

### Mental Health Essentials: Employee Support Under Stressful Conditions





#### **Presenters:**



Jonathan Grau Solutions Lead MHFA at Work



Jennifer Cox, MA
National Trainer
MHFA at Work



### **National Council for Behavioral Health**

We are the unifying voice of over 3,000 of America's health care organizations that deliver mental health and addictions treatment and services.

The National Council is committed to all Americans having access to comprehensive, high-quality care that affords every opportunity for recovery.

The National Council introduced Mental Health First Aid USA in 2008.

The MHFA AT Work program was introduced in 2014 to address the needs of the corporate sector.









# 2.5 Milon **Mental Health First Aiders** Trained!

NATIONAL COUNCIL







NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH

#### **MHFA** at Work Certified Clients

#### **Bloomberg**

















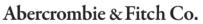
































Rare Beauty













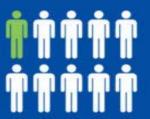
### **Corporate Context**



American adults has a mental illness



Mental illnesses are the leading cause of disability worldwide



1 in 10 full-time employees has an addiction

40%

of employees with a mental illness take time off because of it – up to 10 days a year The impact of depression & anxiety cost the global economy

\$1 trillion per year in lost productivity

Workplace stress and burnout can increase the risk for any employee to develop a mental health concern.











#### **Hot Topic**

- The impact of pandemic trauma, panic and fear on wellbeing in the workplace
- Elements of a psychologically healthy workplace & strategies to support a workplace culture of wellness.

### **Building Resiliency**

- Personal and professional resiliency
- Incorporating self-care strategies into your daily routines

### **MHFA Moving Forward**

- How to begin
- What value will it add to your workplace





### > Impact Of The Past Year

Health disparities awareness is now magnified

Collaboration between sectors

Capable of quickly adapting to changes

Compounded stressors to already stressful lives

Collective Trauma experience

### Pandemic Trauma and Stress Experience

PTSE can be caused by having to adapt to a prolonged "pandemic way of life", filled with uncertainty, fear, and loss.

#### **Responses:**

- Range from subtle to serious
- For some, the impact is harmful.
- For some individuals and communities=
- Resilience Altruism Creativity Relationship

Source: American Psychoanalytic Association (APsaA)





#### What PTSE Looks like

#### **Individuals:**

- Fear of catching/giving COVID
- Worry about the vaccine
- Fear for the future, weariness for the present, and grief for a lost past
- Increased withdrawal, isolation, and fear of safety
- Loss of focus, Increased mental mistakes, fuzzy thinking
- Hypervigilance to potential loss, injury, and illness
- Disruptions of normal patterns of behavior
- Closer family ties and reliance on friends

#### With a positive test:

- Fear of dying alone
- Fear of infecting loved ones
- Fear of or adaptation to mental or physical long-term effects
- Loss of income
- Fear of being isolated and ostracized
- Enhanced responsibility to protect others by not transmitting COVID-19

Source: American Psychoanalytic Association (APsaA)





# What PTSE Looks like For Communities

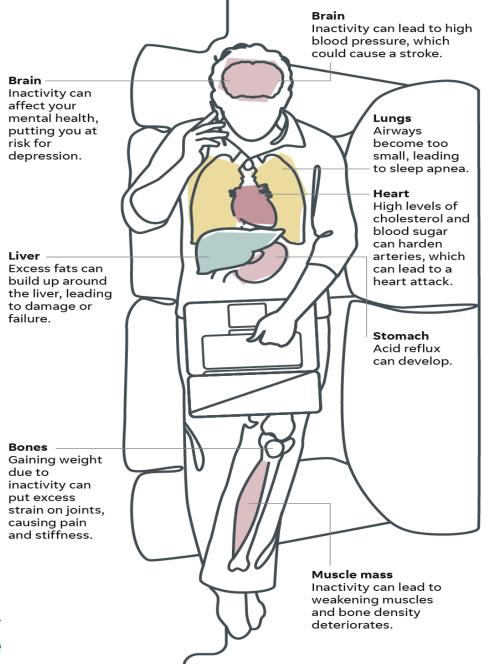
- Increased fear, xenophobia, violence
- Worry the vaccine won't be distributed fairly across racial, gender, ethnic groups
- Decreased community cohesion for some communities
- Loss of financial and human resources
- Overburdened infrastructure
- Cultural disruptions
- Increased volunteerism and community cohesion
- Expanded entrepreneurial and creative activities
- Growth in political and social engagement

Source: American Psychoanalytic Association (APsaA)





The Impact of Fear &
"Pandemic Panic"



#### **Impact of Stress & Trauma on The Brain**

#### Responding to stress is natural and necessary for survival

• Flight, Flight, Freeze

#### But there are limits to our stress response /reactivity

Acute versus chronic stress

Impacts of the biological response to psychological stress include impairments to:

• Cardiovascular, endocrine, circulatory, neurological, and metabolic systems.

