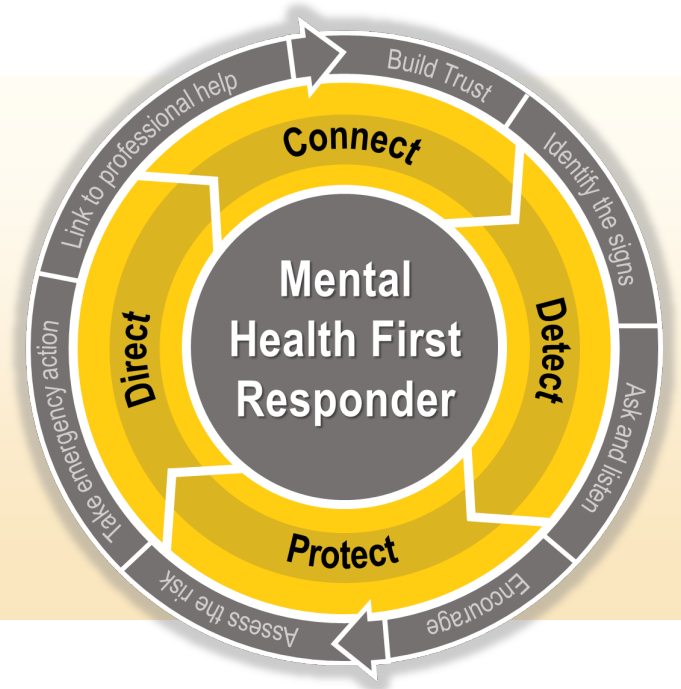


# Mental Health First Responder (MHFR)

## Detect Reference Guide



July 2021

# What is a Mental Health First Responder?

- Any of us can be a Mental Health First Responder.
- When someone is struggling with a mental health problem, it is often those closest that are the first to notice—long before a doctor or mental health professional gets involved.
- Mental Health First Responders are trained to identify mental health problems, including emergencies, and effectively respond until professional help is available.

As **Mental Health First Responders** it is not our role to diagnose, counsel or treat. The exact problem or diagnosis is not the priority. We aren't charged with resolving workplace conflicts or performance problems. We are the eyes and the ears, often the first to recognize when someone is struggling.

**Mental Health First Responders detect signs of personal and mental health problems—mild to severe—and intervene until professional help is available.**

NOTE: Mental Health First Responders are not a substitute for mental health care. MHFRs do not replace the supervision and performance management of supervisors, HR or LR. Always seek the guidance of your supervisor or HR if you are concerned about another employee.



# Mental Health First Responder Process



## Connect

Building relationships, trust and culture so you are recognized as a kind, nonjudgmental source of help.



## Detect

Being aware of others. Recognizing the situations and patterns of behavior when others are struggling.



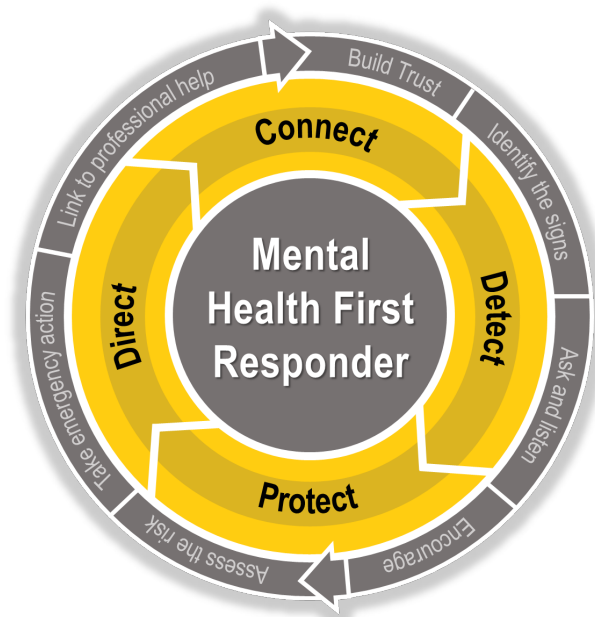
## Protect

Listening. Assessing risk. Intervening effectively, particularly in high-risk situations.



