



JM
JOYCE MARTER

Mental Health First Aid

Building Resilience & Promoting Mental Health

Resources



SCAN ME

For Presentation Slides,
Links to Resources &
Additional Information



Today's Objectives: A Deeper Dive

- Learn about Mental Health First Aid
- Practical tools for self-care, support, & work satisfaction
- Mindfulness programming
- Resources for ongoing wellness programming

Impact of Unaddressed Behavioral Health Issues on the Workplace

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



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



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)



Review: Steps to Address Employee Mental Health Issues

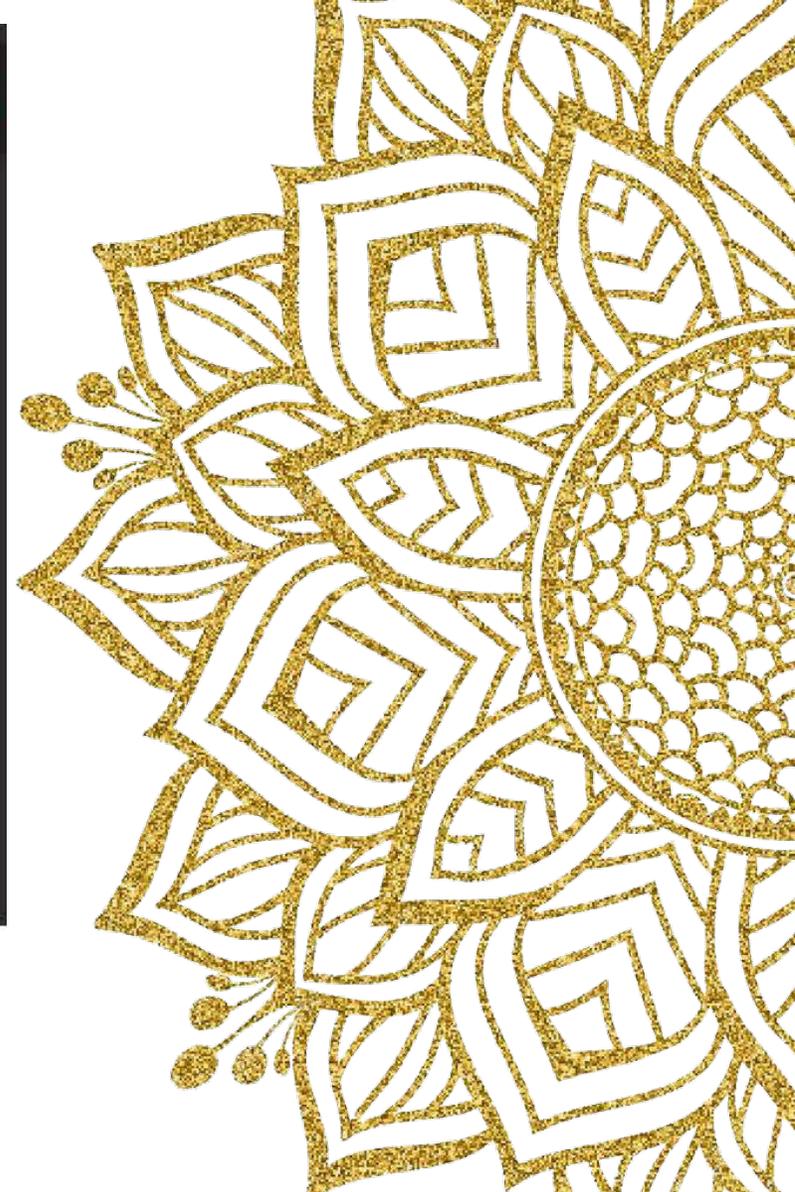
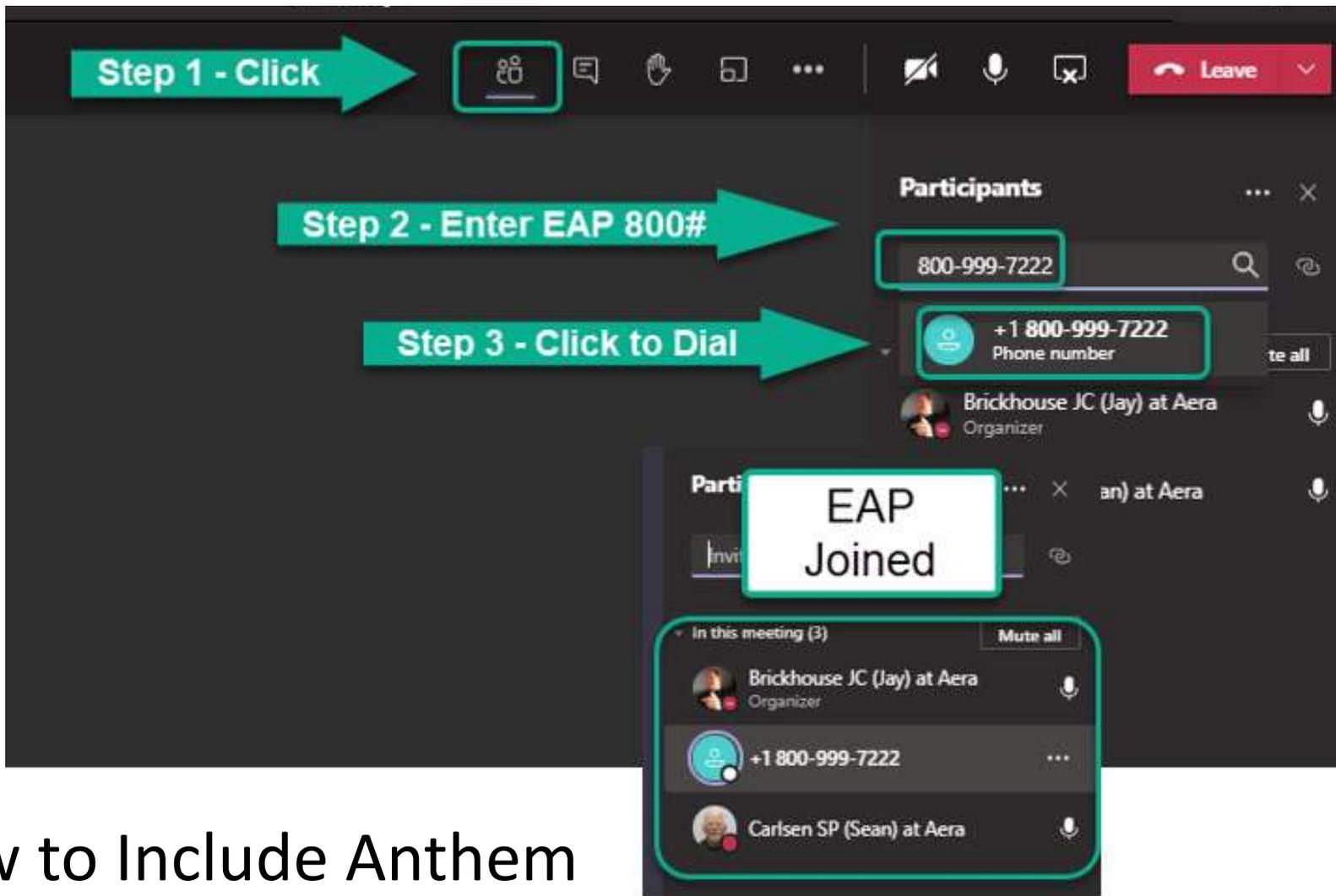
- Act swiftly, don't delay or minimize, enable or go into denial
- Express care & concern, not criticism
- Practice active listening & empathy
- Focus on specific behaviors, not character or personality
- Avoid labeling or diagnosing
- Get consultation & support from HR
- Document (factual, objective,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



