

*Mental Health First Aid*  
For Supervisors and Leadership

# *Civiltech's Ongoing Effort to Create a Compassionate & Safe Company Culture*

In our last presentation we covered:

- Breaking the stigma and normalize mental health challenges
- Promoting awareness of signs & symptoms of mental health conditions
- Having conversations about mental health in the workplace
- Speaking in terms of “I, We and Us” versus “You and Them”
- Responding with empathy not judgment
- Promoting access to care

# Today's Objectives: A Deeper Dive

- Learn about Mental Health First Aid
- Understand common mental health conditions
- Promote early detection and proactive intervention and referral for care
- Increase leaders' skills in reducing stigma and promoting mental wellness
- Understand services and resources available to help

# Mental Health Prevalence in the Workplace

In the US, 46.4% of adults will experience a mental health condition during their lifetime.

70% are in the workforce.

Numbers have increased due to the Pandemic



# *Impact of Unaddressed Behavioral Health Issues on the Workplace*

- Low Productivity
- Poor Team Morale
- Absenteeism
- Turnover
- Accidents/Injury
- Healthcare Costs



# Cost of Behavioral Health Issues on the Workplace

Addiction costs workplaces \$500 billion a year in absenteeism, turnover, healthcare costs, low productivity, etc.



# What do Behavioral Health Problems Cost Your Organization?



The National Safety Council's [Substance Use Cost Calculator](#) provides information about the cost of substance use to employers based on number of employees, industry, and state.

One Mind at Work's [Depression Cost Calculator](#) determines the financial impact of serious depression on the employers.

# Promote Mental Fitness in the Workplace as Supervisors

- Promote work/life balance
- Set realistic performance expectations
- Collaborate with HR
- Create a collaborative, positive team environment
- Reduce stigma--be mindful of language related to mental health & addiction—be a vulnerable/authentic role model
- Learn Mental Health First Aid





# What is Mental Health First Aid?

- Help offered to a person developing a mental health problem or experiencing a mental health crisis
- Given until appropriate treatment and support are received or until the crisis resolves
- Not a substitute for counseling, medical care, peer support, or treatment



# Why Mental Health First Aid?

- Mental health problems are common
- Stigma is associated with mental health problems
- Professional help is not always on hand
- Individuals with mental health problems often do not seek help
- Many people are not well informed about mental health problems
- They do not know how to respond



# Applying Mental Health First Aid for Crises

- Stress, overwhelm & burnout
- Anxiety
- Depression
- Trauma
- Substance abuse
- Anger management or aggressive behavior



# Early Detection of Mental Illness

- Excessive worrying or fear
- Feeling excessively sad or low
- Confused thinking or problems concentrating/learning
- Extreme mood changes, including uncontrollable “highs” or feelings of euphoria
- Prolonged or strong feelings of irritability or anger
- Avoiding friends and social activities
- Difficulties understanding/relating to other people
- Changes in sleeping habits or feeling tired

# Early Detection of Mental Illness

- **Changes in eating habits**
- **Difficulty perceiving reality**
- **Inability to perceive changes in one's own feelings, behavior or personality (lack of insight)**
- **Multiple physical ailments without obvious causes (such as headaches, stomach aches, vague and ongoing "aches and pains")**
- **Inability to carry out daily activities or handle daily problems and stress**
- **An intense fear of weight gain or concern with appearance**

# Addiction Issues: Signs & Symptoms

- Lying/secretcy
- Inconsistency
- Relational problems
- Chaos, behavioral cycles
- Denying responsibility
- Physical complaints
- Sleep disturbance



# Emotional, Relational & Behavioral Factors

- People around who enable
- Financial/legal consequences
- Problems handling conflict
- Performance problems
- Denial/rationalization/minimizing
- Not morning people/high absenteeism



# Mental Health First Aid Action Plan

- **Assess** for risk of suicide or harm
- **Listen** non-judgmentally
- **Give** reassurance and information
- **Encourage** appropriate professional help
- **Encourage** self-help and other support strategies





# Warning Signs of Suicide

- Threatening to hurt or kill oneself
- Seeking access to means
- Talking or writing about death, dying, or suicide
- Feeling hopeless, worthless, or lack of purpose
- Acting recklessly or engaging in risky activities
- Feeling trapped
- Increasing alcohol or drug use
- Withdrawing from friends, family, or society
- Demonstrating rage and anger, or seeking revenge
- Appearing agitated
- Having a dramatic change in mood



