

# Psychological Health & Safety in Emergencies: Implementing a People-Centred Approach to Crisis Preparedness and Response



Q: If the employee has previous mental health problems, why is the Employer responsible? We are a small team and don't have the resources/money to fix the mental problems from employees.

**A:** Leaders are not expected to be a mental health expert or responsible for “fixing” employees – leave that to the mental health professionals. Leaders are responsible for supporting psychological safety and preventing harm to the mental health and well-being of employees while they are present in the workplace (**e.g. identifying and controlling psychosocial hazards, ensuring open communication, clear expectations, and providing access to mental health resources if employees need them**).

Q: Regarding Mental Health First Aid Training, will this have a similar structure as first aid (basic, intermediate, advanced)?

**A:** Mental Health First Aid training has a different format than traditional first aid training. [Click here to see the outline.](#)

**Q:** Is there a SHORTER version of Mental Health First Aid? I've attended the recent 2-day online version - it would be amazing to have a 1hr version for all staff to do?

**A:** Unfortunately, there is no condensed version of the Mental Health First Aid course available at this time. The current format is designed to cover core concepts in enough depth to ensure participants feel confident in recognizing and responding to mental health challenges effectively.

**Q:** What is your recommendation or opinion regarding working to accommodate mental health. We find a challenge is the system, you have employees going to a reg family physician getting for example a note just saying they have anxiety, it is a challenge to communicate with these physicians to get better information to understand and accommodate.

**A:** Managing workplace accommodations particularly for mental health claims can be complex and challenging, as each situation varies. Workers have a responsibility to participate in their own recovery process which could include requirements to be seen by specific professionals, or requesting a Physician's assessment which can assist with identifying accommodation requirements and/or return-to-work, etc.

Your best bet may be to contact the worker's WorkSafeBC Case Manager to discuss your specific challenges and concerns as they may be able to provide some recommendations.

You could also consult the [Employers' Advisers Office - WorkSafeBC](#). Employers' advisers are independent of WorkSafeBC and are available to provide impartial advice on assessment, prevention, and claims matters.

Resources:

- [Injury Management | go2HR](#)
- [Employer Obligations and Duty to Accommodate - People Working Well](#)
- [A Duty to Accommodate and Duty to Inquire - Supervisors and Managers](#)

Q: How can leaders better support staff if they are going through mental health challenges themselves?

**A:** A leader who prioritizes their well-being is better able to manage crisis situations and support their employees. Check out this article [Putting Your Oxygen Mask on First - People Working Well](#) for some practical tips to help not only strengthen your leadership but also set a healthy standard for your team. Taking care of your own mental health is not a selfish act, in fact it is an important step towards building a positive, resilient workplace that benefits everyone.



### Looking for more resources?

Use the QR Code to find extra resources to support you and your team.

**Have questions?** [Contact us at safety@go2hr.ca](mailto:safety@go2hr.ca).

**Want to learn more about Workplace Psychological Health & Safety?**

**Check out People Working Well at [peopleworkingwellbc.ca](http://peopleworkingwellbc.ca)**

**Have questions?** [Contact us at mentalhealth@go2hr.ca](mailto:mentalhealth@go2hr.ca).

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