



ArcaMind

GLOBAL INSTITUTE
FOR MENTAL HEALTH
SOLUTIONS

PM+ Helper Training: Day 3

*These materials are designed for use within certified PM+ trainings provided by ArcaMind. Independent use is not advised without facilitation and support.
For more information, contact info@arcamind.com or info@mdfoundation.org*

Agenda



Schedule for today:

- Welcome
- Review Strategies 1, 2, 3 & 4
- Go through Strategy 5
- Implementation
- Self-Care
- Wrap up



Check In

Offline work →

- How did it go following your action plans
(Managing Stress, Managing Problems, Get Going Keep Doing & Strengthening Social Support)?
 - Any Questions/Reflections?
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Review of Strategy 1 & 2

Strategy 1 (Managing Stress)

- Introduction & confidentiality (5 min)
- Review from assessment & PSYCHLOPS (10 min)
- What is PM+? (20 min)
- Understanding adversity (30 mins)
- Managing stress (20 min)
- Ending the session (5 min)

Strategy 2 (Managing Problems)

- General review and PSYCHLOPS (5 mins)
 - Managing Problems (70 mins)
 - Review/Managing stress (10 mins)
 - Ending the session (5 min)
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Review Strategies 3 & 4

Strategy 3 (Get Going Keep Doing)

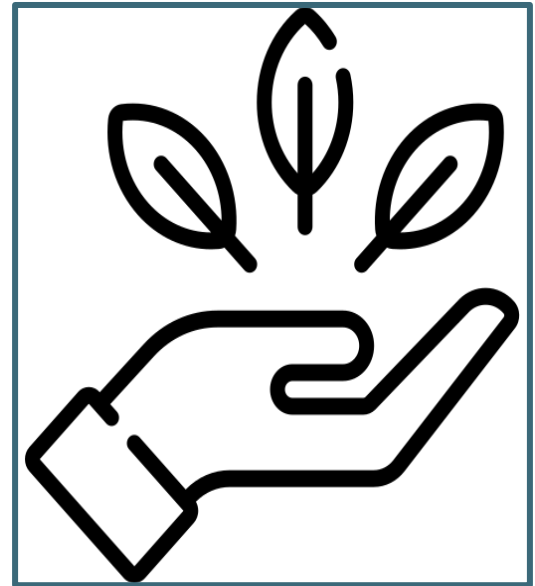
- General review and PSYCHLOPS (5 mins)
- Managing Problems (35 mins)
- Get Going Keep Doing (35 mins)
- Managing stress (10 mins)
- Ending the session (5 min)

Strategy 4 (Strengthening Social Support)

- General review and PSYCHLOPS (10 mins)
 - Managing Problems (15 mins)
 - Get going, Keep Doing (15 mins)
 - Strengthening Social Support (20 mins)
 - Ending the session (10 mins)
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Strategy 5: Staying Well & Looking Forward

- Recovery is not always smooth, but people are likely to experience “ups and downs”.
- Continuing to practice the strategies after finishing the intervention is important for staying well.
- When clients do face other (new) adversity, they can respond with one of the PM+ Strategies.



Staying Well & Looking Forward

Process of Introducing Staying Well:

1. Start by praising the client for participating in PM+
2. Help the client think about creating an Action Plan for the future.
3. Encourage the client to continue practicing the strategies to stay well
 - a. Ask them to think about what they can do to utilize the strategies!
 - b. Spend some time then talking about what specifically the client could do if they experience a severe stressful event or negative feelings in the future

Ask the client to think about friends, family members or others who have had struggles and the strategy they would suggest for them to consider.

Staying Well & Looking Forward

Discuss briefly (about 15 minutes) with a client what goals they have for themselves in the future:

- Have the client identify a future goal
- Discuss how they might begin to tackle this goal
- What could be the first thing they do or what could they plan to do in the next few days?



Finally, I would like to spend a little bit of time talking about how you might continue to practise the strategies you have learned in PM+ to achieve some goals you might have. Are there any current problems that you would like to deal with in the short term with any of the strategies?

Staying Well & Looking Forward

- Spend some time then talking about what specifically the client could do if they experience a severe stressful event or negative feelings in the future.
- Give the client the opportunity to tell you what they would do, being as detailed as possible.

A person is running on a grassy hill at sunset. The sky is filled with soft, orange and yellow clouds. The person is wearing a dark long-sleeved shirt and dark pants. The hill is covered in dry, golden-brown grass. In the background, the ocean is visible under the sunset sky.

