



First Nations Housing Professionals Association

L'Association des professionnels de
l'habitation des Premières Nations

THE HOUSING AND
WELLNESS PROGRAM



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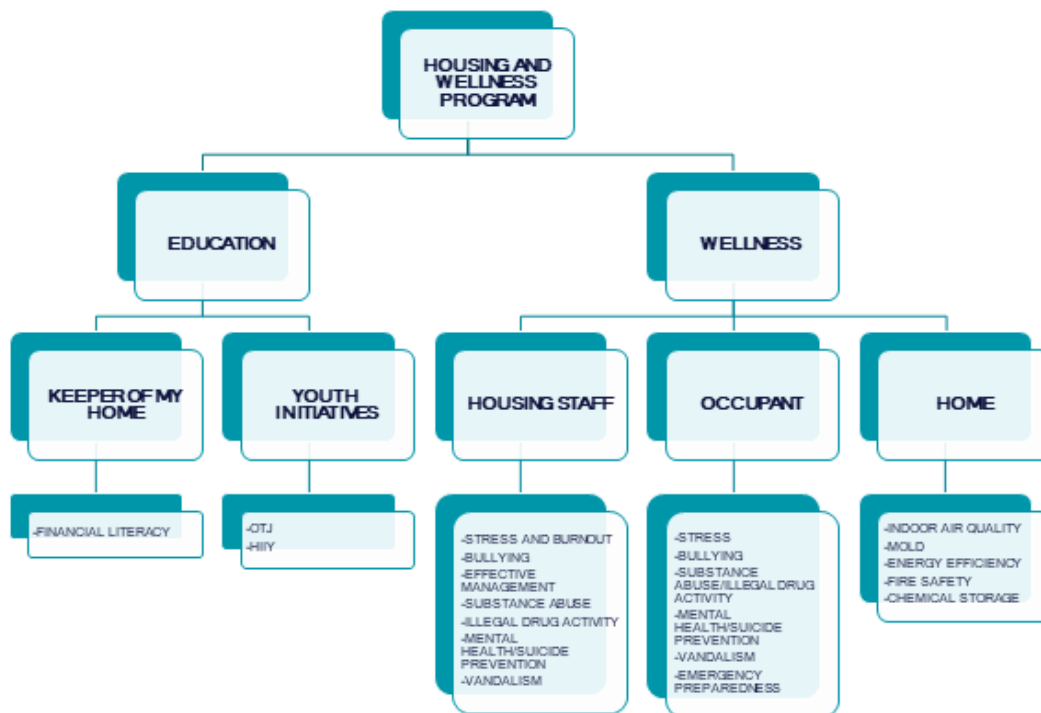


Introduction



The First Nations Housing Professionals Association (FNHPA) is pleased to offer the Housing and Wellness Program. The purpose of this program is to provide information and guidance to First Nations individuals living on reserve or working in a housing capacity.

The key areas that are addressed are education, through the provision of educational programs, tools, and resources, and wellness as it relates to the mental well-being of First Nations housing staff, occupants, and youth and the wellness of the home itself. Through the delivery of this program, we hope to address issues related to housing, health, and safety.





1. Education

Through the provision of educational programs, tools, and resources, we hope to raise awareness of housing, health and safety matters and address the current socio-economic issues experienced by First Nations individuals living on reserve.

1.1 Keeper of My Home

The Keeper of My Home program is a free educational resource that was developed to educate children and youth about the importance of housing and home safety and how it can help improve economic and social conditions. The program intends to create future housing champions and bring about a positive change through a bottom-up approach.

The program is built around the following four themes:

- Traditional teaching of the community
- First Nation housing topics
- Home maintenance
- Home safety

The Keeper of My Home program addresses many of the same areas of concern as the Housing and Wellness Program. These four themes have underlying lessons related to education, as well as wellness.

1.2 Financial Literacy

Teaching children and youth about Financial Literacy can instill the knowledge and skills required to effectively transition from living at home to living on their own while they attend post-secondary studies or enter the workforce. This training course will be offered through the lens of a homeowner and a renter's perspective with information on budgeting, saving, investing, rental lease requirements, and more.





2. Wellness

Wellness shapes many aspects of our lives and plays a crucial role in our health and well-being. However, it is often neglected, which has led to a lack of available information for First Nations individuals living on reserve.