# Before Addressing Mental Health Concerns with Staff

- Consult HR if time permits
- Ground yourself through deep breathing
- Be present—shut off distractions
- Create a safe and confidential space
- Plan for adequate time
- Be mindful of your facial expressions, body language and tone



# 4 Steps to Providing Support:

- **Approach:** state what you are noticing in a kind, compassionate and confidential manner
- **Listen:** without judgment and respond with empathy
- **Give reassurance,** information and resources
- **Be the bridge:** Encourage professional help, support & follow-up

How to make a referral [video](#) & [article](#)



# Reminder to Pay Attention to Language

- Ask, “What happened?” or “How are you feeling?” instead of “What’s wrong with you?”
- Say, “It’s understandable you feel overwhelmed” instead of, “You shouldn’t feel that way.”



# Possible Questions to Ask To Assess Risk of Suicide

- Are you having thoughts about hurting yourself or somebody else?
- Are you having thoughts of killing yourself or somebody else?
- Do you have a plan? If so, what is it?
- Have you decided when you would do it?
- Have you collected the items you would need to carry out your plan?
- Have you been using alcohol or other drugs?
- Have you made a suicide attempt in the past?



# How to Help

- Let the person know you are concerned and are willing to help
- Express empathy for what the person is going through
- Encourage the person to do most of the talking
- State that thoughts of suicide are often associated with a treatable mental disorder (promoting mental health awareness)
- Tell the person that thoughts of suicide are common and do not have to be acted on (this can be reassuring)



# Define Your Role

## What are your responsibilities?

- Education
- Resources
- Intervention

## What are not your responsibilities?

- To diagnose or determine their degree of suffering/impairment
- To be a therapist
- Treatment outcome



# Review: Steps to Address Employee Mental Health Issues

- Act swiftly, don't delay or minimize, enable or go into denial
- Express care & concern, not criticism
- Practice active listening & empathy
- Focus on specific behaviors, not character or personality
- Avoid labeling or diagnosing
- Get consultation & support from HR
- Document (factual, objective, clear)
- Respect confidentiality





# EAP Services:

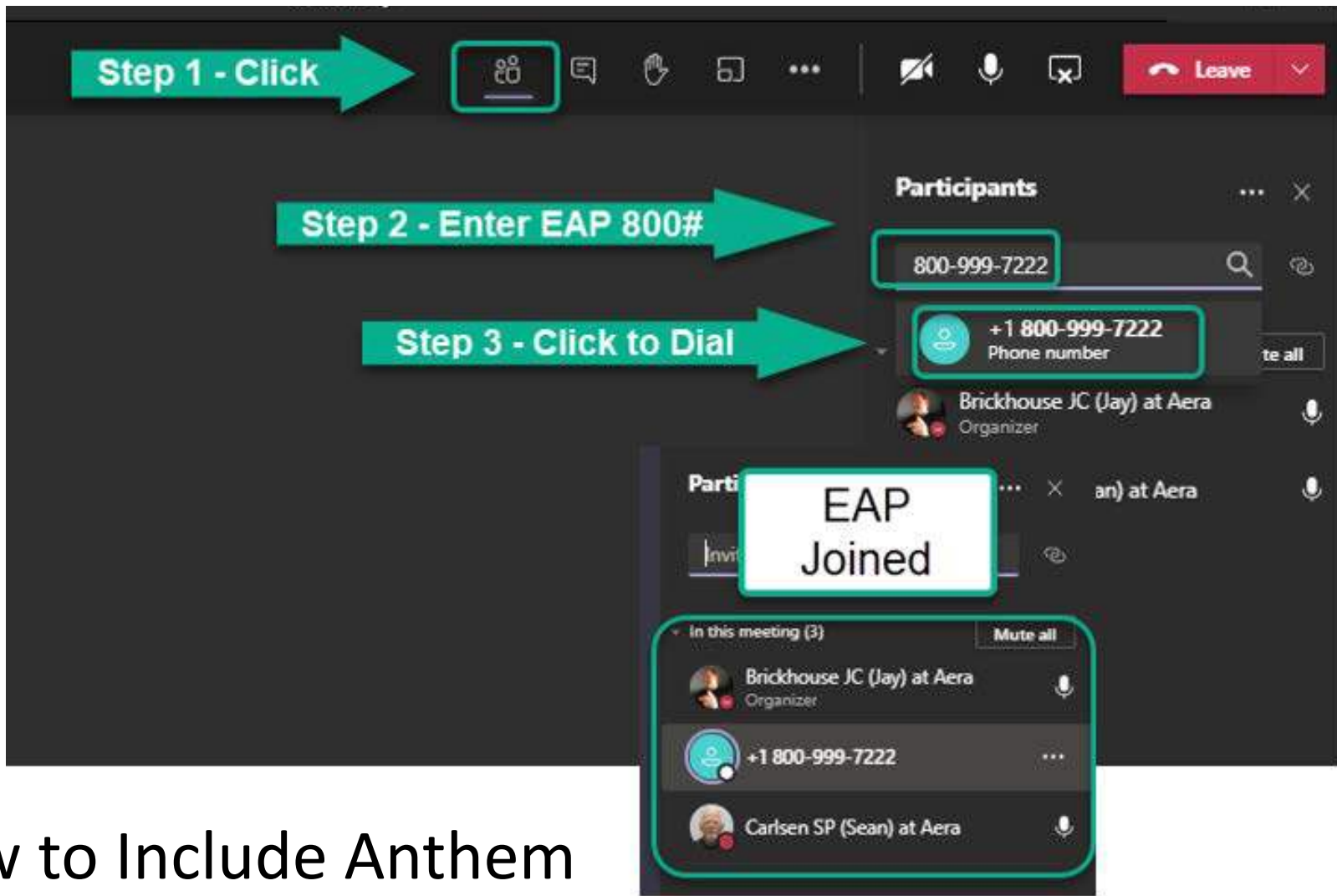
- **EAP Services through Work/Life Matters**
  - Voluntary referrals
  - Services for family members
  - Resources to alleviate stressors
  - Childcare & Eldercare
  - Legal & Financial
  - Educational resources
- 3 free sessions per issue, per year, per family member
- 1-800-386-7055, 24/7
- [www.ibhworklife.com](http://www.ibhworklife.com) | username: Matters | password: wlm70101