#### Resulting in:

• Hypertension, diabetes, rheumatoid arthritis, heart attack, stroke, cancer, infectious disease, inflammation, and lowered immunity...and emotional, cognitive and behavioral problems.







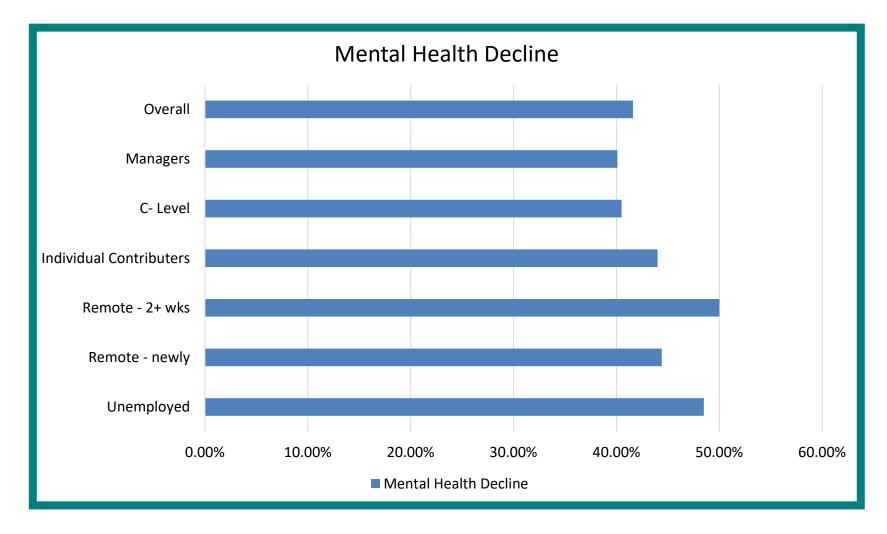
WHEN "I" IS REPLACED BY "WE," EVEN illness BECOMES wellness.







#### The Shock To Employee Mental Health

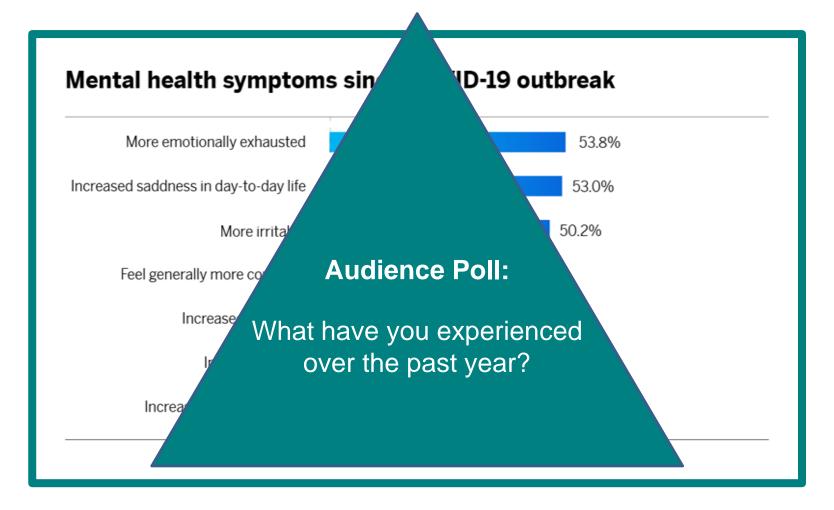


•Source: Qualitrics April 2020/ The other COVID Crisis: Mental Health





#### **Common Symptoms**



•Source: Qualitrics April 2020/ The other COVID Crisis: Mental Health





#### Signs & Symptoms Of Mental Health Concerns At Work

#### Can manifest in a variety of ways in the workplace, including:

- Calling in sick often/Absenteeism, Presenteeism
- Withdrawal/isolation
- Personality changes
- Difficulty focusing and remembering details
- Appearing more unkept then usual
- Difficulty organizing thoughts and tasks
- No longer enjoying work, hobbies, activities
- Sadness/ Worry/ Increasing self-blame & self-criticism
- Hopelessness/Helplessness/Feeling trapped



#### **Psychological safety:**

The freedom to authentically be yourself at work.