Through the delivery of tools and resources, we hope to address common issues experienced by First Nations housing staff, occupants, and youth related to their mental wellness and the wellness of their homes. Addressing these issues will not only educate people on the importance of wellness but will also promote optimal health and functioning.





3. Housing Staff

Prioritizing the mental health and well-being of housing staff promotes organizational success and improves the overall performance of the workplace. Investing in well-being in the workplace demonstrates strong values and ethics and can better staff retention, increase staff commitment and enhance reputation. By offering support and resources to staff, employers can help foster a positive work culture which in turn leads to happier, more fulfilled, and productive employees.

It is not a part of the role of the housing staff to deal directly with some of the following issues. However, having the training and resources available to help recognize mental health and well-being issues is an important measure to ensure everyone has the knowledge and support they need in order to take steps to address these situations appropriately and respectfully.





3.1 Stress and Burnout

Workplace burnout is a state of physical and emotional exhaustion resulting from chronic workplace stress that has not been successfully managed. Employers need to be able to recognize the signs of burnout, know how to prevent it, as well as provide their staff with the necessary resources to help mitigate stress.

Leaders are responsible for creating positive employee experiences. It is their duty to set clear expectations and ensure that employees feel supported to do their best work. A professional employee-manager relationship can be the foundation for a successful organization and help alleviate workplace stress rather than be a source of it.

Ways in which employers can prevent burnout

- **Communicate with your employees**
Make sure everyone feels heard and motivated. Remember to focus on the positives before communicating the negatives and show your appreciation.
- **Make well-being a part of the workplace culture**
By making well-being a priority of the workplace culture and providing support and resources for employees, you can encourage them to live a healthy, meaningful, and productive work life.
- **Monitor workloads and scheduling**
Leaders need to ensure that their employees aren't being given unreasonable workloads or prolonged rigorous schedules.
- **Promote work/life balance**
Set clear boundaries for working after hours, time-off, and availability. Leaders must define the value of well-being improvement with their personal examples and reinforcement.
- **Encourage employees to use their vacation days**
It is important to foster a workplace culture that appreciates employees taking time away and using their vacation days.





Recognizing the signs of burnout

- Feeling depleted or exhausted
- Negative attitude towards the workplace
- Reduced performance and productivity
- Anxiety
- Feeling overwhelmed or overworked
- Loss of motivation for their job

Ways in which employees can relieve stress

- Form positive relationships
Share your thoughts, develop friendships with coworkers, and lean on your friends and family for support.
- Prioritize and organize
Organizing your tasks can help reduce stress levels by helping you avoid the last-minute scrambling in a variety of everyday situations. Try prioritizing your most important tasks and projects.
- Exercise
Exercise is known to help relieve stress, increase energy, and sharpen your focus. Try going for short walks throughout the workday or try deep breathing yoga exercises.
- Eat healthy and nutritious foods
Our diet plays a large role in how we feel. Avoid stimulants like caffeine or nicotine and try eating more omega-3 fatty acids for improved mood.
- Get enough sleep
Aim for 8 hours of sleep each night and try cutting off-screen time 1 hour before you to go to bed.
- Communicate with your leaders
Letting your employer know that you are feeling stressed or burnt out can be very helpful. Strong leaders will understand that well-being has an impact on business outcomes, and they will want to work with you to help address the issue.
- Focus on the positive
Think positively and don't beat yourself up over little things. Remember that you cannot control everything in your life.

The following resources are infographic posters that can be made freely available to support housing staff while managing stress and avoiding burnout.





What Is Workplace Burnout?

Workplace burnout is a state of physical and/or emotional exhaustion resulting from chronic workplace stress that has not been successfully managed.



Feeling depleted or exhausted



Negative attitude towards the workplace



Reduced performance and productivity



Anxiety



Feeling overwhelmed or overworked



Loss of motivation for their job

Recognizing the signs of burnout:

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Youthspace Text Line
Text 778-783-0177



What Is Workplace Burnout?

Ways in which employees can relieve stress:



Form Positive Relationships

Share your thoughts, develop friendships with coworkers, and lean on your friends and family for support.



Exercise

Exercise is known to help relieve stress, increase energy, and sharpen your focus. Try going for short walks throughout the workday or try deep-breathing yoga exercises.



Get Enough Sleep

Aim for 8 hours of sleep each night and try cutting off-screen time 1 hour before you want to go to bed.



Focus on the Positive

Think positively and don't beat yourself up over little things. Remember that you cannot control everything in your life.