EAP 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



Understanding Mental Health Providers

- **Psychiatrists (MD)** provide medication and sometimes therapy.
- **Psychologists (PhD, PsyD)** provide therapy and sometimes testing.
- **Therapists (LCPC, LCSW, LMFT)** provide therapy.



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



“

**If you don't like
something,
change it.
If you can't
change it, change
your attitude.**

MAYA ANGELOU

”



Control what you can, let go of the rest

What you can control:

- Your own thoughts
- Your own emotions
- Your own behaviors
- Your own choices

What you can't control:

- Other people's thoughts
- Other people's emotions
- Other people's behaviors
- Other people's choices
- Outcome
- COVID-19
- What else?

Mental Health Tips

- Prioritize your mental health & wellbeing
- Create structure to your day
- Take a break from the news
- Take time for mindfulness practices



Overview of Mindfulness

- Maintain a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment
- Pay attention to our thoughts and feelings without judging them
- Sense in the present moment
- Can be practiced anywhere, anytime

Source: <http://greatergood.berkeley.edu/topic/mindfulness/definition>



Benefits of Mindfulness

- Enhances relationships
- Improves job performance
- Reduces chronic pain
- Increases focus and attention, and improves decision-making skills
- Improves creativity, memory, and cognitive flexibility
- Improves mood, empathy, and overall quality of life
- Boosts immune system

Source: Glomb, T. M, Duffy, M. K, Bono, J. E., & Yang, T. (2012). Mindfulness at work. *Research in Personnel and Human Resource Management*, 30, 115-157.

Int J Yoga. 2015 Jul-Dec; 8(2): 128–133. Effectiveness of mindfulness meditation on pain and quality of life of patients with chronic low back pain

Benefits of Mindfulness

Cont.

- Decreases anxiety, stress, depression, tiredness, and irritability
- Increases emotional intelligence
- Encourages healthier eating habits
- Improves heart and circulatory health
- Aids in recovery from substance use
- Improves sleep
- Increases financial well-being

Strategies for Increasing Mindfulness

- Progressive muscle relaxation
- Unplugging from technology
- Listening & using your senses
- Mindful eating & spending
- Yoga
- Breathing
- Body scan
- Positive mantra
- Connection to nature
- Meditation
- Morning routine



The disease of being busy & multi-tasking

- Hampers Creativity
- Decreases Quality
- Drains Energy
- Shrinks Brain
- Reduces Wellbeing
- Reduces Efficiency
- Kills Prioritization

Taken from Stanford University “Cognitive Control in Media Multi-Taskers” Study



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Mindful Workplace Exercises

- Start your day with a mindful moment and plan for mindful breaks
- Slow down to increase your productivity
- Switch off distractions
- Be a single-tasker
- Pay attention to your coworkers

Source: <https://hbr.org/2016/03/how-to-practice-mindfulness-throughout-your-work-day>, <http://www.mindful.org/10-ways-mindful-work/>