# EAP Will Assess Level of Care

- In-Patient / Detox
- Residential
- Partial Hospitalization / Day Treatment
- Intensive Outpatient Treatment
- Outpatient Treatment
  - Counseling: Therapist Directories like [Psychology Today](#)
  - Support Groups
  - [Medication Assisted Therapy \(MAT\)](#)
  - Telehealth services





# How to Include Anthem EAP During a Teams Meeting

# *In Case of Imminent Risk*

- Contact a family member
- Send employee to local ER
- Call 911
- Duty to warn if there is homicidal ideation
- Err on the side of caution



# Case Example

Katelyn has returned from maternity leave and does not seem herself. Her appearance is disheveled, she has dark circles under her eyes, and looks un-showered most days. She seems very distracted in meetings, is behind on her work, and recently snapped at one of the admin staff.

What do you think might be going on?

What would you do?



# Other EAP Services for Supervisors & Leadership

- Critical Incident Stress Debriefings
- Workplace Wellness Events
- Educational Training
- Employee Resource Group (ERG) Programs
- Accountability Groups
- Drug-Free Workplace Programming



# EAP Trainings

- Mindfulness
- Stress Reduction
- Mood/food connection
- Work/life balance
- Communication
- Conflict Resolution
- De-escalation Trainings
- Cultural Sensitivity
- LGBTQ+ Awareness
- Sexual Harassment
- How to Deal with Difficult People
- EAP Benefits Overview



# Encourage Utilization of Benefits:

- Vacation
- Sick benefits & FMLA for time as needed
  - Consider other accommodations such as schedule or duties
- Insurance Benefits (Mental Health Parity Law)
- Flex Spending/Health Savings Accounts





# Create Programs & Events

Take the [NAMI Stigmafree Pledge](#)

Celebrate Awareness Months

Create a [Mental Health Diplomats Program](#) where employees volunteer to serve as a resource for their colleagues who may be struggling with mental health concerns—connecting them to services offered by the company as well as other resources.