Prioritize and Organize

Organizing your tasks can help reduce stress levels by helping you avoid the last-minute scrambling in a variety of everyday situations. Try prioritizing your most important tasks and projects.



Eat Healthy and Nutritious Foods

Our diet plays a large role in how we feel. Avoid stimulants like caffeine or nicotine and try eating more omega-3 fatty acids for improved mood (fish, nuts, seeds, fortified foods).



Communicate With Your Leaders

Letting your employer or leader know that you are feeling stressed or burnt out can be very helpful. Strong leaders will understand that well-being has an impact on business outcomes, and they will want to work with you to help address the issue.

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What Is Workplace Burnout?

Employers Role:

Leaders are responsible for creating positive employee experiences. It is their duty to set clear expectations and ensure that employees feel supported to do their best work. A professional employee-manager relationship can be the foundation of a successful organization and it can help alleviate workplace stress rather than be the source of it.

Ways in Which Employers Can Prevent Burnout:



Communicate with your employees

Make sure everyone feels heard and motivated. Remember to focus on the positives before communicating the negatives and show your appreciation.



Make well-being a part of the workplace culture

By making well-being a priority of the workplace culture and providing support and resources for employees, you can encourage them to live a healthy, meaningful, and productive work life.



Monitor workloads and scheduling

Leaders need to ensure that their employees aren't being given unreasonable workloads or prolonged rigorous schedules.



Promote work/life balance

Set clear boundaries and expectations for working after hours, time-off, and availability. Leaders must define the value of well-being improvement with their personal examples and reinforcement.



Encourage employees to use their vacation days

It is important to foster a workplace culture that appreciates employees taking time away and using their vacation days.

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3.2 Workplace Bullying

Bullying is defined as acts or verbal comments that could psychologically or mentally hurt or isolate a person in the workplace. Sometimes, bullying can involve harmful physical contact as well. Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade, or humiliate a particular person or group of people. It has also been described as the assertion of power through aggression. Victims of workplace bullying often struggle to perform to the best of their abilities.

A good way to avoid workplace bullying and lateral violence is to create a positive work environment. Here are some ways that you can achieve that:

Tips for creating a positive workplace

- Create an anti-bullying policy
This policy should have a clear definition of what is considered bullying, along with a list of the unwanted behaviours that meet the definition, an outline of how employees can report bullying, a detailed explanation of the complaint and investigation process, a “no retaliation” clause to help employees feel safe about reporting problematic behaviour, and a list of consequences for violating the anti-bullying policy.
- Promote positive workplace culture
This can be achieved through setting clear expectations and goals for the workplace, establishing trust, recognizing and rewarding good work, focusing on engagement, measuring goals, and providing frequent feedback.
- Provide training on workplace policies, workplace violence and workplace harassment
Training can help ensure that all employees are familiar with the policies and help them understand what workplace bullying is and what the consequences are.
- Adopt a zero-tolerance policy environment
Having a strict zero-tolerance policy is necessary to keep the workplace environment safe for all employees.

Common signs of workplace bullying

- Abusive or offensive language
- Unrealistic job demands
- Unreasonable insults or criticism





- Trivializing work achievement
- Exclusion or isolation
- Insults, putdowns, yelling, microaggressions, or other abusive behaviours.