Positivity

**A man is but the
product of his
thoughts...what
he thinks,
he becomes.**

MOHANDAS GANDHI



Keep Your Thinking Positive

- Turn down volume of your inner critic
- Detach from fear
- Avoid catastrophic thinking
- Practice the power of affirmations and mantra



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Practice Gratitude

**He is a wise man
who does not
grieve for the
things which he
has not, but
rejoices for those
which he has.**

EPICETETUS



Detachment

**Feelings are
waves of energy
which we can
choose to surf,
rather than
allowing them to
overcome us.**

ARLENE ENGLANDER



Detach From:

- Your own negative emotions like fear, anxiety, anger and sadness
- The negative emotions of others
- Expectations
- Outcome (embrace uncertainty)



Detachment Strategies

- Visualization of protective barrier
- Lifeguard analogy
- Unhook from conflict
- Drop your end of the rope
- Do the next right thing
- Zoom out for greater perspective



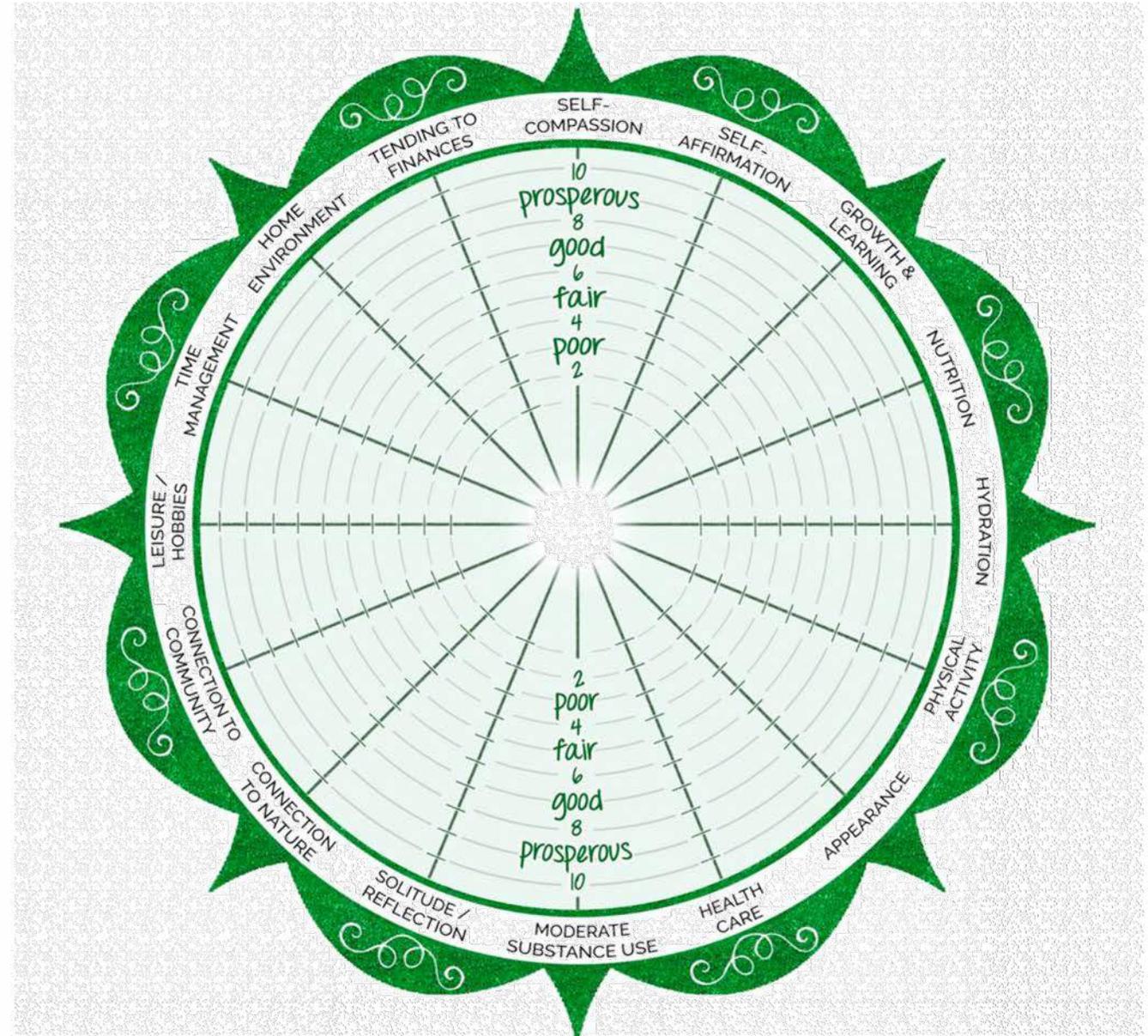
Prioritize Your Own Well-Being

- Practice self-care
- Set healthy limits and boundaries with assertive communication