## Direct

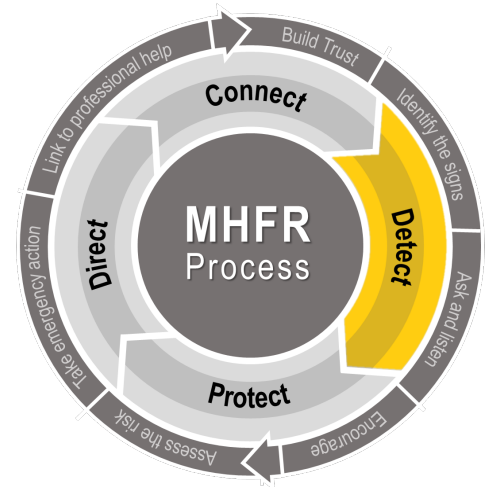
Encouraging self-help and seeking professional help. Guide to appropriate resources.



# Detect

**Detect** is the process of observing and accurately recognizing when someone may be struggling with a personal problem, mental health problem or crisis. Detecting requires...

1. A heightened awareness of yourself and others.
2. Empathy, or an understanding of what that person may be experiencing.
3. Objectivity, or the ability to separate yourself from the situation and seek a clear, neutral understanding of your observations.
4. Basic knowledge of mental health and mental health crises.

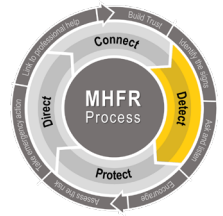


**The signs that someone may be struggling can fall into these categories:**

- Mood
- Behavior
- Thinking
- Physical
- Relationships, work, life stressors
- Signs of drug or alcohol abuse
- Risk of harm to self and others



# Detect



## • **Mood**

- Behavior
- Thinking
- Physical
- Relationships, work, life stressors
- Signs of drug or alcohol abuse
- Risk of harm to self and others

- Appearing sad, empty or flat
- Loss of interest or pleasure in most activities
- Tearful
- Anxious, nervous or jittery
- Uncontrolled or irrational worry
- Angry, irritable or moody
- Dramatic shifts in mood from highs to lows
- Feeling hopeless or trapped
- Lower confidence or self esteem

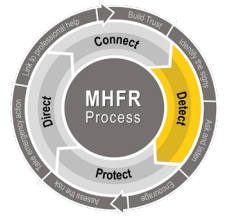
## • Mood

## • **Behavior**

- Thinking
- Physical
- Relationships, work, life stressors
- Signs of drug or alcohol abuse
- Risk of harm to self and others

- Lethargic, easily fatigued or unmotivated
- High risk or self-destructive behaviors, including buy sprees, gambling or unscheduled travel
- An intense desire to stay at home or in a place deemed safe
- Avoidance of stressful activities
- Hyperactive or unable to sit still
- Changes in physical appearance or hygiene
- Rapid, slurred or disorganized speech

# Detect



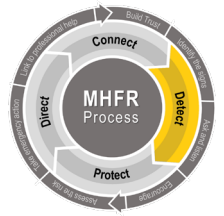
- Mood
- Behavior
- **Thinking**
- Physical
- Relationships, work, life stressors
- Signs of drug or alcohol abuse
- Risk of harm to self and others

- Problems with memory or concentration
- Confused or irrational
- Unable to make basic decisions
- Racing thoughts
- Intensely elevated self-esteem
- Hearing or seeing things that others don't
- Bizarre beliefs or those that aren't reality based. Telling stories that lack evidence or seem untrue
- Paranoia

- Mood
- Behavior
- Thinking
- **Physical**
- Relationships, work, life stressors
- Signs of drug or alcohol abuse
- Risk of harm to self and others

