



Mental Health First Aid Responder at-a-glance

The role of the Mental Health First Aid (MHFA) Responder

A Mental Health First Aid Responder in the workplace is the go-to person for anyone who is struggling with a mental-health-related issue. The MHFA Responder will help guide the person in distress to the relevant help that they need. They will also have the knowledge to spot someone who is struggling with their mental health and therefore can intervene prior to the situation escalating.

The MHFA course does not teach people how to be therapists. It does teach people how to:

- recognize the signs and symptoms of mental health problems
- provide initial help
- guide a person toward appropriate professional help

Just as CPR training helps someone with no clinical training or medical background to assist an individual having a medical emergency like a heart attack, Mental Health First Aid training helps someone assist an individual experiencing a mental health challenge or crisis.

The goal is to help support an individual until appropriate professional help is identified. In the MHFA certification course participants will learn a single-action plan that includes assessing risk, respectfully listening to and supporting the individual in crisis and identifying appropriate professional help and other supports that can be applied in many situations.

Participants are also introduced to risk factors and warning signs for mental health problems. In addition to crisis interventions, participants learn how to have effective conversations about mental health, regardless of whether someone is in crisis or not.

Crisis interventions covered

What types of situations could a Mental Health First Aid Responder be involved in?

Participants are taught how to provide effective crisis intervention in a variety of situations:

- Panic attack
- Suicidal behaviour
- Substance overdose
- Acute stress reaction
- Psychotic episode

A MHFA Responder could also be involved in the following:

- Creating a safe and inclusive environment for anyone struggling with a mental health challenge to disclose and seek support
- Regional coaching and support to the business on demystifying mental health stigma and how to recognize signs of symptoms of an individual dealing with a mental health challenge
- Proactively reaching out to someone who may be struggling
- Employee and Family Assistance (EFAP) advocate and champion of Purolator Health resources

MHFA Responders must be aware that the training and practical application covers some sensitive subjects that some individuals may find difficult. Mental Health First Aid Responders must be comfortable to provide support and assistance in potential crisis intervention situations.

MHFA Responders at Purolator

MHFA Responders at Purolator are offered visual identifiers such as badges, pins and posters to notify their workplace location of their role. A listing of all certified MHFA Responders at Purolator is shared to our PuroNet internal website, which is visible to all employees.

MHFA Responders are connected to one another and supported by a Community of Practice, which meets virtually every quarter. Emails are also shared to provide updates on the program, and share mental health focused resources.