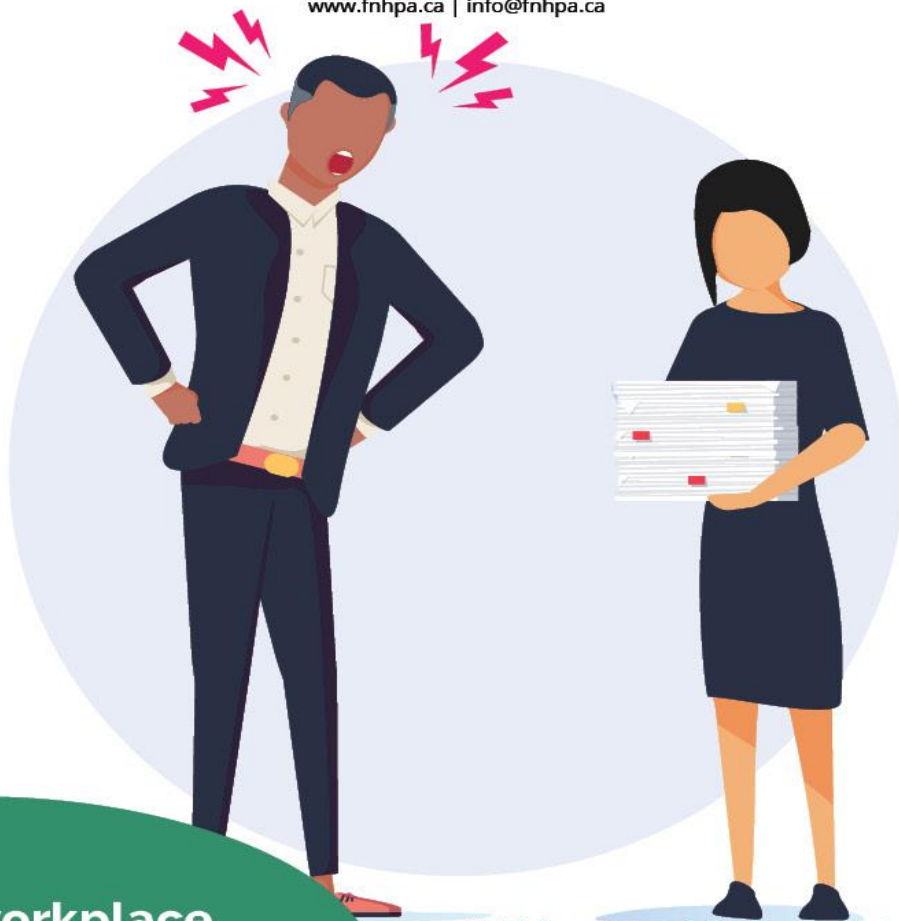
What to do if you are experiencing workplace bullying

- Document the abuse
Documenting everything related to your interactions with the bully provides a timeline of the events and can help you recall information more easily when needed. Keep all email threads, screenshots, and a log of when your colleague has bullied you.
- Tell your higher-ups or HR
If you do not feel comfortable speaking to the bully directly, discussing with a manager or human resources can help.
- Speak up
Address their behaviours, call attention to their values, and explain why it is a problem.
- Research your company's policies
Researching the company's policies can help you determine the proper protocols to report such activities. Many organizations have reporting guidelines you can follow when being subject to or witnessing it.

If you are experiencing workplace bullying, remember to document the abuse, speak up and talk to your higher-ups or HR. Bullying can have a negative impact on your overall well-being, so it is important to take care of yourself and not be afraid to reach out for support if you need it.

The following resources are infographic posters that can be made freely available to support housing staff who are experiencing workplace bullying and lateral violence.





What is workplace **Bullying?**

Bullying at work is the repeated mistreatment of an employee, by one or more employees. The mistreatment is usually a form of psychological violence and is often a mix of verbal and strategic insults preventing the victim from performing well.

Some common signs of workplace bullying are:

-  Abusive or offensive language.
-  Unrealistic job demands.
-  Unreasonable insults or criticism.
-  Trivializing work achievement.
-  Exclusion or isolation.
-  Insults, putdowns, yelling, microaggressions, or other abusive behaviours.

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What is workplace **Bullying?**

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Encourage a Zero-Tolerance Environment

Have a strict zero-tolerance policy is necessary to keep the workplace environment safe for all employees.



Promote Positive Workplace Culture

This can be achieved through setting clear expectations and goals for the workplace, establishing trust, recognizing and rewarding good work, focusing on engagement, measuring goals and providing frequent feedback.



Provide Training on Workplace Policies, Workplace Violence & Workplace Harassment

Training can help ensure that all employees are familiar with the policies, and help them understand what workplace bullying is and what the consequences are.

