

# MHFA Employer Success Kit

English

---

## Set the role clearly

Mental Health First Aiders notice, approach, listen, reassure, and connect people with appropriate support. They are not clinicians, investigators, emergency teams, or substitutes for management and HR responsibilities.

## First 30 days

Share crisis, EAP, benefits, and community resources. Clarify urgent escalation procedures. Identify HR and leadership contacts. Protect time for learner debriefing. Review confidentiality expectations and role boundaries.

## Manager conversation

Describe observable work changes without diagnosing. Ask what support is needed. Share available resources. Keep performance expectations and support conversations clear. Follow policy and accommodation processes.

## Infrastructure check

Can employees find help quickly? Do managers know what to do? Are workloads and policies contributing to harm? Are leaders accountable for follow-through? Is there a safe path for feedback?

## Continue the work

Schedule a 30-day debrief, a 90-day refresher, and a six-month implementation review. Use WVV continuing-learning and consulting resources as needed.