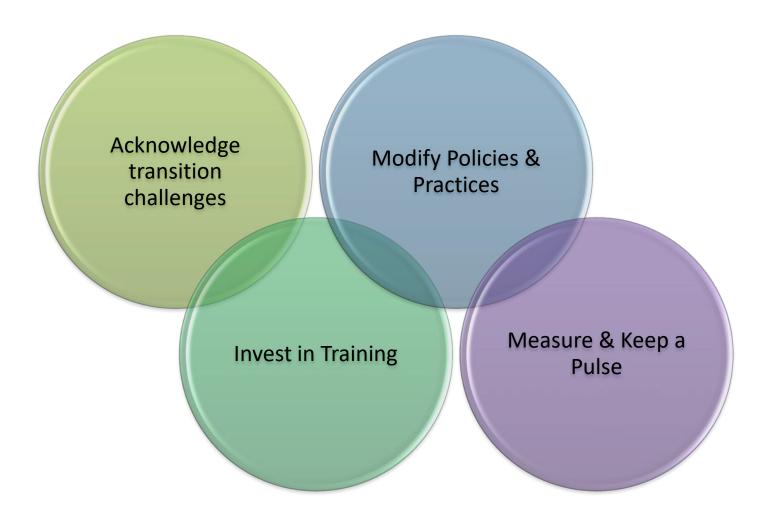
## 6 Components of Employee& Organization Well-being:

- Addressing mental health stigma
- Employee involvement
- Healthy scheduling
- Growth and development
- Wellness programs
- Employee recognition