Consider doing a [NAMI Walk](#) a team building & awareness event



# Suggestions for Leaders/ Supervisors

- Take care of your own mental health
- Practice self-care
- Be aware of your emotional process (EQ)
- Do not enable, collude or go into denial
- Maintain good boundaries with detachment
- Document (factual, objective, clear)
- Get consultation & support



# Resources

## Civiltech's Substance Abuse Policy

[http://roundabout.civiltechinc.com/Corp-Resources/HR%20Policy%20Manual/\(Ab\)use%20of%20Recreational%20Drugs%20and%20Controlled%20Substances.aspx](http://roundabout.civiltechinc.com/Corp-Resources/HR%20Policy%20Manual/(Ab)use%20of%20Recreational%20Drugs%20and%20Controlled%20Substances.aspx)

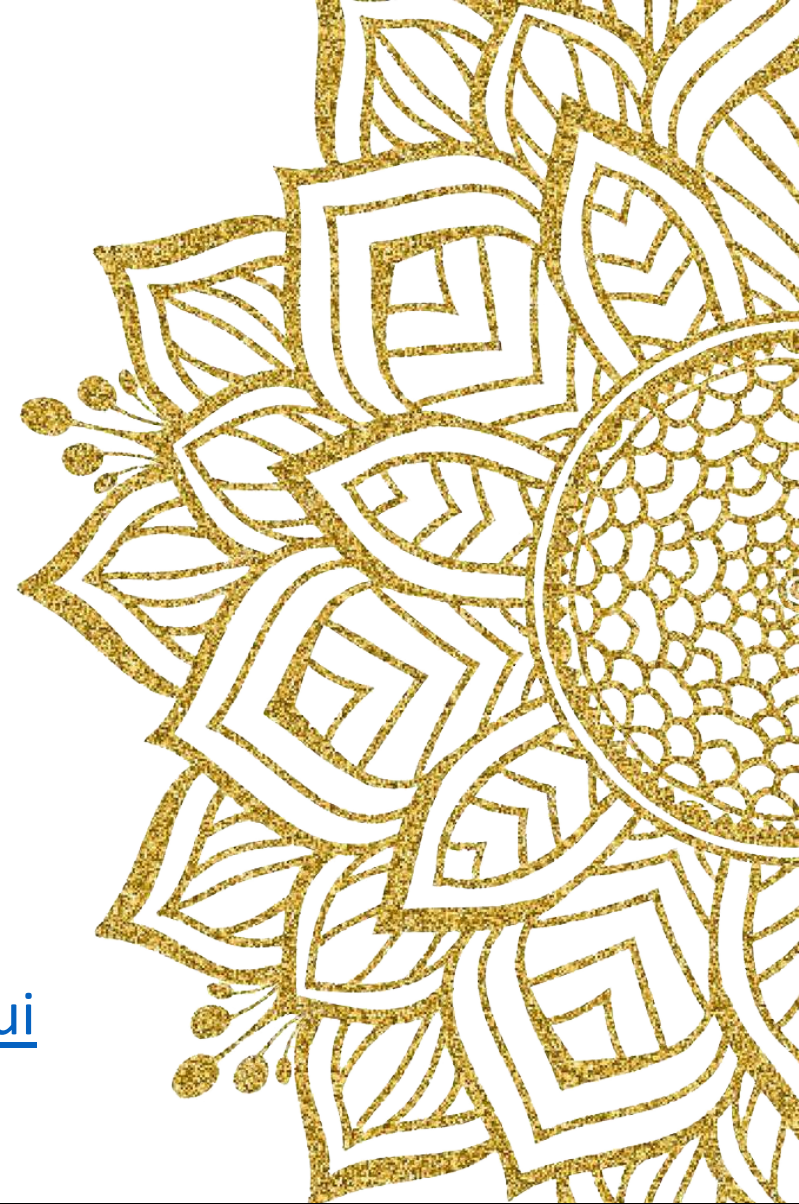


# Resources

**Mental Health First Aid:** <https://www.mentalhealthfirstaid.org>

**The American Psychiatric Association Foundation Center for Workplace Mental Health's Right Direction Program:**  
<http://www.workplacementalhealth.org/Employer-Resources/Right-Direction>

**The Bridge Between Suicide and Life:**  
[https://www.ted.com/talks/kevin\\_briggs\\_the\\_bridge\\_between\\_suicide\\_and\\_life](https://www.ted.com/talks/kevin_briggs_the_bridge_between_suicide_and_life)



# Support Resources

- Having a conversation: discussing mental health in the workplace-- Sarah's story [https://www.youtube.com/watch?v=Vn9\\_gDGNnRE](https://www.youtube.com/watch?v=Vn9_gDGNnRE)
- Getting comfortable talking about mental health at work: <https://www.bakersfield.com/kern-business-journal/get-comfortable-talking-about-mental-health-at-work/article%2062c6bf86-c035-5eef-8a99-58fa1cb19027.html>
- Why Employers Need to Talk About Mental Illness in the Workplace: <https://namipierce.org/why-employers-need-to-talk-about-mental-illness-in-the-workplace/>