Have the client identify some ideas or strategies they may use in those situations.

Staying Well & Looking Forward

Key points to include:

- PM+ is like learning a new language – you need to practice it every day if you want to speak it fluently.
 - The more you practice PM+ strategies, the more likely you will stay well.
 - If you face a difficult situation in the future, you will have a better chance of managing it well if you have been practicing PM+ strategies regularly.
 - The client has all the information they need to use PM+ strategies on their own.
 - Sometimes putting reminders of the PM+ strategies around one's house or on their phone can be helpful (you can invite the client to suggest ideas on how to do this)
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Go through Session 5 Together

Take notes on:

- What is different about this session as compared to sessions 1-4?
 - In your own words how would you describe “staying well” to a client?
 - What do you notice about ending this session this time?
 - How do you feel about endings in multiple different contexts?
- 

Debrief



Break



Practice Time!



- Now moving from observing "receiving PM+" to practice how to deliver it and teach strategies
- How will the sessions work:
 - Review the agenda of each session
 - Discuss important key points and questions
 - Practice with partners

Checklist for Strategy 5

- General review & PSYCHLOPS (20 mins)
 - Staying Well (30 mins)
 - Imagining How to help others (20 mins)
 - Looking to the Future (15 mins)
 - Ending the Program (5 mins)
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Practice Debrief

- How did it go?
 - Any questions?
 - Any challenges?
 - What felt different about this session?
 - Review difficulties that can arise and how to address them.
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Lunch



Identifying Potential Clients

Has anyone thought about or identified a potential client?

-  What makes this person a potential fit for PM+?
-  Where do you know this person from?
-  Would you feel comfortable speaking to the client about PM+?
-  Any hesitations or concerns?

Scenarios Activity - Thinking of potential clients

List out different scenarios..

Do you know anyone who is going through...

- Financial difficulties
 - Social isolation
 - Difficulty with school-age children
 - Family separation
 - Trauma history
 - Immigration stress
 - Death of a loved one
 - Exhaustion
 - Chronic health problems
- 

Speaking to Potential Clients

[Recruiter/Helper]

Our staff and organization have partnered with ArcaMind and the Miller Dwan Foundation to deliver a program called Problem Management Plus (PM+) which can help to improve people's well-being.

PM+ is a 5-session program delivered one-on-one by a trained helper. Sessions are delivered **weekly** and last 60 to 90 minutes. The program uses evidence-based tools like behavioral activation and problem-solving skills to help clients tackle practical and emotional problems. Does this seem like something you would be interested in doing?

[Client expresses some interest]

Great! Would it be ok if I ask you a few questions to make sure PM+ is a good fit for you? When would be a good time within the next week for me to call you? We can meet in person or virtually, which would you prefer? Thank you so much for your willingness to be a part of PM+! Here is a flier with some general information about PM+ and our work.

Creating your own Script for PM+

- Review the standard scripting that has been used for PM+
- Rewrite the scripting to be the way that you would say it to potential clients
- Once you have written your script, we will practice with one another



Debrief Recruitment Scripting



How was it to think about
recruiting/approaching
potential clients

Things you would want to make
sure you include?

Break



Assessing Risk



Guidance when assessing thoughts of suicide in clients:

For the purposes of PM+ right now, there are two types of suicide risk:

1. **Plans to end their life in the near future.** These clients should not be included in PM+. They should be immediately brought to/connected to specialist care.
1. **No plans to end their life in the near future, but suicide risk may exist.** These clients may have thoughts of suicide but indicate that they do not plan to act on these thoughts in the near future.

They may or may not have a history of thoughts, plans or attempts of suicide. These clients can be included in PM+. In case of doubt, always talk to your supervisor.

Assessing Risk



How to ask questions:

Ask questions about suicide to **all** clients.

Use direct words that won't be misunderstood by the client.

If clients feel uncomfortable with the questions, tell them you have to ask everyone these questions because it is very important that you clearly understand their level of safety.

Responding to a client with a plan to end their life in the near future:

- Always contact your supervisor.
- Create a secure and supportive environment.
- Remove means of self-harm if possible.
- Do not leave the person alone. Have carers or staff stay with the person at all times.
- If possible, offer a separate, quiet room while waiting.
- Attend to the client's mental state and emotional distress (i.e. with basic helping skills).

