

MENTAL HEALTH CRITICAL INCIDENT PROTOCOL

Respond to critical mental health incidents the right way

OUTCOMES

- Implement a mental health critical incident protocol
- Create procedures to meet legal and duty of care needs
- Ensure that the workplace responds effectively to a person in crisis
- Ensure the safety of a person in crisis
- Ensure the safety of first responders



ABOUT THE PROGRAM

- Face-to-face on-site
- Virtual
- Practical outcomes

Introduce a mental health critical incident protocol to your workplace and ensure you have a set procedure when responding to a person experiencing a mental health critical incident.

The *Mental Health Critical Incident* program offers insights and considerations when building a protocol into your organisation.

Each different type of critical incident has its own recommended response to ensure the person is swiftly and effectively taken to qualified care and provided medical clearance before returning to work.

A mental health critical incident protocol removes guessing and reduces stress for first responders. It also creates a recovery pathway for a dignified and sustainable return to work.

Participants will learn practical systems for policy introduction, recommended critical responses during a crisis; and risk management reporting to improve ongoing risk mitigation with mental health in the workplace.

THE PROGRAM COVERS

- What is a mental health critical incident?
- How should the workplace respond to a critical incident?
- Role of the first responder
- Role of the manager
- Emergency contacts for support during the event
- Safety of first responders during a critical incident
- Actions for the workplace after the incident

DELIVERY FORMAT

- 2.5 hours face-to-face facilitated on site
- 2.5 hours virtual training

BACKGROUND

One in five people will suffer a mental health challenge in the workplace and many turn to their leaders and colleagues for a source of mental health support.

But employers responding in a reactive way to mental health incidents are unintentionally exposing their businesses to increased risk of further mental injury and prolonged Return to Work post incident.

WHY USE JONAH GROUP

Jonah Group's experts know mental health and have been supporting leaders facing mental health challenges in the workplace for more than 17 years.

They share their knowledge with leaders from the board room to the front line, driving real change in people's attitudes, behaviour and mindset – and ensuring safety and wellbeing.

In a world where more than 2 million die every year from work related accidents and disease, safety is Jonah Group's mission.

Whether mental health or physical safety, Jonah Group's experts teach people the science of risk and help leaders build sustainable cultures of safety.

Jonah Group. *Saving Lives. Protecting business.*

The logo for serco, featuring the word "serco" in a lowercase, sans-serif font. A red horizontal bar is positioned below the letter "o".

“The Jonah Group have deep knowledge of how to enable organisations to address the common issues in all three of the critical areas associated with people risk, namely caring, protecting and enabling our people to thrive.

They are someone you want on your team and extremely adept at helping organisations and leaders get unstuck from the react and respond paradigm.”

Wade Needham

Head of Safety, Environment and Wellbeing

The logo for DuluxGroup, featuring the word "DuluxGroup" in a bold, blue, sans-serif font. To the right of the text is a colorful graphic consisting of several overlapping squares in blue, red, green, and yellow.

“Working with The Jonah Group to bring to life mental health education sessions for our employees and Managers has been amazing. This is such an important topic and they went above and beyond to understand the business and the intent of the education sessions and developed tailored sessions to meet our needs. In their authentic approach, The Jonah Group has the capability to connect with the audience whether it is in person or via webinars, their passion for mental health awareness, providing strategies and reducing stigma always shines through in their sessions. I cannot recommend The Jonah Group highly enough - they have a wealth of knowledge and their sessions always exceed expectations.”

Lara McPherson

Workers Compensation Manager

Contact us today to learn how
we can help you

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