Supporting someone in Crisis **Recognizing the Signs**



MENTAL HEALTH CONTINUUM MODEL

Normal fluctuations in mood Normal sleep patterns Normal	HEALTHY	REACTING	INJURED	ILL
	in mood Normal sleep patterns Physically well, full of energy	sadness Trouble sleeping Tired/low energy, muscle tension, headaches	sadness, hopelessness Restless or disturbed sleep Fatigue, aches and pains Decreased performance,	enraged, depressed mood Unable to fall or stay aslee Exhaustion, physical illnes Unable to perform duties.
	Focus on task at hand Break problems into manageable chunks Identify and nurture support systems Maintain healthy lifestyle	Recognize limits Get adequate rest, food, and exercise Engage in healthy coping strategies Identify and minimize stressors	Identify and understand own signs of distress Talk with someone Seek help Seek social support instead of withdrawing	Seek consultation as needed Follow health care provide recommendations Regain physical and mental health

Supporting someone in Crisis **Actions and Words matter**



DO:

- Start with your Heart to adjust your emotions what do you want for them and your relationship with them long term?
- Make eve contact, come to their level and adjust your tone to show focus and compassion
- Explain you're there to listen and help them find the next step together Validate their feelings eg. "I can see you care for your patients deeply and how much this is affecting
- you." ASK if they are experiencing thoughts of suicide, ASK if they have a plan to harm themselves
- Take the next step with them using the resources provided (Step#3) ensuring they know what you can and can't do for them - while you are getting them the right help

(consider emergency processes if needed)

DON'T:

- Ghost them, Avoid them, Ignore them
- Personalize their behaviour how they are behaving right now is NOT an accurate reflection of who they are
 - Blame or Shame even if we have seen them make choices to go down this path
 - Give immediate advice or attempt to solve the problem
- Presume to know what they are thinking or feeling
- Try to relate by sharing your own experience - this will minimize their suffering
- Make Decisions without their consent

Supporting someone in Crisis **Knowing your 24/7 Resources**



Physicians / Residents/ Heathcare:

OMA Physician Health Program (24/7)1-800-851-6606

PARO Resident Helpline (24/7) 1-866-HFLP-DOC

CMHA - "Here for Healthcare" (24/7)1-844-HERE-247

Anyone:

Wellness Together Canada (24/7) Adults - text WELLNESS to 741741 Youth - text WELLNESS to 686868

Mental Health/Addictions - REACH **OUT SERVICES**

1-866-933-2023 OR 519-433-2023

Crisis Support Canada - National Suicide Prevention Support (24/7) 1-833-456-4566