

## YOUR ROLE AS A SUPERVISOR: KEY POINTS

### Knowing My Boundaries

- I understand I'm NOT a therapist or counselor
- I know my role is to address workplace factors, not diagnose mental illness
- I'm comfortable saying "That's outside my expertise, let me connect you to [resource]"
- I know when to refer to EAP, Call Time MH, or other resources
- I take care of my own mental health so I can support others

### What I AM responsible for:

- Connecting people to appropriate resources
- Modeling healthy behaviours

### What I'm NOT responsible for:

- Diagnosing mental health conditions
- Providing therapy
- Solving personal problems

### Building Skills

- I practice active listening regularly
- I use non-judgmental language
- I have a check-in approach that works for my context
- I know the resources available and how to access them
- I lead by example in managing stress and setting boundaries

*Skill I'm working on this month:*

*How I'll practice:*

### Accessing Resources

- I have key resource contacts saved in my phone
- I know how to access my organization's EAP

- I'm familiar with industry-specific resources (Call Time MH, ActSafe)
- I've completed or plan to complete PWW training
- I know who to contact with questions (ActSafe, HR, WorkSafeBC)

## Resources I have readily available:

- Call Time Mental Health: [caltimentalhealth.ca](http://caltimentalhealth.ca)
- Crisis line: 1-800-784-2433
- My EAP: \_\_\_\_\_
- People Working Well: [peopleworkingwellbc.ca](http://peopleworkingwellbc.ca)
- ActSafe: [actsafe.ca](http://actsafe.ca) | [info@actsafe.ca](mailto:info@actsafe.ca)

## Ongoing Learning

- I stay informed about changes to regulations
- I seek training opportunities (ActSafe courses, PWW modules)
- I reflect on what's working and what needs improvement
- I ask for support when I need it
- I share learnings with my team

## Questions I still have:

- 
- 

## Where I'll find answers:

- 
- 
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## CHECK-IN TOOLKIT: PLAN YOUR APPROACH

*Use this worksheet to design a check-in approach that works for YOUR specific context.*

## STEP 1: Understand Your Context

*What's your work environment?*

*What's your crew structure?*

*How many people do you typically supervise?*

*What's your typical schedule like?*

*What are your biggest time constraints?*

*What are your biggest logistical barriers to checking in?*

## STEP 2: Choose Your Check-In Format(s)

*Based on your context above, which could work for you?*

### Quick & Informal Check-ins

Integrated into Normal Operations: Built into crew direction, existing meetings, wrap/debriefs

- How I'd do this: \_\_\_\_\_
- Frequency: [ ] Daily [ ] Weekly [ ] As needed

Informal Top-of-Day Team Check-In: 2-3 minutes at call time, quick wellbeing check

- How I'd do this: \_\_\_\_\_
- Frequency: [ ] Daily [ ] Weekly [ ] As needed

Red/Yellow/Green Stress Check: Quick visual check, follow up with anyone “in the red”

- How I'd do this: \_\_\_\_\_
- Frequency: [ ] Daily [ ] Weekly [ ] As needed

## Structured Check-ins

Toolbox Talk: 5-10 minutes on safety topic (can include mental health, fatigue, stress)

- How I'd do this: \_\_\_\_\_
- Frequency: [ ] Daily [ ] Weekly [ ] As needed

Weekly Team Check-In: Scheduled time to review workload, align priorities, surface concerns

- How I'd do this: \_\_\_\_\_
- Frequency: [ ] Daily [ ] Weekly [ ] As needed

One-on-One Check-Ins: Brief individual conversations, can be walking check-ins

- How I'd do this: \_\_\_\_\_
- Frequency: [ ] Daily [ ] Weekly [ ] As needed

## STEP 3: Design Your Check-In

Format chosen:

When:

Where:

How long:

Who's involved:

Opening I'll use:

Questions I'll ask:

How I'll wrap up:

## STEP 4: Anticipate Barriers & Solutions

Barrier 1:

Solution:

Barrier 2:

Solution:

## STEP 5: Pilot & Evaluate

I will try this approach starting:

I will evaluate after: [ ] 1 week [ ] 2 weeks [ ] 1 month

After my pilot period, I will:

- Continue as is
- Make these adjustments:
- Try a different approach

## Check-in Elements: Mix & Match

*Use these elements to build check-ins that fit your context. Pick ones that make sense for the situation.*

## Build Connection

- Acknowledge accomplishments or wins "Before we dive in, let's recognize [specific achievement]"
- Quick wellbeing check "How's everyone doing today?" / "What's your energy level like today?"
- Share something positive "Something I'm looking forward to today is..." / Start with a brief positive

## Identify Hazards

- Stress-level indicator "On a scale of red/yellow/green, where is everyone today?"
- Ask about workload concerns "Is anyone feeling overwhelmed?" / "Are the deadlines realistic?"
- Surface problems early "What roadblocks are you hitting?" / "What's not working?"

## Clarify & Support

- Outline priorities "Here's what's on the slate today..." / "Top three priorities this week..."
- Clarify expectations "To be clear, I need [X] by [Y time]" / "Any questions about what's expected?"
- Problem-solve together "Let's brainstorm solutions" / "What would help you get this done?"

## Recognize & Encourage

- Highlight progress "We're on track with [X]" / "Look what we accomplished yesterday"
- Express confidence "I know this is tough, and I trust you can handle it"
- Normalize difficulty "This is a challenging day—it's okay if it feels hard"

## Communication Skills: Conversation Starters

### General Check-ins

When you notice someone seems off:

- "Hey, I've noticed you seem [tired/stressed/quieter than usual]. Is everything okay?"
- "You don't seem like yourself today. Want to talk about it?"

When someone seems overwhelmed:

- "I've noticed you're working through lunch and staying late. How's your workload feeling?"
- "You seem stressed about [X]. What can I do to help?"

When you want to surface concerns:

- "I want to make sure you feel supported. How's the work environment feeling for you?"
- "Is there anything making it hard to do your job well?"

## Active Listening Responses

Show you're listening:

- "I hear you saying [reflect back what they said]"
- "That sounds really [difficult/frustrating/overwhelming]"

Validate without trying to fix:

- "That makes sense given [context]"
- "I can see why that would be stressful"

Avoid:

- "At least..." (minimizing)
- "You should just..." (unsolicited advice)
- "It's not that bad..." (dismissing)

## Connecting To Resources

When someone needs support beyond workplace:

- "It sounds like you're dealing with a lot. Have you connected with our EAP? It's confidential."
- "That's outside my expertise, but I want to make sure you get support. Can I connect you to [resource]?"

When someone mentions self-harm or suicide:

- **ALWAYS TAKE SERIOUSLY**
- "I'm really concerned about what you just said. Have you thought about hurting yourself?" [Ask directly]
- "I want to make sure you're safe. Can we call the crisis line together right now?"
- If imminent danger: Call 911
- Crisis line: 9-8-8
- Don't leave them alone if possible
- Follow up

## Setting Boundaries

When someone wants you to solve a personal problem:

- "I care about what you're going through, and I'm not the right person to help with this. But I can connect you to [resource]."

When you don't have capacity:

- "I want to give this the attention it deserves. Can we schedule time to talk [later today/tomorrow] when I can focus?"

## Following Up

After a difficult conversation:

- "I wanted to check in after our conversation yesterday. How are you doing?"
- "I said I'd [action]. I've done that, here's the update: [X]"

After someone returns from absence:

- "Welcome back. How are you feeling?"
- "Let's talk about workload and make sure it's manageable."

## Signs You Might Notice

*YOU ARE NOT A DIAGNOSTICIAN. These are signs someone may need support.*

### Behavioural Changes

Possible signs:

- Attendance/punctuality: Frequently late, increased absences
- Work performance: Missing deadlines, errors, difficulty concentrating
- Engagement: Withdrawn, avoiding interaction
- Mood: Irritability, angry outbursts, tearfulness, mood swings

What to do:

- Notice and name what you observe: "I've noticed you've been late three times this week, which isn't like you"
- Express concern: "I'm concerned. Is everything okay?"
- Listen without judgment
- Offer support: "How can I help?" / "What do you need?"
- Connect to resources if appropriate