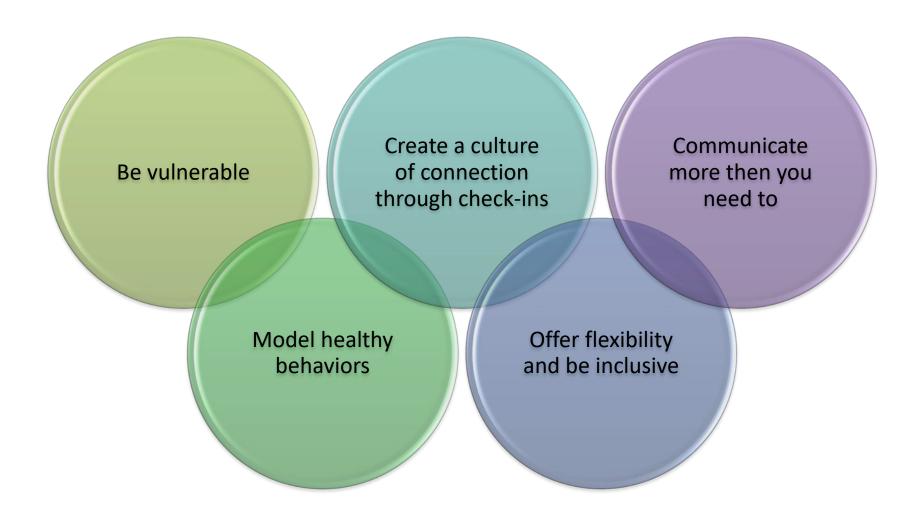


#### **Organizational Strategies**





#### **Leadership/Manager Strategies**







#### **Resiliency: It Starts at Home**

Provide time, Attention, Affection Design a space that evokes positive emotions

Establish clear rules & consequences for violations

Use "Feeling" words liberally

Validate everyone's emotions

Hold tough conversations

Practice healthy conflict resolution

Reach for healthy coping skills

Talk about mental health





#### **Resiliency: It Continues at Work**

Reduce stigma around requesting accommodations

Consider
Mental Health
Days

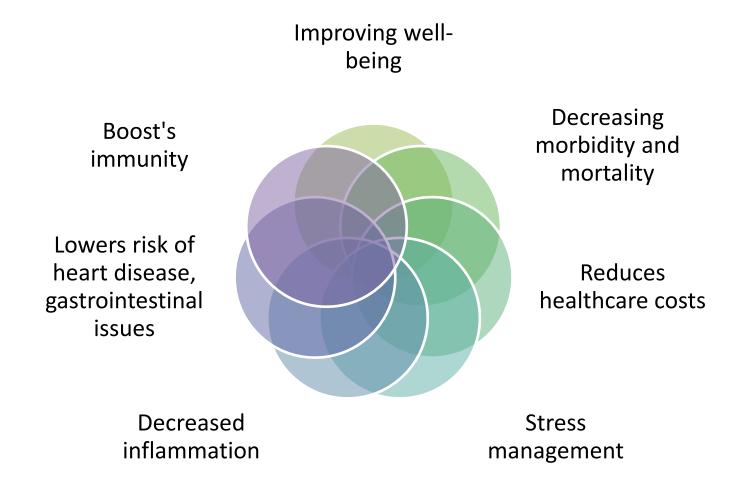
Establish healthy boundaries

Don't overcommit yourself Embrace a Culture of self-care





### **Benefits of Self-care**



# Self-care is the practice of taking action to preserve or improve one's own mental or physical health.



Noticing when you need self-care:
How do YOU know when you need to REFUEL/RECHARGE with self-care?





### Self-care Tips To Get You Started

- 1. Don't do things you hate
- 2. Plan ahead & schedule it
- 3. Keep it SIMPLE
- 4. Remain flexible



#### Mindfulness & Grounding

#### **MINDFULNESS**

Techniques encourage us to remain focused on the present moment, rather than living in the past or worrying about the future.

Practice can include meditation, breath work or deep breathing, listening to music, cooking or eating, walking/running and yoga.



### GROUNDING

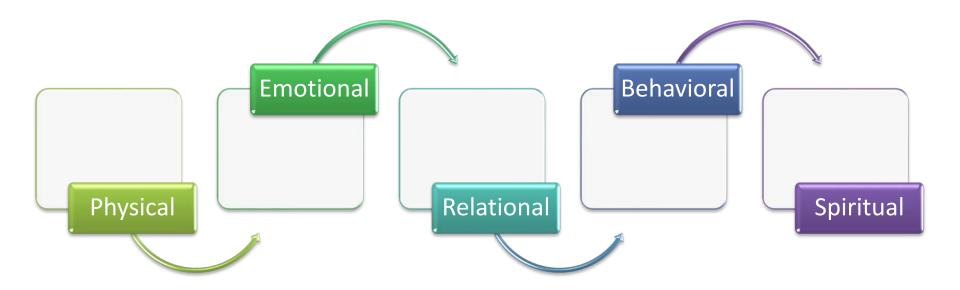
Grounding techniques also encourage you to stay rooted in the present moment, or *grounded*, by taking stock of the world around you.

**Sensory Count** 





### **▶** Supercharge your Wellbeing Through Self-care

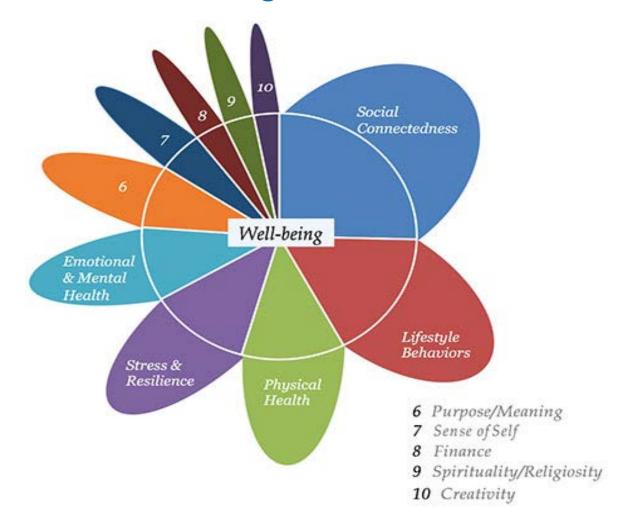


### **Encouraging others to Practice Self-care**

Tell	others what they need
Identify	sources of support
Take	care of himself or herself
Use	coping strategies that have helped in the past
Spend	time somewhere in a safe and comfortable place
Seek	trained professional help for support
Encourage	positive coping strategies.



### > 10 Domains of Wellbeing



Source: Catherine Heaney, PhD. Stanford Prevention Research Center.