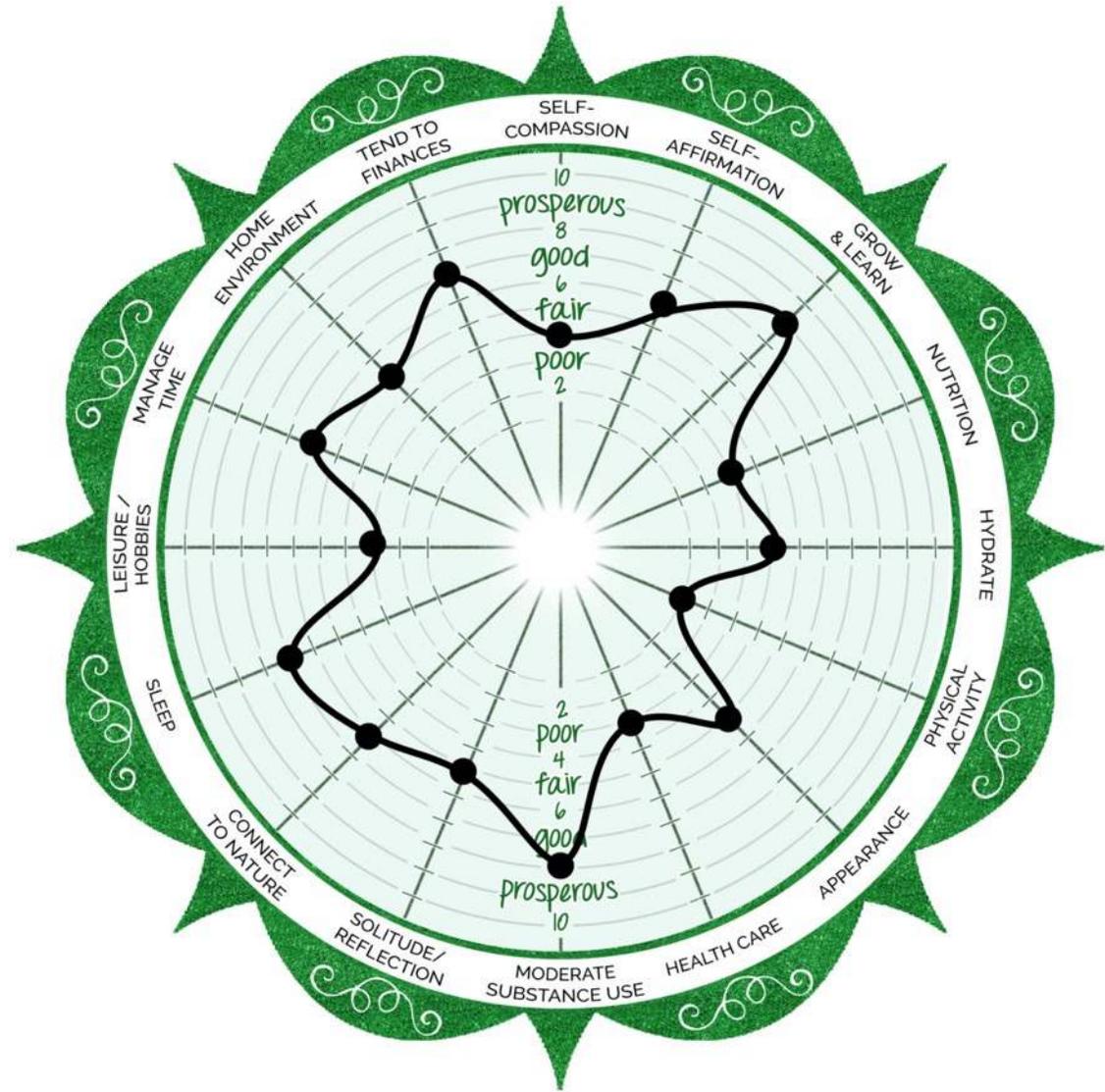


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Self-Care Wheel



Sample Completed Self-Care Wheel



Support

**Alone we can
do so little,
together we can
do so much.**

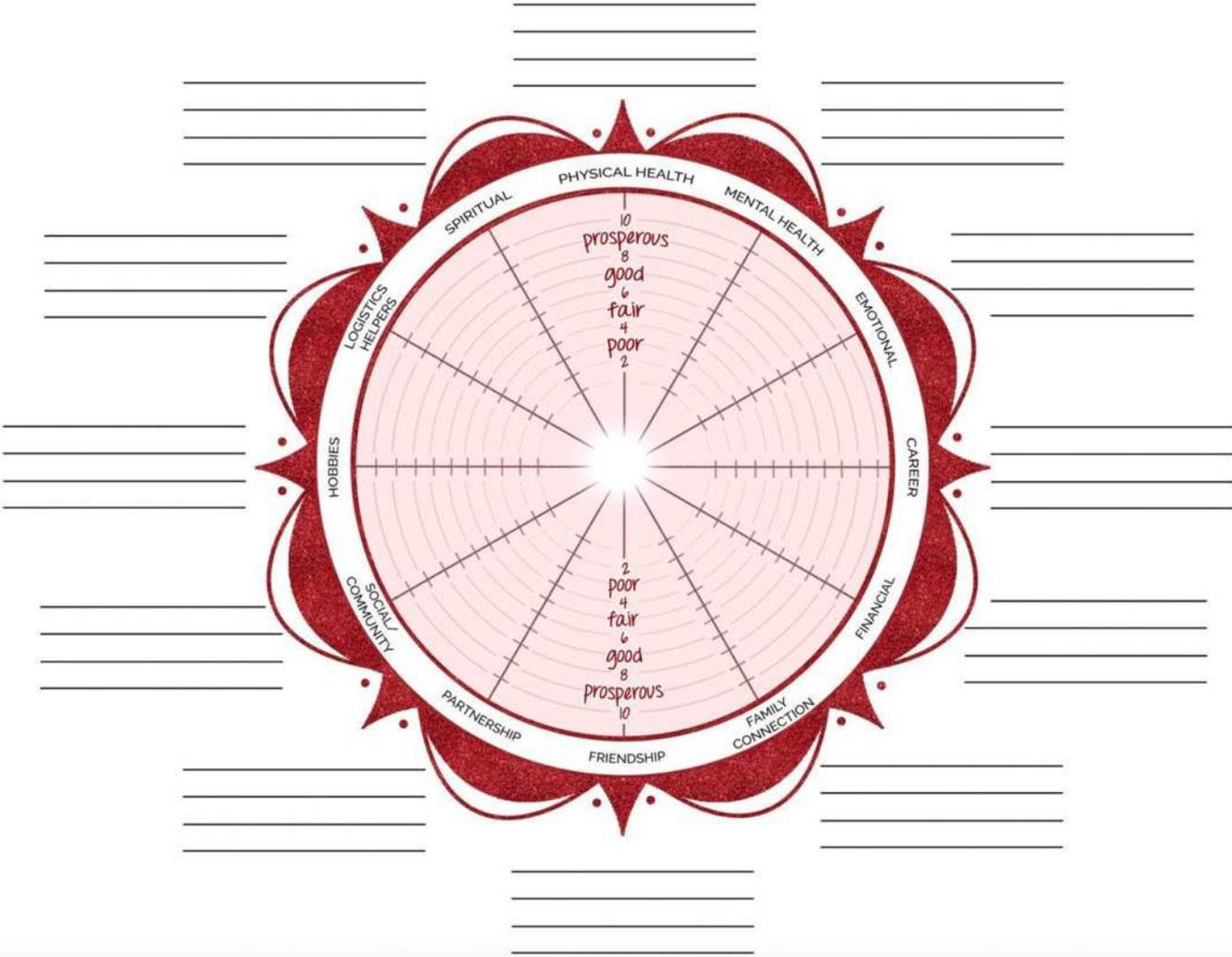
HELEN KELLER



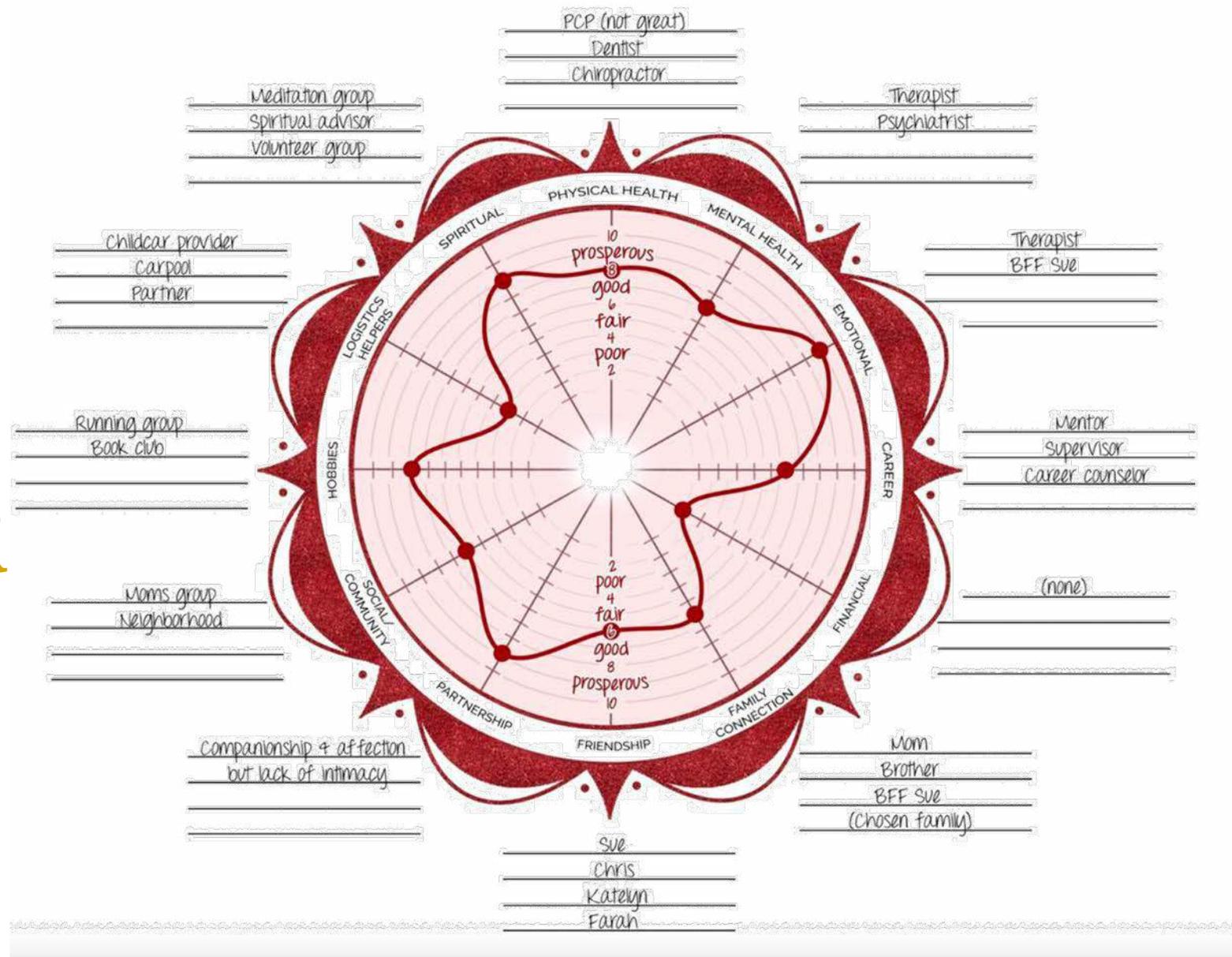
Barriers to Accessing Support

- Fear (difficulty trusting)
- Pride
- Shame or stigma
- Guilt
- Fear of imposition
- Low self-esteem, not feeling deserving
- Learned helplessness
- Hopelessness
- Loss of power and control (ego)
- Loss of credit (ego)
- Early life messages
- Expense
- Introversion or shyness