Assessing Risk



Question 1: In the past month, have you had serious thoughts or plans to end your life?

(If no, do not ask questions 2. If YES, ask questions 2 and immediately contact your Supervisor.)

Question 2: Do you plan to end your life in the next two weeks?

Note: Participants with suicidal planning before starting PM+ need to be excluded from PM+ and referred to more intensive care. Suicide Risk should be assessed prior to starting PM+.

Assessing Risk

Risk management protocol

Each organization needs to have a clear process and resources for possible adverse events such as mental health emergencies; medical emergencies; non-urgent mental health services and other safety concerns.

The PM+ Coaching model may be a part of Risk Management and is not a full Risk Management plan.



Assessing Risk



What comes to mind when you think of suicide? - What are stigmas or myths related to suicide?

- Be mindful language (e.g. consider avoid using words like “commit”)
- Asking about suicide/ having that conversation doesn’t plant the idea in someone’s mind
 - It might be a relief for them to have someone to speak with about this
- Intervention can be very helpful! There can be a lot of time to intervene.
- Anyone can have suicidal thoughts

Looking Ahead:

PM+ Supervision/Coaching

Establishing Coaching within your Organization

- Establish a routine with a coach (licensed professional) within your organization to provide support/referrals as needed.
- Coaching should continue through at least your first 1-2 PM+ cases. It is optional after that point.

Coaching is useful for:

Guidance regarding any of the Strategies

Group feedback about what is going well and what might not be going well

Creating a **shared community** of PM+

Helpers **Learn from others** doing the same work

Helper Self-Care

- Helping others is important, but difficult work. It is important to take care of your self, so you are healthy to take care of others.
- Self-care is essential because it reduces stress, prevents burnout, and maintains physical and mental health.
- It is hard to prioritize self-care in a busy schedule, but can be as simple as scheduling 10–15 minute "non-negotiable" breaks for exercise, hobbies, or rest just like meetings.





What do you do to relax & recharge?

Types of self-Care



Physical

Sleep
Stretching
Walking
Exercise
Yoga



Emotional

Stress Management
Therapy
Journaling
Coping skills



Social

Communicating
Support System
Friends
Phone calls

Space

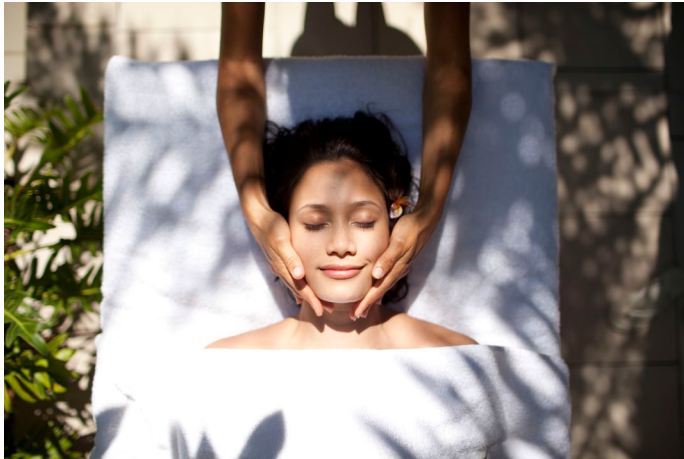
Clean Space
Safety
Stability
Calm Environment



Personal

Hobbies
Creativity
Goals
Authenticity

Helper Self-Care Activity



Write down: how do you know when you need some self care?

Write down: what do you do when you recognize those signs?

Objectives



- Learning new information, and apply new techniques to ourselves and better assist our clients and community.
- How to identify people who may need this intervention.
- How to help refer and direct people.
- Have the language to explain to clients the PM+ model and how to use it.
- Have a strong understanding of the core of PM+ and what parts can be adapted for different communities.

Offline Activities & Links



Next Steps:

- Have at least two people in mind as your first clients
- Practice PM+ Scripting
- Start getting organized for your first PM+ Session!
- Please download any documents from the LMS that you'd like to keep. If you need anything specific, we're happy to send files upon request. You'll also retain access to LMS materials for 1 month.

Any other questions?



Training Evaluation

There is a training evaluation in the LMS for you to complete. Once this is done you will have completed the course and will receive your certificate in an e-mail.

We appreciate any feedback to help us improve our programs!



Appreciation

Share
something you
appreciate
about our time
together in
this Training.



Congratulations!



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Miller-Dwan  Foundation