# Support Resources

- Empathy vs. Sympathy:  
<https://www.psychologytoday.com/us/blog/hide-and-seek/201505/empathy-vs-sympathy>
- Mental health at work—creating a stigma-free culture:  
<https://business.kaiserpermanente.org/insights/mental-health-workplace/supporting-mental-health>



# Counseling & Therapy Resources

- [United Healthcare](#) has launched a free (to anyone) 24/7 support line staffed by mental health experts: Call 866-342-6292
- Text HOME to 741741 to connect with a [Crisis Counselor](#)
- National Suicide Prevention Lifeline: 800-273-8255
- [Find a Mental Health Facility Near You](#)
- Most insurance companies are covering teletherapy and some like Aetna have waived copays for telemedicine.
- [PsychologyToday's Find-A-Therapist Directory](#)



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"Address mental health and...  
we'll address our criminal justice issues,  
we'll address a lot of our health-care issues,  
we'll address a lot of our education issues,  
and we'll address a lot of our economic issues.

The ripple effect of doing the right  
thing in mental health is enormous."

PATRICK J. KENNEDY



Thank You  
for Being  
an  
Advocate



[www.joyce-marter.com](http://www.joyce-marter.com)

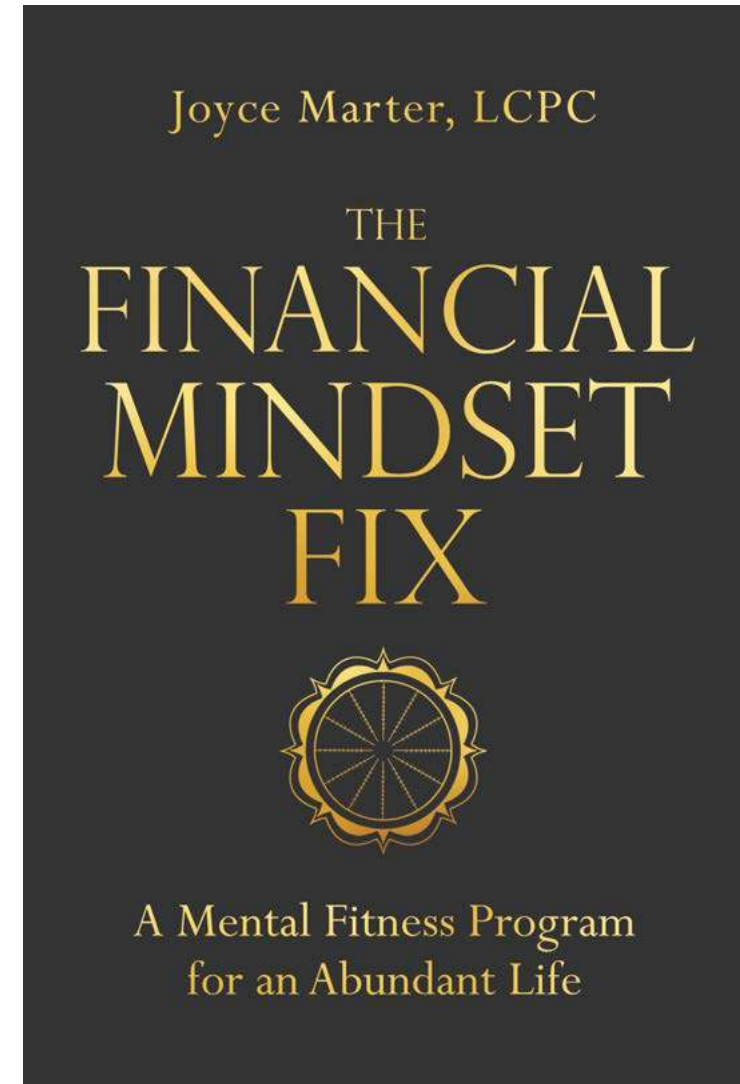
# Upcoming Resource

Published by [Sounds True](#)

[Available for pre-order on Amazon](#)

*Available in bookstores July of 2021*

*Mental Health & Financial Health Corporate Wellness Program*



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Thank  
You!



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