



Training Descriptions

CMHA Vancouver-Fraser Branch

Workshops are skill-based and include dynamic activities, discussions, and practice of the 4R Action Toolkit®

Responding with Respect™ (RWR) Programs

All RWR workshops are evidence-based and trauma-informed and apply the 4R Action Toolkit® (Recognize, Respond, Resource, Reconnect) to ensure participants develop safe and supportive communication skills. This toolkit equips participants to recognize and respond to an employee or co-worker when they notice a behaviour cue or change. Training managers and employees in these skills ensure your organization establishes shared literacy on mental health and support skills that contribute to a Psychologically Healthy and Safe Workplace culture.

RWR Workplace Mental Health Skills for Managers

A practical skill and knowledge-building workshop designed to normalize workplace conversations about mental health and increase early intervention if needed. *1 in 3 Canadians will experience a mental health or substance use disorder in their lifetime, while others will experience challenges that don't meet the threshold for a diagnosed illness. Both realities can impact an employee's wellness and performance.*

You don't need to become a mental health expert to support your teams; what *is* required is to know how to have a safe, respectful, and supportive conversation with an employee who is not themselves. This knowledge and skill-building workshop will help managers support an employee who is struggling with what may be a mental health challenge or with a situation that is affecting their mental well-being. Activities, discussions, and practicing the 4R Action Toolkit® engage participants throughout the workshop.

Managers will:

- Build mental health knowledge.
- Explore the workplace as a risk and a protective factor for mental well-being.
- Learn about the impact of stigma and mitigation strategies.
- Identify practices for cultivating approachable leadership.
- Use the 4R Action Toolkit® for effective results.

The 7-hour workshop includes all the above plus:

- Two case scenario opportunities to practice the 4R Action Toolkit®
- Using the 4R Action Toolkit® in Urgent Situations, which includes a scenario.
- Two case scenarios for discussion.
- Introduction to the National Standard for a Psychologically Healthy and Safe Workplace.

Length: 7-hour workshop, in-person (1 day) or virtual (2 or 3 consecutive days)

A 4-hour version is also available.

Maximum number of participants: 24 in-person; 15 virtual

Cost: \$2000 (4-hour) or \$3500 (7-hour) - Additional \$100 for all in-person training

RWR Workplace Mental Health Skills (for all)

Early recognition and intervention can mitigate the negative impacts of mental health challenges. Employees are often the first to notice a change in a co-worker's behaviour but don't know how to speak with a colleague about what they see. In this workshop, participants will learn to approach their co-workers using the trauma-informed 4R Action Toolkit®.



Canadian Mental
Health Association
Mental health for all

Association canadienne
pour la santé mentale
La santé mentale pour tous

Participants will:

- Explore stigmatizing language and the impact of stigma.
- Be introduced to the Mental Health Continuum.
- Discover the importance of self-awareness.
- Be made aware of the impacts of mental illness.
- Practice the 4R Action Toolkit® for effective results.

Length: 4-hour workshop delivered in-person (1 day) or virtual (2 consecutive days)

Maximum number of participants: 24 in-person; 15 virtual

Cost: \$2000 (Additional \$100 for in-person training)

RWR On the Frontline

Acknowledging the service expertise of your frontline staff and recognizing their role as the first point of contact, this workshop builds on participants' mental health knowledge. It elevates skills for serving citizens/clients/customers struggling with a mental health challenge. Participants gain confidence in their interactions by practicing the 4R Action Toolkit® model, to ensure a trauma-informed approach in a case scenario and engaging in relevant activities and discussions.

Frontline employees will:

- Build knowledge on mental health.
- Navigate and mitigate the language of stigma.
- Use the 4R Action Toolkit® to practice this trauma-informed model.
- Explore strategies for creating a safe space.
- Explore self-awareness for mental wellbeing.

Length: 4 hour in-person (1 day) or virtual (2 or 3 consecutive days)

Maximum number of participants: 24 in-person; 15 virtual

Cost: \$2000 (4-hour) or \$3500 (7-hour) - Additional \$100 for in-person training

NEW This Fall! Resilient Minds® - Building the Psychological Strength of Community Workers Programs

An evidence-based trauma- and violence-informed course that aims to strengthen the psychological well-being of individuals working on the frontline in a variety of social service agencies.

Course Goal

To build the psychological strength of and protect the well-being of individuals working on the frontline in potentially distressing environments.