Support Network Wheel



Sample Support Network Wheel

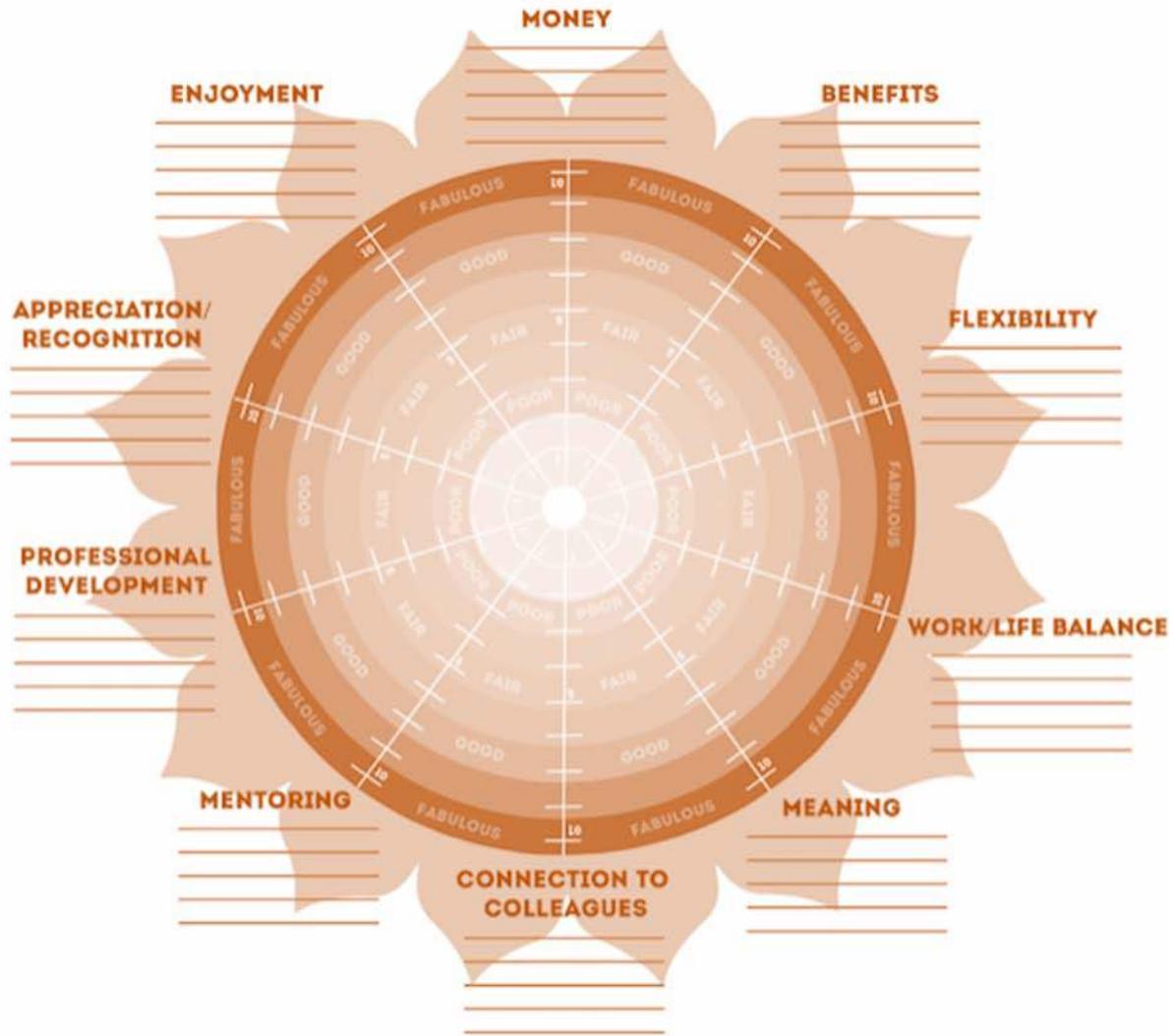


Access Support

- Avoid isolating with your feelings
- Connect with loved ones
- Ask for what you need
- Participate in online communities
- Utilize teletherapy



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Professional Satisfaction Wheel

1-3 POOR, 4-6 FAIR, 7-8 GOOD, 9-10 PROSPEROUS

Resilience

**Life will give you
whatever experience
is most helpful
for the evolution of
your consciousness.**

ECKHART TOLLE



Mindfulness as Resilience Training





Key Components to Building Resilience

- Prioritize your mental health & wellbeing
- Seek and give support
- Strive for work/life balance
- Engage fully in life; don't isolate yourself
- Develop a sense of purpose/meaning in life

We are in this together!



