

# STRUGGLING WITH MENTAL HEALTH?

THINK SAFE

ACT SAFE

BE SAFE

At Belgravia we know there are times when the mental health of ourselves and others can be challenging. Belgravia strives to provide a safe, enjoyable and fulfilling experience for all who are engaged with us. The mental health of our team members, guests and visitors to the places where we operate is of the highest priority.

These may be signs the person needs support related to their mental health.



Feeling anxious or worried



Feeling depressed or unhappy



Irritable and or emotional outbursts



Sleep problems



Weight or appetite changes



Quiet or withdrawn



Substance or alcohol abuse



Feeling guilty, shameful or worthless



Changes in behaviour, mood or feelings



Unplanned or unusual absence from work or sick leave



Unable to perform usual daily tasks



Thoughts or talk of death or self-harm



If you think there is an immediate risk of suicide or self harm please dial triple 1 (111)

## HOW TO HELP

- If any person is at immediate risk of suicide, self-harm or harm to others, **call triple one 111**
- In your role as an employee of Belgravia, follow the *Belgravia Mental Health Action Steps* work instructions for guidance on how to help team members, guests & visitors

### Is it an emergency?

If you or someone you know is at immediate risk of harm, call in – **triple one (111)**

### 24/7 MENTAL HEALTH SERVICES – FREE SUPPORT

**Lifeline** - Anyone having a personal crisis  
Phone 0800 543 354 or Text 4357  
or Web [www.lifeline.org.nz](http://www.lifeline.org.nz)

**Suicide Prevention Services**  
Anyone thinking about suicide  
Phone 0508 828 856 or Text 4357  
Web [www.lifeline.org.nz](http://www.lifeline.org.nz)

**Kids or Youth Helplines**  
Help for young people aged 5 to 25  
Phone 0800 376 633 or Text 234  
Web [www.youthline.co.nz/helpline](http://www.youthline.co.nz/helpline)



# MENTAL HEALTH ACTION STEPS



## MAJOR INCIDENT: SOMEONE IS AT RISK OF HARM

**Major Symptoms Checklist** (*someone is at risk of harm*)

If someone is at immediate or later risk of harm to themselves or others, call in New Zealand - **triple one (111)**

### REMEMBER...

We are not the experts and its best we try not to be, rather listen without judgment.

- Remain with the person, and while not causing undue attention, seek help from others to promote safety for all people, and where possible provide privacy/separation from others
- Emergency contact
  - **If you have access** to the persons emergency contact, call them to inform them of the incident
  - **If you do not have access** to the persons emergency contact, seek it and if obtained, call them to inform them of the incident
- Inform the person you will 'check-in' with them later at an arranged time, and do that!
- Ask the person if someone is available to support them at home or elsewhere; if not, provide contact information for a 24/7 Mental Health Services
- Escalate the incident to your Manager at the first opportunity
- Debrief with immediate team members that are involved, provide ongoing support, and advise team members they have access to Employee Assistance Program (EAP), or other support

**EAP:** Phone **1 800 666 367**  
or Web [www.convergeinternational.com.au](http://www.convergeinternational.com.au)

**Lifeline:** Phone **0800 543 354** | Text **435**  
or Web [www.lifeline.org.nz](http://www.lifeline.org.nz)

QR: EAP



QR: Lifeline



- Lodge an incident report through B-Connected
- If employee is unfit for work, implement shift coverage action
- Seek return to work written approval/certification by an appropriate health care professional for an employee
- Contact the employee at the arranged time
- If no contact, try again within 2 hours, and if no contact, call the employees emergency contact
- Ensure that the B-Connected incident report is updated regularly

# MENTAL HEALTH ACTION STEPS



## MODERATE INCIDENT: SOMEONE IS EXPERIENCING A PERSONAL CRISIS

### Moderate Symptoms Checklist (*someone is experiencing a personal crisis*)

- If you're concerned about someone who is experiencing a personal crisis, ask them how you can help
- If a person talks about self-harm or death, refer to Mental Health Action Steps – Major Symptoms

### REMEMBER...

We are not the experts and its best we try not to be, rather listen without judgment.

**Our role is to refer the person to appropriate support.**  
Encourage them to access one or more of the following options:



**Option 1:** Employee Assistance Program  
(for **Employee's only**)  
Phone: **1 800 666 367** or  
Web: [www.convergeinternational.com.au](http://www.convergeinternational.com.au)



**Option 2:** Lifeline  
Phone: **0800 543 354** or **Text 4357**  
Web [www.lifeline.org.nz](http://www.lifeline.org.nz)

**Option 3:** Lifeline - Local GP

- Where possible, provide a private space/ separation from others for the person to access the support service of their choice
- Assure the person to take enough time to communicate with the support service
- While providing privacy, remain vigilant, close by and then support the person following contact with the support service
- Employee's only** - Enable the employee to return to their work, or take sick leave if appropriate
- Or if management decides an employee is unable to complete their work responsibilities, they are to be supported and relieved of work responsibility and placed on sick leave
- Inform the person you will 'check-in' with them later at an arranged time, then do that!
- Ask the person if someone is available to support them at home or elsewhere; if not, provide contact information for a 24/7 Mental Health Services
- Employee's only** – if the employee is unfit for work, implement shift coverage
- Escalate the incident to your Manager at the first opportunity
- Employee's only** – if deemed appropriate by your Manager, seek return to work written approval/ certification by an appropriate health care
- Debrief with immediate team members that are involved, advise they have access to the Employee Assistance Program, and provide ongoing support
- Lodge an incident report through B-Connected
- Contact the person at the arranged time
- If no contact, try again within 2 hours, and if no contact, call the person's emergency contact
- Update the incident report through B-Connected