Participants will build knowledge and skills to:

- Be prepared and proactive at all stages of stress.
- Recognize effects of stress/distress in self, peers, and clients.
- Use case scenarios to practice the 4R Action Toolkit® to communicate with co-workers who may be struggling and with clients/members/citizens who may be in distress.
- Identify personal proactive and responsive strategies for resilience.



This course is developed and delivered by certified CMHA facilitators to a variety of employees within the following types of organizations:

- Outreach services
- Housing
- Community centres
- Food centres
- Immigrant and settlement services
- Shelters
- Resource centres
- Transition houses
- Advocacy
- Employment services
- Transit services
- Bylaw services
- Civic services
- Court services
- Security services
- Libraries
- Community Health
- Harm reduction
- Peer support
- Indigenous wellness
- Recovery services
- Crisis services

Course Development

The success and impact of the original Resilient Minds® Building the Psychological Strength of Fire Fighters program inspired the demand for this adaptation for Community Workers, one of five adaptations of Resilient Minds® for employees working in environments that pose a high risk to their mental well-being.

In 2019, CMHA Vancouver-Fraser held a focus group with employees working in the Downtown East Side of Vancouver, BC, to present the highlights of the original Resilient Minds® course to consider an adaptation for Community Workers. COVID-19 interrupted the adaptation process, but thanks to United Way – Alberta Capital Region seed funding, the process was reignited in 2022 and 2023.

The process included:

- A national steering committee of community workers, including social workers, counsellors, and front-line workers, combed through each module of Resilient Minds® and discussed everything from course content, language, images, and examples to suggest sector-relevant alternatives.
- The knowledge and input from the steering committee was applied to course materials.
- Indigenous cultural awareness, diversity, and neurodiversity lenses were applied to the content.
- A soft pilot with HEU employees of the Employees Disability Management Program was used to test the adapted course's content, activities, timing, and flow. Their feedback was applied to course materials.
- Following the edits from the soft pilot, the adapted material was piloted with a broader group of front-line workers and stakeholders from across Canada to ensure its value to a wide scope of community workers.
- Feedback from the pilot was used to finalize course materials.

100% of participants in the Resilient Minds® for Community Workers pilots agreed or strongly agreed that:

- The curriculum is relevant to their experiences as Community Workers.
- The curriculum was appropriate for many cultures.
- The workshop is valuable for Community Workers.
- They plan to use the information and skills personally and professionally.
- They have benefitted from this course.

Length: 7-hour workshop; delivered in-person (1-2 days); virtual (although not preferred method- 3 days)

Maximum number of participants: 24 In-person

Includes: A comprehensive Participant Workbook

Cost: \$5400 (In BC the cost is currently \$4,500)



Advancing Resilience Training

Adapted from Resilient Minds® Building the Psychological Strength of Fire Fighters, this training focuses on advancing employees' resilience. Participants explore the brain on stress and the potential repercussions of unmitigated prolonged stress: compassion fatigue, vicarious trauma, moral distress, and burnout. A practical, personalized Resiliency Process tool is used to build strategies to mitigate stress impacts and sustain and maintain well-being. (4R Action Toolkit® not used in this course)

This workshop is suited for employees at all levels of an organization working in high work volume, deadline-driven positions with a predominantly high demand low control ratio.

Participants will increase the ability to:

- Recognize the effects of psychological stress.
- Appreciate the importance of self-awareness.
- Develop personal strategies for mitigating trauma and boosting resilience.

Length: 5-hour workshop; delivered in-person (1 day) or virtual (2 consecutive days)

Maximum number of participants: 24 In-person; 15 Virtual

Cost: \$2500 (Additional \$100 for in-person)

Let's Get REAL About Mental Health: Mini Workshops

Stress Strategies & Skills to Build Resilience

We all know what it's like to have a low mood or to feel distressed. We can experience this on any given day or can sometimes experience this feeling for a week or more. From the executive offices to the mailroom, we all get out of sorts occasionally, and stress can often be the culprit behind our feelings.

In this workshop, participants will build knowledge on mental well-being, learn why self-awareness is so critical, and explore the impact of stigma in the workplace.

We will also discuss the different types of stress and explore helpful coping techniques and strategies for responding to stress that build resilience.

Exploring Empathy

Just as Canadians experienced pandemic fatigue, research indicated that Canadians also experienced "empathy fatigue."

