Mental Health

Agencies reported these ideas for supporting mental health – for both staff and learners – during COVID-19.

- Hold informal staff team check-ins on life (not work) matters – humans taking care of humans.

- Incorporate check-ins in one to one sessions with learners – although this may not be different than pre-pandemic routines, it is more than ever needed.

- Encourage selective use of social media messaging to prevent unnecessary anxiety/ spread of misinformation.

- Call. A phone call can mean a lot to someone who is isolated, so agencies mentioned including phone calls in learner communication, if the learner was comfortable with it.

- Give learners accurate information about COVID-19.

- Create a mediation group with learners.

- Write/share inspirational quotes – can also be a learning opportunity.

For more details, consult the complete report: *Best Practices in Adult Literacy Program Delivery During the COVID-19 Pandemic (2021)* on the QUILL Learning Network website under Resources

- Work with a consultant to incorporate mental wellness into the workplace.

- Make sure everyone on staff has access to mental health supports including

  - where to access mental health supports

  - how to listen/talk to learners to find out if they need help

  - how to help learners find and access mental health services

  - what to do if faced with a mental health crisis

- Engage a placement student in the area of social work to provide peer mentor supports to learners/programs.
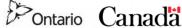
- Recognize where mental health improves – for some, it will be working from home; for others, working in person will provide improvement – and act on those findings where possible.

- Have your local network or community of practice create/deliver a webinar on mental health supports and aids for supporting learners.

- Encourage open sharing so colleagues can support each other.

- Allow/take time for mental health breaks.

- Address compassion fatigue amongst staff – access an in-service

EMPLOYMENT ONTARIO **Ontario** **Canada**

QUILL Learning Network   Literacy Link South Central   Project READ Literacy Network   COMMUNITY LITERACY OF ONTARIO

March 2021

Literacy Link South Central created a list of mental health resources and sources of information in their Reach Out 4 Mental Health campaign.

This campaign also included messaging on social media platforms.

Look for this additional content at #ReachOut4 MentalHealth on Twitter and Facebook.