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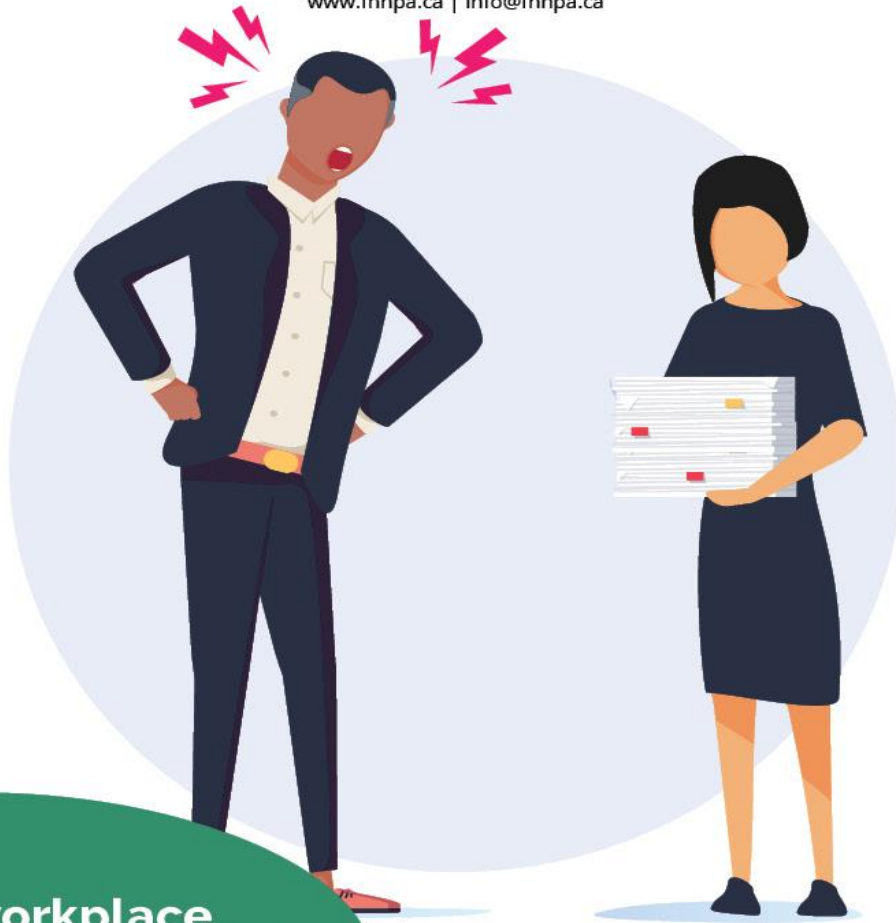
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What is workplace **Bullying?**

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Research Your Company's Policies

Researching the company's policies can help you determine the proper protocols to report such activities. Many organizations have reporting guidelines you can follow when being subject to or witnessing it.



Tell Your Higher-Ups or HR

If you do not feel comfortable speaking to the bully directly, discussing with a manager or human resources can help.



Speak Up

Address their behaviours, call attention to their values, and explain why it is a problem.



Take Care of Yourself Outside Work

Bullying can have a negative impact on your overall well-being. It is important to take care of yourself by reaching out for support and remembering that you are worthy of respect.

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3.3 Effective Management

Effective management refers to achieving organizational goals and targets by encouraging employees to further develop their skills and increase productivity. It is essential for housing managers to be able to effectively manage their staff in order to have a highly functional work environment that promotes workplace well-being and job satisfaction.

How to effectively manage your employees

- Find your management style
Once you find your management style, you can determine your strengths and weaknesses and build upon your leadership skills.
- Be aware
Being aware allows you to build and strengthen relationships and reflect on how others perceive you.
- Create a collaborative environment
Set expectations, reward employees, show respect, provide training, and be present.
- Show your appreciation
By showing your appreciation for everyone's skills and attributes, you will improve their self-esteem while also helping to prevent employee burnout. Recognizing and rewarding employees for their hard work and loyalty is a great way to show gratitude.
- Communicate effectively
To be a good leader who successfully manages employees, you must communicate effectively. Two critical factors in this are being an active listener and being available for conversations with employees.
- Manage meetings effectively
When managing meetings, start the discussion by stating its purpose and goals and allowing everyone to contribute.
- Create a performance management system

How to be an effective communicator

- Actively Listen
 - Active listening is an essential strategy for improving communication and understanding in the workplace.
 - When listening to others, you should:





- Be attentive and focus closely on the speaker
- Ask questions when needed
- Respond frequently and when appropriate
- Listen to non-verbal cues
- Defer judgement
- Avoid interrupting
- Summarize

Engage with your employees

- Staying engaged and informed with your employees helps keep you in the loop and shows them that you care.

Communicate with employees on a personal level

- Connecting with your employees and building friendships can result in more honest communication and a more supportive work environment.

Understand Nonverbal Communication

- Body language and facial expressions make up a significant part of communication. When communicating with others, use these positive body language cues to show that you are engaged:
 - Maintain good eye contact
 - Upright and open posture
 - Uncrossed arms
 - Minimal facial expressions

Encourage your employees

- Leaders should always aim to motivate and inspire their employees. Remember to show your appreciation and give them praise.