With the ongoing virus strains and economic challenges, war, and the social ills that permeate our communities, including mental health stigma, gender bias, and racism, empathy fatigue is still pervasive. We have cause for a renewal of empathy and understanding of each other.

In this workshop, participants build mental health knowledge and explore empathy to refresh and strengthen their empathetic skills.

Length: 1-1.5 Hours.

Max number of participants: 30+ virtual or in-person

Cost: \$500 -\$750 (Additional 100 for in-person)



Psychological Health and Safety (PHS)

Introduction to PHS

Learn how to promote mental health and protect workers' psychological safety in the workplace from an occupational health and safety perspective. The 4-hour workshop provides opportunities for participants to explore practical ways for their worksite to implement Canada's National Standard for Psychological Health and Safety in the Workplace.

Length: 2-hour or 4-hour workshop

Maximum number of participants: 24 In-person; 15 Virtual

Cost: \$1000 or \$2000

Psychological Health and Safety Supporter Training

Build the foundational knowledge required to begin addressing psychological health and safety (PHS) in your workplace. Using the National Standard of Canada for Psychological Health and Safety in the Workplace as a guide, learn about its history and development; gain understanding of core concepts like psychological health, safety, and risk; and receive an expert overview of the core components of the Standard.

Using a case study approach, participants will be able to apply their knowledge in order to practice articulating the benefits of addressing PHS and determining initial actions to begin improving PHS in the workplace.

Length: 3-hours

Maximum number of participants: 24 In-person; 15 Virtual

Cost: \$300 per person

Mental Health First Aid *(recommended for specific positions in an organization)*

We offer several versions of MHFA:

- Standard (9 hours)
- Supporting Youth (10 hours)

All our MHFA courses are delivered over 2 days, generally over 2 consecutive days, or 2 days within 30 days. Each group will need to stay together for a full 2-day session, and all participants must complete all hours of the course to receive their certificates.

The costs for MHFA courses are:

Course	Cost
MHFA Standard (Virtual) Public	\$285/ person (Individual online registration)
MHFA Youth Private	\$3,540 up to 12 participants + \$110 for additional participants (Max number of participants per session is 25)
MHFA Standard Private	\$3,420 up to 12 participants + \$200 for additional participants (Max number of participants per session is 15)



MHFA Standard

Course Objectives

Mental Health First Aid (MHFA) is the support provided to a person who may be experiencing a decline in their mental well-being or a mental health crisis.

Course participants will learn how to recognize signs that a person may be experiencing a decline in their mental well-being or a mental health crisis and encourage that person to:

- Talk about declines in their mental well-being.
- Discuss professional and other supports that could help with recovery to improved mental well-being.
- Reach out to these supports.
- Assist in a mental health or substance use crisis.
- Use MHFA actions to maintain one's own mental well-being.

Method of Instruction

This 9-hour course opens with a self-directed module (Module 1) that focuses on the information and strategies that participants will discuss and practice throughout the virtual classroom modules (Modules 2 and 3). Course participants are required to complete Module 1 before participating in Module 2 and 3.

Upon registration, participants will receive the "MHFA Participant Reference Guide" that outlines MHFA actions for developing mental health and substance use problems, and mental health and substance use crises.

MHFA Supporting Youth

Course Objectives

Mental Health First Aid (MHFA) is the help provided to a person who is showing signs of declining mental well-being or crisis. "MHFA – Supporting Youth" is a course designed for members of the public who have frequent contact with young people (ages 12 to 24).

Participants will learn how to:

- recognize signs that a young person may be experiencing a decline in their mental well-being or a mental health or substance use crisis.
- initiate conversations that encourage a young person to talk about a mental health or substance use problem.
- discuss professional and other supports that could help with recovery to improved mental well-being.
- assist in a mental health or substance use crisis situation.
- check in with one's own mental well-being and take action as needed.

Method of Instruction

This 10-hour course opens with a self-directed module (Module 1) that focuses on the information and strategies that participants will discuss and practise throughout the virtual classroom modules (Modules 2 and 3). Module 1 takes up to 2 hours to complete while Modules 2 and 3 are 4 hours in length each, including breaks.

Upon registration, participants will receive the "MHFA – Supporting Youth Participant Reference Guide" that outlines MHFA actions for developing mental health and substance use problems, and mental health and substance use crises.