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Resilient People

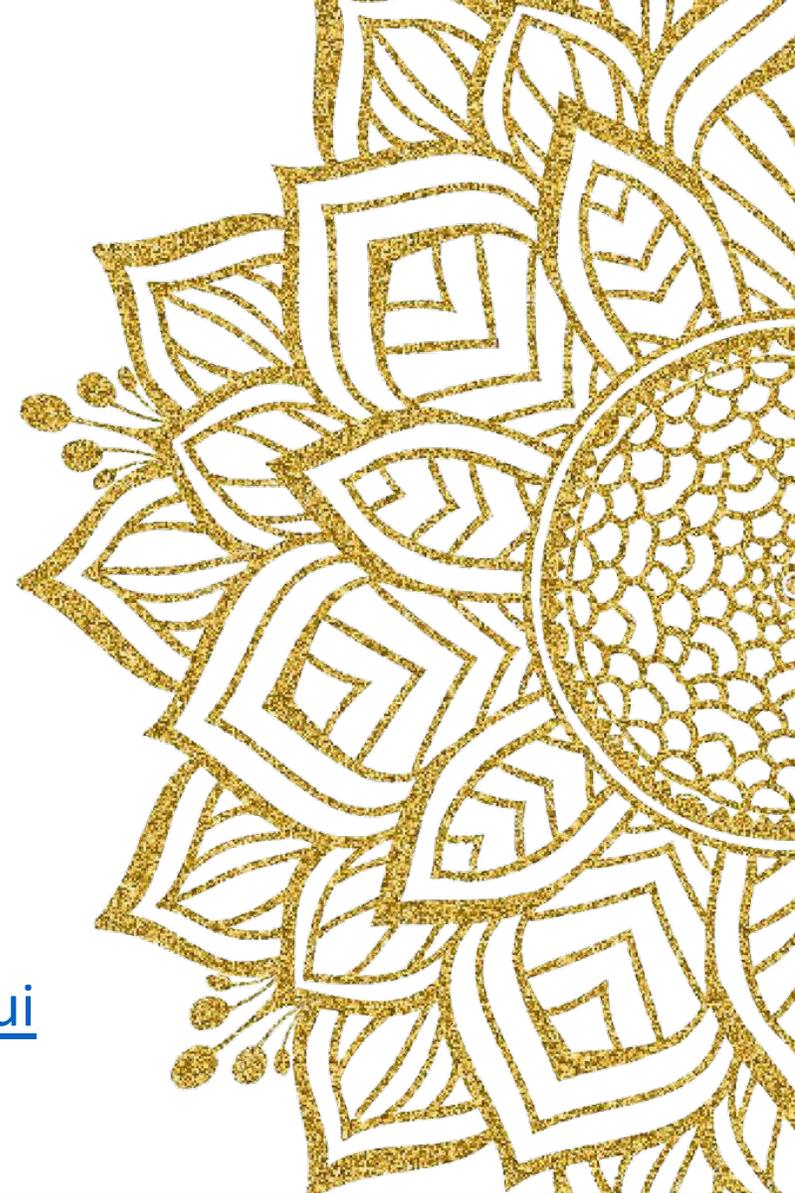
- Understand that challenges are a part of life
- Promote health and wellbeing
- Enjoy connection & collaboration
- Are open, flexible and adaptive
- Are emotionally intelligent
- View challenges as opportunities
- Learn from mistakes
- Avoid worrying
- Have a sense of humor even when stressed