## What They're Saying: Immediate Action Required

Mentions of self-harm or suicide:

- "I can't do this anymore"
- "Everyone would be better off without me"
- Any mention of a plan or means

What to do:

- Take it seriously—ALWAYS
- Ask directly: "Are you thinking about hurting yourself?"
- Don't leave them alone
- Get immediate help: Crisis line (1-800-784-2433), EAP, or 911
- Stay with them until safe
- Follow up

DO NOT:

- Minimize ("It's not that bad")
- Debate ("You have so much to live for")
- Promise confidentiality (you may need to get help)

## Other Concerning Statements:

Expressions of hopelessness, feeling trapped, or feeling like a burden

What to do:

- Express concern: "I'm worried when I hear you say that"
- Listen and validate

- Connect to resources: "This sounds like something [EAP/Call Time MH] could really help with"
- Follow up

## After You've Taken Action

- Document (where appropriate): Date, time, what you observed, actions taken, resources provided, follow-up plan
- Take care of yourself: These conversations are difficult. Debrief with HR, supervisor, or peer. Access your own supports.
- Follow up: Check in within 24-48 hours. Continue regular check-ins.
- Remember: You did the right thing by acting. You're not responsible for "fixing" them. Your job is to create safe conditions and connect to resources.

## Resource Directory

### Immediate Crisis Support

*If someone is in immediate danger: Call 911*

24/7 Crisis Lines:

- BC Crisis Line: 1-800-SUICIDE (1-800-784-2433)
- Crisis Text Line: Text CONNECT to 686868
- 310Mental Health: Call or text 310-6789 (no area code needed)

### Industry-specific Resources

**Call Time Mental Health** Free, confidential peer support for BC film & TV workers; one-on-one support, groups, resources. Website: [calltimementalhealth.ca](http://calltimementalhealth.ca) | Email: [info@calltimementalhealth.ca](mailto:info@calltimementalhealth.ca)

**Actsafe** Safety association for BC's motion picture, performing arts, and live events; training, resources, consultations, incident support. Website: [actsafe.ca](http://actsafe.ca) | Email: [info@actsafe.ca](mailto:info@actsafe.ca) | Phone: 604-733-4682

### Provincial Mental Health Resources

**People Working Well** Free mental health resources and 20+ online courses for BC workers in tourism, hospitality, and arts & entertainment. Website: [peopleworkingwellbc.ca](http://peopleworkingwellbc.ca)

**Bounce Back BC** Free skill-building program for managing low mood, depression, anxiety, stress, or worry; workbooks, phone coaching, videos for adults 15+ in BC. Website: [bouncebackbc.ca](http://bouncebackbc.ca) | Phone: 1-866-639-0522

## Action Planning Template

### My Top 3 Priorities

1. \_\_\_\_\_

Why this matters: \_\_\_\_\_

First step I'll take: \_\_\_\_\_ By when: \_\_\_\_\_

2. \_\_\_\_\_

Why this matters: \_\_\_\_\_

First step I'll take: \_\_\_\_\_ By when: \_\_\_\_\_

3. \_\_\_\_\_

Why this matters: \_\_\_\_\_

First step I'll take: \_\_\_\_\_ By when: \_\_\_\_\_

### This Week

One check-in approach I'll try:

Resources I'll add to my phone today:

- Call Time Mental Health: [calltimementalhealth.ca](http://calltimementalhealth.ca)
- Crisis line:
- 9-8-8

One "leading by example" behaviour I'll model:

## Accountability

Who will I share this plan with?

When will I review my progress?

What support do I need?

## Reflection space

What resonated most from today:

What feels most challenging:

Questions I still have:

## Thank You

Thank you for investing in your crew's psychological health and safety. The work you do as a supervisor matters enormously. You don't have to be perfect: you just have to start.

Remember:

- Start small
- Build habits
- Be patient with yourself
- Ask for support when you need it
- Your crew will notice

**You've got this.**

For questions or support:

- ActSafe: [info@actsafe.ca](mailto:info@actsafe.ca) | [actsafe.ca](http://actsafe.ca)
- People Working Well: [peopleworkingwellbc.ca](http://peopleworkingwellbc.ca)