
Mental Health First Aid Resources Policy

1.0 Policy Purpose & Scope

The purpose of this policy is to establish a comprehensive framework for the provision of mental health first aid resources within the organization. This policy aims to reduce stigma, promote early intervention, and support employees experiencing mental health challenges or crises. It applies to all employees, including full-time, part-time, temporary, and contract workers, as well as visitors and contractors while on company premises or engaged in company-related activities. The policy covers the identification, training, and deployment of mental health first aiders, as well as the availability of resources such as employee assistance programs (EAPs), crisis hotlines, and educational materials.

2.0 Regulatory Context & Compliance

This policy is driven by the following legislative and regulatory frameworks:

- (a) WorkSafeBC Occupational Health and Safety Regulation (OHSR), specifically Part 3 – Rights and Responsibilities, which requires employers to ensure the health and safety of workers, including psychological health;
- (b) Workers Compensation Act, Section 21, which mandates that employers take reasonable steps to identify and control workplace hazards, including psychosocial hazards;
- (c) Canadian Standards Association (CSA) Standard Z1003-13 (R2018) – Psychological Health and Safety in the Workplace, which provides a voluntary framework for managing psychological health;
- (d) British Columbia's Mental Health Act, which governs involuntary treatment but informs the need for crisis response protocols; and
- (e) Privacy legislation under the Personal Information Protection Act (PIPA) and the federal Personal Information Protection and Electronic Documents Act (PIPEDA), which govern the collection, use, and disclosure of personal health information related to mental health first aid interactions.

3.0 Roles & Responsibilities

Employer/Management:

- (a) Ensure adequate funding and resources are allocated for mental health first aid training and ongoing support;
- (b) Appoint a Mental Health First Aid Program Coordinator to oversee the program;
- (c) Ensure that at least one trained mental health first aider is available per shift or work location;
- (d) Promote a culture of psychological safety and non-retaliation for seeking help;
- (e) Maintain confidentiality of all mental health first aid interactions in compliance with privacy laws.

Supervisors: (a) Identify and refer employees to mental health first aid resources as needed;

- (b) Accommodate time off for employees to attend training or access support services;
- (c) Monitor workplace psychosocial hazards and report concerns to management;

(d) Participate in mental health first aid training to recognize signs of distress.

Workers: (a) Voluntarily participate in mental health first aid training if selected;

(b) Report mental health concerns or requests for support to their supervisor or mental health first aider;

(c) Respect the confidentiality of colleagues who seek or receive mental health first aid;

(d) Use available resources, such as the EAP, for personal support.

4.0 Program Execution & Procedures

The Mental Health First Aid Resources Program will be executed as follows:

(a) Training: The organization will provide Mental Health First Aid (MHFA) Basic training, as certified by the Mental Health Commission of Canada, to designated employees at least every three years. Training will cover recognizing signs of mental health problems, providing initial support, and guiding individuals to professional help.

(b) Designation: Trained mental health first aiders will be identified with a visible badge or list posted in common areas and on the company intranet.

(c) Resource

Availability: The organization will maintain a current list of internal and external resources, including the Employee Assistance Program (EAP) contact information, crisis hotlines (e.g., 1-800-SUICIDE), and local mental health services. This list will be distributed to all employees upon hire and annually thereafter.

(d) Incident

Response: When an employee is identified as needing mental health first aid, the mental health first aider will follow the ALGEE action plan (Assess for risk of suicide or harm, Listen non-judgmentally, Give reassurance and information, Encourage appropriate professional help, Encourage self-help and other support strategies).

(e) Confidentiality: All interactions will be documented in a confidential log, accessible only to the Mental Health First Aid Program Coordinator and the employee's supervisor on a need-to-know basis.

(f) Promotion: The policy and resources will be promoted through quarterly toolbox talks, posters, and email reminders.

5.0 Review & Recordkeeping

Records related to mental health first aid training, resource distribution, and incident logs will be retained for a minimum of five years from the date of creation, in accordance with WorkSafeBC recordkeeping requirements. The Mental Health First Aid Program Coordinator will maintain these records in a secure, confidential database. The policy will be reviewed annually by the Joint Health and Safety Committee (JHSC) or the Health and Safety Representative, with input from mental health first aiders and employee feedback. Revisions will be documented and communicated to all employees within 30 days of approval. Training records will be updated within 10 business days of course completion.

Regulatory Disclaimer: This policy is a generic organizational template. The end-user assumes all liability for reviewing and adapting these protocols to meet specific provincial regulations (e.g., WorkSafeBC, OHSA) and corporate requirements prior to formal implementation.