Provide Feedback

- Giving feedback to employees is an essential part of management communication. It not only promotes professional growth but also makes employees feel supported in their roles within the workplace.

Make time for one-on-one meetings with employees

- Some employees may find it easier to communicate with you in a more private setting. Making time for one-on-one meetings creates a safe space for workplace communication and encourages trust and open dialogue.

Schedule frequent team meetings

- Team meetings are an essential part of building a team and achieving objectives. These meetings allow individuals to express their concerns, resulting in greater transparency and improved communication and collaboration.





Ways to show employee appreciation

Recognizing and rewarding employees for their hard work has many benefits. Showing employees that you appreciate them can:

- Improve engagement
- Increase job satisfaction
- Boost motivation
- Increase productivity
- Foster loyalty
- Prevent burnout

Here are five ways that you can make employees feel appreciated:

- Give gifts such as gift cards or awards
- Address growth opportunities
- Give balanced feedback
- Express your appreciation with a personal note
- Public recognition amongst their peers

Tips to improve time management

Time management is the process of organizing and planning how to divide your time between different activities. Effective time management allows individuals to assign specific time slots to each activity according to their importance, enhance productivity, reduce stress, and open more opportunities to achieve their life and career goals.

- Set **SMART** goals
 - Setting goals is a great way to structure your time management strategy. In essence, make sure the goals you set are:
 - **Specific:** What do you want to accomplish and achieve?
 - **Measurable:** How will you know when it is accomplished?
 - **Attainable:** How realistic is this goal?
 - **Relevant:** Does this align with your overall priorities?
 - **Timely:** What is your target timeline?





- Prioritize
 - Prioritize your tasks based on their importance and urgency to ensure you use your time efficiently. Eisenhower's Urgent vs. Important Principle is a great principle to follow, which helps distinguish between demands to prioritize them wisely.
 - Important and urgent: Do these tasks right away.
 - Important but not urgent: Decide when to do these tasks.
 - Urgent but not important: Delegate these tasks if possible.
 - Not urgent and not important: Set these aside to do later.
- Task Management
 - Planning and staying organized are key elements for good long-term time management. Utilizing your calendar and creating to-do lists are great ways to decide how much time should be allocated to each task and help you stay ahead of deadlines.
 - Time blocking is a productive way to help prevent one task from overtaking your entire day and helps to stop you from multitasking.
- Track your time
 - Tracking your time provides the insight and self-awareness to make effective changes and create productive patterns.





3.4 Mental Health Crisis Management and Suicide Prevention

Maintaining good mental health and well-being is essential for success in anyone's personal and professional life. For this reason, employers should offer support to their employees and be able to identify the signs of mental illness or a mental health crisis. A mental health crisis refers to a situation in which a person's behaviour can lead to them hurting themselves or others and/or putting them at risk of being unable to care for themselves or function effectively in the community. Situations that can lead to a mental health crisis can include stress, such as workplace stress and burnout, as well as other environmental factors.

Common warning signs of a mental health crisis

- No longer being able to perform typical, daily tasks
- Extreme lack of energy
- Increased agitation, aggression and/or violence
- Confused thinking or irrational thoughts
- Isolating themselves from others
- Changes in eating habits and weight
- Changes in sleeping patterns
- Rapid mood swings
- Paranoia or distrust of others
- Abuse of others or oneself

What to do in a mental health crisis

- If in immediate danger, call 911
- Use de-escalation techniques
 - A person in the midst of a mental health crisis cannot always clearly communicate their thoughts, feelings and emotions. In this situation, you should use techniques to try and de-escalate the crisis. These techniques include using a calm tone of voice, avoiding overreacting, actively listening, expressing support, and being patient.
- Call a mental health crisis line
 - Mental health crisis lines are staffed by trained workers who can assist. All provinces have a mental health crisis line available.





Common warnings signs of suicide risk

- Giving away personal possessions
- Saying goodbyes
- Taking steps to tie up loose ends
- Withdrawing from friends, family, and normal activities
- Increased substance use
- Preoccupation with death

What to do if you suspect someone is thinking about suicide

- Express concern and offer support
- Listen
- Reassure them
- Encourage them to seek help from a health professional
- Watch out for signs of distress and changes in their behaviour
- If the conversation leaves you feeling even more concerned, call a professional, a suicide prevention line, or 911

The following resources are infographic posters that can be made freely available to support housing staff who are seeking mental health support.





