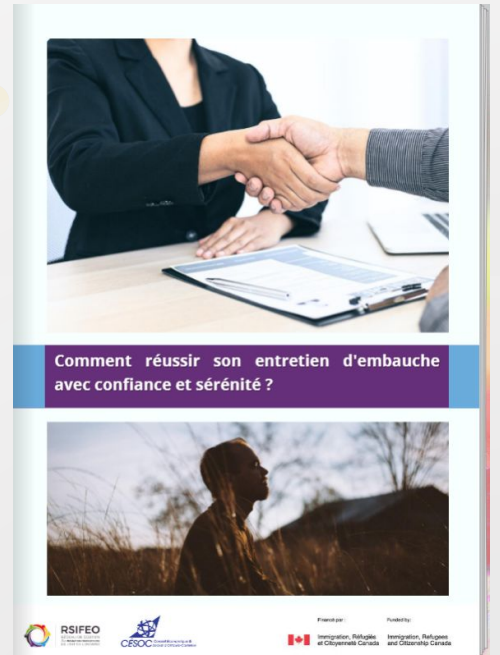


1. Mental wellness for employment workshop

- ✓ Flipbook: *Préparation mentale pour un entretien d'embauche (Mental preparation for a job interview)*
- ✓ Flipbook: *Maintenir son bien-être mental pendant la recherche d'employ (Maintaining your mental well-being during a job search)*
- ✓ Creation of a workshop based on the 2 virtual books
- ✓ Train the trainer

2. Mental wellness workshop for CESOC programs :

- ✓ Support for the elderly
- ✓ Employment Strategies and Youth Skills Pilot Project (ESYS)
- ✓ Resettlement assistance program(RAP)
- ✓ Black Entrepreneurship Program



CESOC PROGRAM

Financé par :

Funded by:



Immigration, Réfugiés
et Citoyenneté Canada

Immigration, Refugees
and Citizenship Canada

Thank You

Follow Us!



<https://rsifeo.org>

info.rsifeo@cesoc.ca