- Changes in appetite. Weight loss or gain.
- Sleeping too much or too little. Difficulty falling or staying asleep.
- Intense fatigue, sleepiness
- Muscle tension, headaches
- Feeling restless or on edge
- Feeling panic: accelerated heart rate, shaking, shortness of breath, feelings of doom or being out of control.
- Chronic unexplained physical symptoms: stomach aches, joint pains, nausea.
- Struggling with a chronic health condition

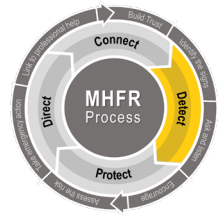
# Detect



- Mood
- Behavior
- Thinking
- Physical
- **Relationships, work, life stressors**
- Signs of drug or alcohol abuse
- Risk of harm to self and others

- Multiple unpredictable or uncontrolled stressors
- Major losses: death of a loved one or job loss
- Relationship problems or conflicts with others
- Less communication or social interactions
- Unexplained absenteeism or tardiness
- Declining performance or productivity
- Anger, negativity, or disrespectful behavior, including threatening words or actions
- Less engaged during virtual meetings
- Change in tone of emails and conversations
- Reluctant to use camera when working remotely
- Offline more. Slower to reply to emails. Late logging on for meetings.

# Detect



## Signs of drug or alcohol abuse

BEHAVIOR	APPEARANCE	SPEECH
Stumbling, staggering, unsteady	Flushed complexion	Slurred, thick
Drowsy, sleepy, lethargic	Sweating	Incoherent
Agitated, anxious, aggressive	Cold, clammy, sweats	Exaggerated enunciation
Hostile, belligerent	Bloodshot eyes	Loud, boisterous
Irritable, moody	Tearing, watery eyes	Rapid, pressured
Unresponsive, distracted	Dilated (large) pupils	Excessively talkative
Clumsy, uncoordinated	Constricted (pinpoint) pupils	Nonsensical, silly
	Unfocused, blank stare	Cursing, inappropriate speech
	Body odors or possession of prohibited substance	

## Signs of increased suicide risk

Talking about:	Behaviors that may signal risk, especially if related to a painful event, loss or change:	People who are considering suicide often display one or more of the following moods:
Killing themselves	Increased use of alcohol or drugs	Depressed
Feeling hopeless	Looking for a way to end their lives, such as searching online for methods	Anxious
Having no reason to live	Withdrawing from activities	Loss of interest
Being a burden to others	Isolating from friends and family	Humiliation / Shame
Feeling trapped	Sleeping too much or too little; fatigue	Agitation / Anger
Unbearable pain	Visiting or calling people to say goodbye	Relief or sudden improvement
	Giving away prized possessions	
	Aggression	

Source: American Foundation for Suicide Prevention



# Employee Assistance Program (EAP)



What is EAP?

Personal support for a variety of challenges, before they impact your lives at work or at home.



What is the cost?

There is no cost to use the EAP.



Who is eligible?

Regular full- and part-time Caterpillar employees and their eligible family members.\*



Is it private?

Yes. EAP is completely confidential. No one at Caterpillar will ever know you have used the EAP.



What is provided?

- Clinical assessment, counseling, referrals
- Information, consultation and referrals
- Organizational support



For leaders

Most employees self-refer to EAP. But leaders can play an essential role in helping employees get support by making EAP referrals.

\* Local eligibility of family members will vary. Check with your HR representative.

## Accessing EAP



### By Phone

N. America and general information

+1.866.228.0565  
+1.309.820.3604

Global access numbers can be found at [CaterpillarEAP.com](http://CaterpillarEAP.com)



### Online

[CaterpillarEAP.com](http://CaterpillarEAP.com)  
Local contact numbers.  
47 languages.

Or through our benefits portal [EAP.cat.com](http://EAP.cat.com)



### LifeWorks App\*

For iOS, Android and Blackberry

\* Uses CWS single sign on.



### Onsite

EAP counselors are available onsite in many locations. Learn more at [EAP.cat.com](http://EAP.cat.com).