Mental Health Crisis & **Suicide Prevention**

What is a Mental Health Crisis?

If in immediate danger, call 911

A mental health crisis is any situation in which a person's behaviour puts them at risk of hurting themselves or others, and/or prevents them from being able to care for themselves or function effectively in the community.

Common warning signs that someone may be experiencing a mental health crisis:

- No longer being able to perform normal, daily tasks.
- Extreme lack of energy.
- Increased agitation, aggression and/or violence.
- Confused thinking or irrational thought.
- Isolating themselves from others.
- Change in eating habits and weight.
- Changes in sleeping patterns.
- Rapid mood swings.
- Paranoia or distrust of others.
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Mental Health Crisis & **Suicide Prevention**

Suicide Risk

If in immediate danger, call 911

Suicide is not always a potential danger with a mental health crisis, but it can be.

Common Warning Signs of Suicide Risk

- Giving away personal possessions.
- Saying goodbye.
- Taking steps to tie up loose ends (organizing personal papers, paying off debts, etc.).
- Increasing substance use.
- Withdrawing from friends, family, and normal activities.
- Preoccupation with death (saying things like “nothing matters anymore” or “you’ll be better off without me”).

What to do if you suspect someone is thinking about suicide:



Express concern and offer support

“I may not understand exactly how you feel, but I care about you, and I’m concerned for you.”



Reassure

“We will get through this together.”
“I am here for you and want to help you.”



Watch out for signs of distress and changes in their behaviour.



Listen

“Are you thinking about suicide?” “Are you having suicidal thoughts?”



Encourage them to seek help from a health professional.



If the conversation leaves you feeling even more concerned, call a professional or suicide prevention line, or 911.

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Mental Health Crisis & **Suicide Prevention**

What to do in a Mental Health Crisis: If in immediate danger, call 911

Use De-Escalation Techniques

A person in the midst of a mental health crisis cannot always communicate their thoughts, feelings or emotions clearly. It is important to empathize with the person's feelings and try to de-escalate the crisis.

These techniques include using a calm tone of voice, avoiding overreacting, actively listening, expressing support, and being patient.

Call a Mental Health Crisis Line

Mental health crisis lines are staffed by trained workers who can assist. All provinces have a mental health crisis line available.



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Mental Health Crisis & Suicide Prevention

How to Prepare for a Mental Health Crisis: If in immediate danger, call 911

Create a Mental Health Crisis Plan

A crisis plan is a written plan developed by the person with the mental health condition and their support team. It's designed to address symptoms and behaviours and help prepare for a crisis.

It should include general personal information, family information, behaviours present before the crisis, current medications and dosages, current diagnoses, history of suicide attempts, drug use or psychosis, etc.



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3.5 Substance Abuse

Substances, such as drugs and alcohol, can cause both psychological and physical dependence which can result in problematic substance use and/or a substance use disorder. Problematic substance use occurs when an individual uses drugs or alcohol in a harmful way that negatively impacts their health and life. A substance use disorder, also known as addiction, is the chronic dependence on and involvement with a substance or activity, regardless of the risk of harm.

A substance abuse disorder can mean a host of many negative consequences. These consequences can include physical, psychological, and personal complications. If a person is dealing with an addiction, they often exhibit poor performance at the workplace, which can result in job loss. Being aware of the indicators of addiction and the risk factors can help promote awareness in the workplace and allow staff to feel supported if they are seeking assistance.

Indicators of addiction

- Compulsively seeking the substance
- Changes in appearance
- Increased risk-taking
- Constant cravings for the substance
- Repeatedly engaging in harmful behaviour
- Inability to stop using the substance despite the harms that the substance is causing, such as:
 - Negative health effects (both physical and mental)
 - Missing work or school
 - Poor performance at work or school
 - Isolation from friends and family
 - Difficulties in relationships
 - Extreme changes in behaviours and mood

Risk factors of substance abuse

- A family history of problems with substance use
- Past experience of trauma or abuse
- Intergenerational trauma
- Existing emotional or mental health issues





If you, or someone you know, is dealing with substance use problems, here are some helpful resources:

Wellness Together Canada
1-866-585-0445

Kids Help Phone
1-800-668-6868

National Native Alcohol and Drug Abuse Program
[National Native Alcohol and Drug Abuse Program \(sac-isc.gc.ca\)](http://sac-isc.gc.ca)

Provincial and Territorial Resources
Get help with substance use - Canada.ca

About substance use - Canada.ca





3.6 Domestic Dispute

Domestic violence, also referred to as intimate partner violence, includes physical violence, sexual violence, stalking and psychological abuse by a current or former partner. Indigenous women and girls are at disproportionate risk and face among the highest rates of violence of all population groups in Canada.