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



Support Resources

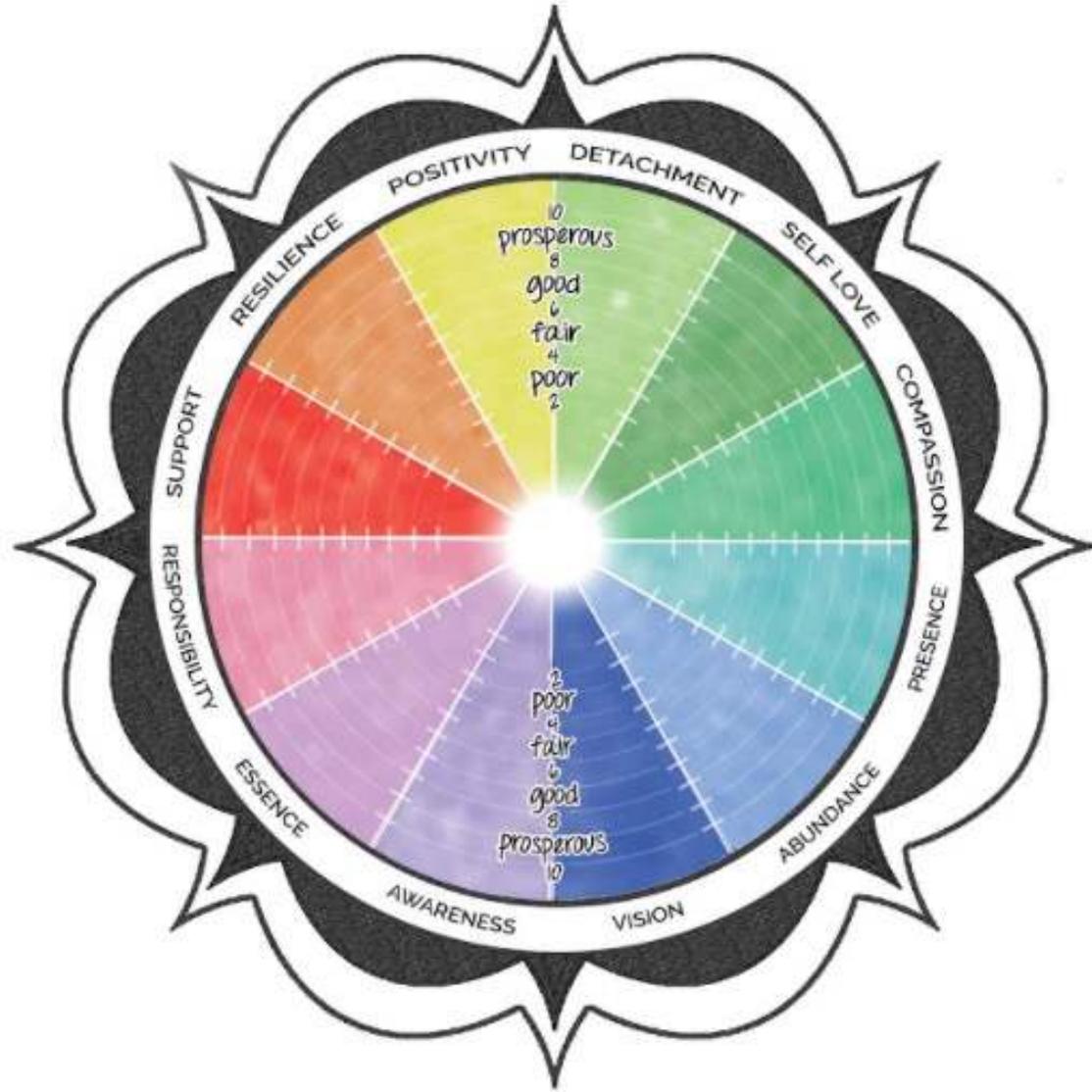
- Having a conversation: discussing mental health in the workplace-- Sarah's story https://www.youtube.com/watch?v=Vn9_gDGNnRE
- Getting comfortable talking about mental health at work: <https://www.bakersfield.com/kern-business-journal/get-comfortable-talking-about-mental-health-at-work/article%2062c6bf86-c035-5eef-8a99-58fa1cb19027.html>
- 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-peek/201505/empathy-vs-sympathy>
- Mental health at work—creating a stigma-free culture:
<https://business.kaiserpermanente.org/insights/mental-health-workplace/supporting-mental-health>
- Review your Substance Abuse Policy





12 Mindsets for Holistic & Balanced Success

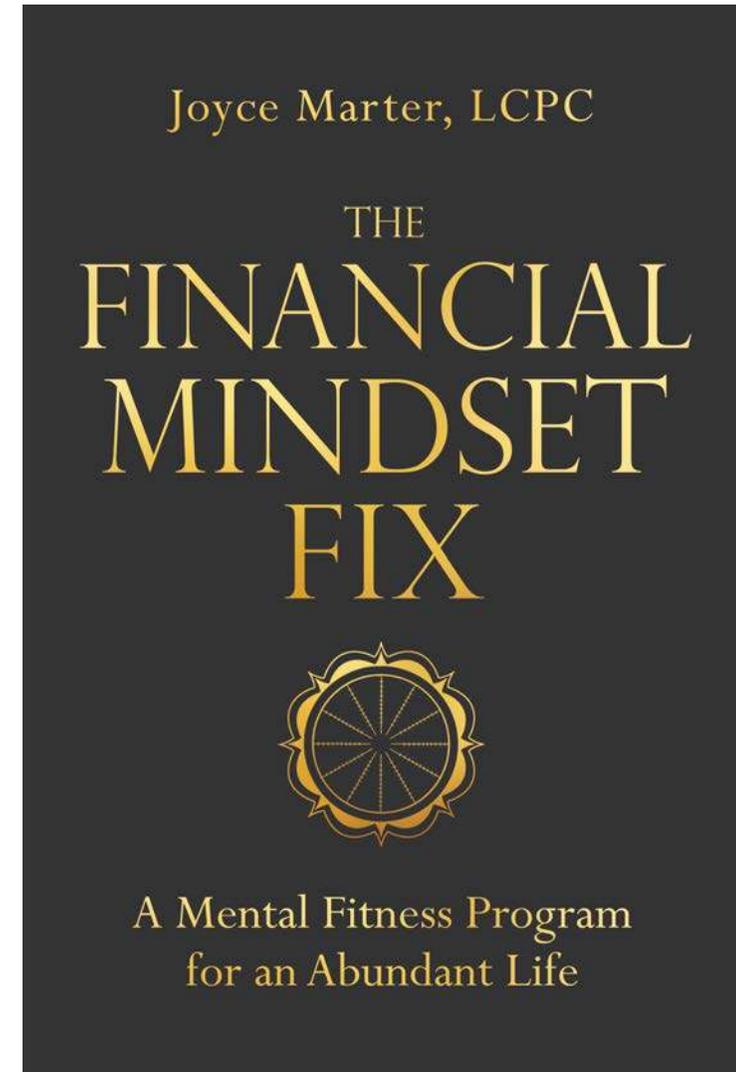
Upcoming Resource

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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Q&A



What are you going to do now?

KEEP (doing)	START (doing)	STOP (doing)

Thank
You!



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