

# Mental Health Procedure

## Traits to look for in a participant

- Participant looking/showing signs of being sad (crying, body posture)
- Confused thinking or reduced ability to concentrate during the briefing
- Excessive behaviour showing fear or nerves – excessive sweating
- Extreme mood changes from high to low within a short space of time
- Withdrawal from friends, activities or crowds of people
- Significant tiredness, low energy or problems sleeping
- Erratic behaviour and showing signs of being distressed
- Panic attacks - Signs of a participants breathing becoming heavy

Staff will have been through enhanced training for mental health to then take the appropriate steps to manage the situation with a participant dealing with mental health struggles.

## Training available Online;

- Mental Health Awareness
- Mental Health Awareness for Management
- Resilience Training

If a member of staff is concerned and believe the environment has become unsafe for the participant they must follow the Action Plan below;

## Action Plan

- Remove object from the Participant in a calm manor (How to approach the customer will be highlighted to staff within their training)
- Set them aside with no distractions avoiding loud or big groups of people
- In a calm, friendly manor a member of staff must remove participant to seated, quiet and private area - **Staff must avoid confrontation at all times**
- Let the participant share as little or as much information as they want (keep the environment calm as possible)
- Member of staff must keep questions open ended to ensure the participant doesn't feel pressured/stressed as this could escalate the situation
- Incident report to be completed with participant to cover the events
- Areas to be covered with the participants on how they wish to move forward i.e. exit the premises, continue play.  
(within the staff training it will cover whether they are deemed 'mentally and physically fit enough' to continue the activity)
- If the participant doesn't wish to continue the said activity the staff member dealing with participant must take the appropriate measures to ensure the participant is

escorted off site safety (Refer to the dispersal policy on the steps taken to ensure customers are removed from site safely)

Staff will receive regular training and update log books to ensure they are able to deal with all scenarios surrounding mental health and to ensure a safe environment for all participants.