Abuse can have short- and long-term consequences on a survivor's physical and mental health. Some effects linked to violence are anxiety, depression, distress, disturbances in eating and sleeping patterns, and physical pain. It is also critical to recognize that domestic violence impacts the victim, as well as their family and community.

Common warning signs of domestic violence

- The victim is apologetic or often makes excuses for their partner's behaviour
- The victim shows changes in their personality
- The victim isolates themselves from friends and family
- The victim has unexplained injuries
- The victim is constantly worried about upsetting their partner

Ways to support victims of domestic violence

- Be supportive and listen
- Ask how you can help
- Offer another location as a safe space
- Call your provincial crisis line or service provider who supports survivors of domestic abuse





If you, or someone you know, is experiencing domestic abuse and require support, here are some helpful resources and helplines:

[DAWN-RAFH :: Crisis Hotlines \(dawncanada.net\)](http://dawncanada.net)

Talk4Healing

1-855-554-HEAL (4325)

[Talk4Healing :: Home](http://talk4healing.com)

Assaulted Women's Helpline

[Assaulted Women's Helpline \(awhl.org\)](http://awhl.org)

1-866-863-0511





3.7 Child Abuse

Child abuse is any form of physical, emotional and/or sexual mistreatment or lack of care that causes injury or emotional damage to a child or youth. This abuse results in severe emotional harm and long-lasting effects throughout the child's life.

Abusive behaviour can present itself in many different forms, but these are the five most common types:

Physical Abuse - The purposeful application of unreasonable force by a person in a position of trust or authority to any part of a child's body.

Emotional Abuse - Behaviour that harms a child psychologically, emotionally, or spiritually.

Neglect - Failure by a parent or caregiver to provide a child's physical or psychological necessities of life.

Sexual Abuse - Involvement of a child in the act of sexual gratification or exposure of a child to sexual contact, activity, or behaviour. The abuse can be contact or non-contact.

Exposure to family violence - Allowing a child to witness or be aware of violence occurring between family members.

Individual, family, and community-level risk factors

- Domestic violence present in the household
- A caregiver who is abusing alcohol or drugs
- A caregiver who is experiencing high levels of stress
- A caregiver who is struggling with their mental health
- High rates of violence and crime in the community
- High rates of poverty and limited educational and economic opportunities in the community
- Communities with unstable housing





Common signs of child abuse

The warning signs for child abuse can vary according to the type of abuse being inflicted on the child.

- The child has injuries that are not consistent with their explanations
- The child has injuries that are in various stages of healing
- The child is acting extremely withdrawn
- The child is overly compliant or fearful
- The child has consistently poor hygiene
- The child is acting inappropriately adult or inappropriately infantile

If you, or someone you know, is experiencing child abuse and require support, here are some helpful resources and helplines:

Kids Help Phone
1-800-668-6868

Hope for Wellness Help Line
1-855-242-3310
[Hope for Wellness Chat](#)

First Nations Child & Family Caring Society of Canada (FNCFCSC)
[Welcome | The Caring Society \(fncaringsociety.com\)](#)
(613) 230-5885

[Child Maltreatment in Canada - Canada.ca](#)





3.8 Vandalism

Vandalism is the intentional damage, destruction, or defacement of a property without the owner's permission. This damage comes in many varieties, such as graffiti, broken windows, cut-down trees, etc. Vacant properties are highly prone to vandalism, and whereas most rental homes undergo vacancy periods, this can be a big concern for property owners. While you cannot prevent all acts of vandalism, there are ways to help protect your property against it.

Tips to help protect your property against vandalism

- Keep your property tidy to give the impression that the property is being lived in. This could include tending to the grass and gardens, keeping the sidewalks shovelled, or gathering up the mail and flyers.
- Maintain good lighting to give the illusion that someone is in the house. This can be achieved by using outdoor motion sensor lights or having some interior lights on.
- Visit the property often but not on a predictable schedule to give the impression that someone lives on the property.
- Install cameras to monitor the activity on the premises.
- Consider getting greenery and fences to make it more difficult for vandals to reach the property.
- Get vacancy insurance coverage.
- Install a security system in case of a break-in.

