



Suggested Guidelines for Approaching Someone Who May Be Struggling

1. Choose the time and place well:

- For example, away from others and in a private space.
- Not late on a Friday afternoon.
- When you have the proper energy and capacity for the discussion and the attention it deserves.

2. Ask open-ended questions:

- *How are you doing? or How have things been for you lately?*
- Other openings for discussions and supportive statements include:
 - o *I care about you, and I am listening.*
 - o *I hear you.*
 - o *You're not alone.*
 - o *Would you like to talk? I will be here to listen.*
 - o *I would like to try to understand what it is you are feeling and experiencing. Is there someone else who you trust that you prefer to talk with?*

3. Phrase your concerns with behaviour observation language:

- *I have noticed you haven't been joining us on the team calls lately...*
- *On (this occasion) I noticed you (describe behaviour, e.g., yelled at Omar when...)...*
- Behaviour observation language means describing incidents that happened – without assigning a value to the behaviour – you're just describing the behaviour and having a conversation with the employee

4. Keep language neutral and supportive while balancing respect for confidentiality and putting safety first [circumstances where maintaining confidentiality comes second to safety include discussing harm to self or harm to others for example]:

- *I value having you as < friend / a member of my team / a colleague>. I am always here if you would like to talk about things. I will be a safe ear, but your safety <and job safety> is important to me, so I need to let you know that if anything you say makes me concerned for either of these, I will need to let someone know.*

5. Follow up with the individual:

- *How are things going for you today?*
- *Have you had a chance to think about what we talked about the other day?*

6. Inform and enlist the support of a senior leader or HR if you feel it is appropriate. Depending on your relationship with the team member, let them know:

- *I have still noticed these changes in your behaviour and I'm starting to become concerned for your welfare. I am still here to support you – can I help you to connect with a resource?*



Mental Health Supports and Solutions:

- **Counselling:** EFAP, community resources
- **Social support:** family, friends, support groups, cultural communities
- **Self-care:** regular sleep, exercise, and healthy eating habits
- **Stress reduction and mindfulness:** yoga, meditation
- **Medical doctor, professionals, specialists:** referrals, medication

Men's Mental Health Resources

- Buddy Up - A men's suicide prevention communications campaign: a call to action to men, by men
- Tough Enough to Talk About It - A program for men working in trades, industry, and agriculture
- Man Therapy - An interactive website that encourages men to address their mental health and seek help if necessary
- DUDES Clubs - Spaces that facilitate a participant-led community for men's wellness
- HeadsUpGuys - Online information and resources to encourage help among men at risk for depression and suicide
- Men's Sheds - Community-based safe and friendly environments where men can learn practical skills, develop new interests, work on meaningful projects, connect with other men, and talk about their problems
- Movember – Information about mental health and suicide prevention

Addictions Resources

- Alcoholics Anonymous
- Narcotics Anonymous
- SMART Recovery
- Public Health Units – Dial 811
- ConnexOntario – Dial 1 (866) 531-2600
- EFAP – Dial 1 (800) 663-1142