#### ➤ MHFA at Work – How It Works

#### The MHFA At Work program focus is to:

- Raise awareness & build literacy
- Enables open conversations
- Helps identify signs and symptoms
- Provide strategies for responding if there is a mental health concern or crisis.
- Highlights resources for well-being support

#### **Products and Delivery**



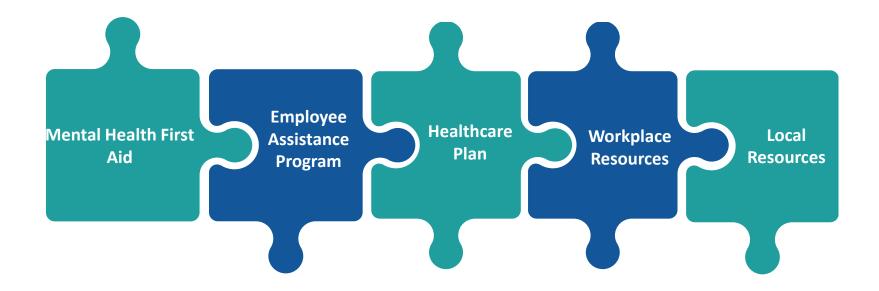
#### **Creates Culture Change**

Creating a culture that increases awareness, creates connection to available resources and wellness programing, reduces the stigma around mental health. This integration increases the opportunity for a healthy and well-being focused work environment within any industry.





- Mental Health First Aid is the help offered to a person developing a mental health concern or experiencing a mental health crisis. The first aid is given until appropriate treatment and support are received, or the crisis resolves.
- Mental Health First Aid At Work is provided within the context of workplace policies and procedures and is just one piece of the puzzle.



#### The Role of Mental Health First Aid in the Workplace



#### We Are:

- Caring colleagues.
- Mental health ambassadors.
- Informed helpers.
- Resource knowledgeable.
- Aware of what is appropriate for our role.

#### What We Can Do:

- Observe changes in behaviors.
- Offer a nonjudgmental listening ear.
- Respect the person's privacy.
- Serve as a vital link to early intervention.

#### What We Are Not:

- Diagnosticians.
- Long-term care providers.
- Trained interventionists.
- Prescribers of medication.
- Emergency providers.
- Stigmatizing.





#### **▶** Mental Health Awareness in the Workplace

Strong mental health awareness enables employees to better navigate and cope with work-life stressors, to work productively, and to realize their fullest potential.

#### **Additional Benefits:**



talent



# Resources for COVID-19



Resources and Tools for Addressing Coronavirus (COVID-19)

https://www.thenationalcouncil.org/covid19/

#### IN AN EMERGENCY OR CRISIS

If you or someone you know is having suicidal thoughts and needs to talk to a crisis counselor, please take advantage of these **free** resources:

Call 911 – Ask for a Wellness Check or CIT trained responder

National Suicide Prevention Lifeline: 1-800-273-8255 (TALK)

Crisis Text Line: Text "MHFA" or "HOME" to 741741

**Disaster Distress Helpline** #1-800-985-5990

**Text** "TalkWithUs" to 66746 **website:** <a href="https://www.samhsa.gov/disaster-preparedness">https://www.samhsa.gov/disaster-preparedness</a>

National Domestic Violence Hotline #1-800-799-7233 website: <a href="http://www.thehotline.org/">http://www.thehotline.org/</a>

**Local Call Centers and Hotlines** 

If you or someone else are experiencing high levels of stress, anxiety or depression, reach out for support.



#### Resources



https://globalwellnessinstitute.org/

Positively Well: Global Health Resources



#### **AMERICAN PSYCHOLOGICAL ASSOCIATION**

**Self-Care Resource Center** https://www.apa.org/topics/self-care



#### American Psychoanalytic Association:

For more information about PTSE and how to cope with the ongoing pandemic, visit www.apsa.org/coronavirus.



#### Substance Abuse and Mental Health Services Administration

https://www.samhsa.gov/find-treatment

**Meditation Apps** 

















### Building Industry Awareness

# Mental Health Awareness Month – May 2021

### Resourceful, Resilient and Remote: Mental Health First Aid in the New Work Environment

#### Wednesday, May 19, 12 – 1:30 p.m. EDT

Explore MHFA tools, resources and best practices with key MHFA at Work industry thought-leaders

#### Register Soon!





What is happening at your organization around Mental Health Awareness? New initiatives?

Upcoming events? Wish List?

Please share with us! MHFAatWork@thenationalcouncil.org



#### #BeTheDifference



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For more information about MHFA at Work

MHFAatWork@thenationalcouncil.org



