

What we will cover **today**



- 01 AWARE**
What do we need to know about
Mental Health in our Workplace?
- 02 EXPLORE**
How do we create a compassionate culture
for talking about **Mental Health?**
- 03 ACT**
Strategies for supporting ourselves, our
coworkers and our employees.

What comes to mind
when you think of
Mental Health?



What is **mental health?**



PERCEPTIONS

How we sense
How we process
How we interpret
How we view ourselves/others
How we view the world



FEELINGS

Our emotions
Emotional literacy
Our sense of connection
Sense of being overwhelmed
Sense of control



THOUGHTS

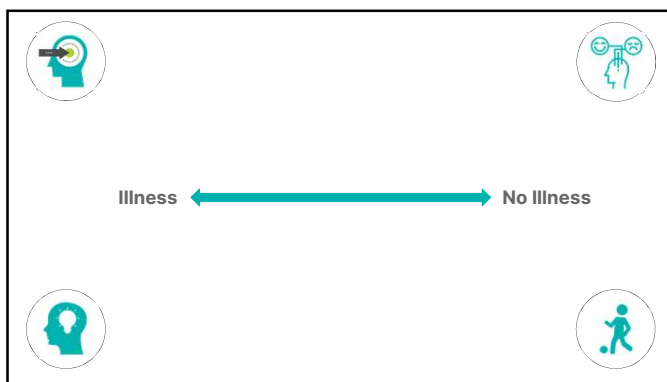
How we think
What we believe
Our outlook
How we problem solve
How we make decisions

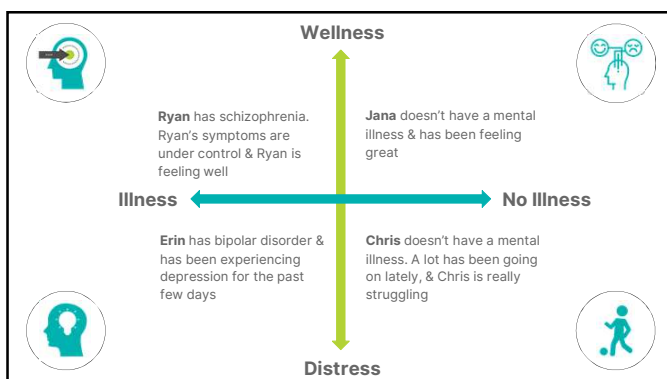


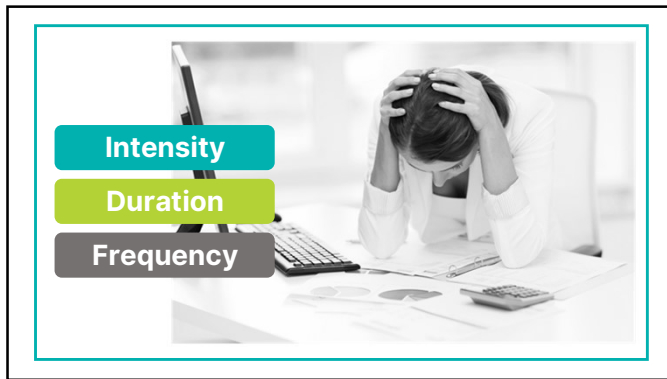
BEHAVIOURS

Our actions
Our choices
Our interactions
Our relationships
Our coping skills









Mental Health

Your overall state of wellbeing or your general state of mind.

Everyone has mental health & there are steps that we can take to actively support and enhance it.

Mental Illness

A specific, diagnosable condition that potentially impacts a person's quality of life & wellbeing.

Generally requires support from mental health specialists.

Fast Facts

20%

Each year, 1 in 5 Canadians will experience a mental health problem

50%

By the age of 40, 50% of Canadians will either have, or have had a mental illness

30%

30% of workplace disability claims are due to mental health reasons

Mental Health Commission of Canada

In any given week

500 000 Canadians

will not go to work because of a psychological health issue

Mental Health Commission of Canada

**“Mental Health is the
workplace’s ultimate
productivity weapon.”**

Bill Wilkerson
Executive Chairman of Mental Health International



Mental Illness

Can affect people of any age,
gender, ethnicity, culture or
socio-economic status.

Risk Factors

Aspects that increase the likelihood of developing a **mental illness** or the likelihood that an existing mental illness may be worsened.



Risk factors are not **direct causes**

Risk Factors



Biological

Genetics
Brain injury
Infection
Exposure to toxins
Development issues
Malnutrition



Personal

Communication problems
Lack of coping skills
Impaired ability to relate to others
Low social skills
Low self-esteem
Ability to access resources



Environmental

Upbringing
Trauma/major life events
Sociological/systemic factors
Work/school
Relationships
Access to resources

Protective Factors



Connections to family & friends



Connections to community



Stable income



Secure housing



Food security



Access to formal/informal supports



Coping skills

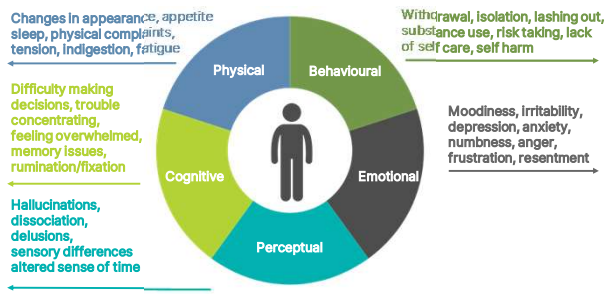


Problem solving skills

Diagnosing Mental Illness



Signs & Symptoms



Signs of Distress

at Work

Absenteeism, or presenteeism
Negativity
Blaming others
Fatigue & lack of enthusiasm
Reduced productivity
Increased stress levels
Difficulty concentrating
Difficulty making decisions
Feeling overwhelmed

at Home

Lack of enjoyment in activities outside of work
Social withdrawal
Thinking about work at home
Increased substance use
Issues with sleep/eating
Depression/anxiety

Depression

One of the most commonly diagnosed mental health conditions

Physical health concerns

Feelings of **despair** & **hopelessness**

Loss of **interest/lack of motivation**

Sadness & **crying** for no apparent reason

Becoming **socially withdrawn**

Fatigue & **loss of energy**

Difficulty **concentrating** & **making decisions**

Thoughts about **suicide**



Anxiety

One of the most commonly diagnosed mental health conditions

Characterized by **excessive fear** & **worry**
with related **behavioural disturbances**

Causes significant **distress** & **impairment**

Different types:

Generalized anxiety
Panic disorder
Phobias
Social anxiety
Agoraphobia



Addiction

(Use does not equal disorder)

CRAVING can mimic physical needs like hunger/thirst

COMPULSION to use

Element of **CONTROL** is lost

Increased tolerance

Physical and/or Psychological
dependence/withdrawal

Use despite negative **CONSEQUENCES**



Substance Use



IN CANADA

Approximately 21% of the population will have a substance use problem or addiction during their lifetime

ALCOHOL

Is the most commonly used substance

"CONCURRENT DISORDER"

When someone simultaneously has a mental health and substance use disorder

©2019, Spectrum

Trauma



Trauma is the negative **impact** distressing events & experiences leave with a person.

Not everyone experiences trauma.

Not everyone experiences trauma the same way.

Trauma has **no expiration date**.

We can experience **vicarious trauma**.

Acute Trauma

Linked to a singular incident.

Examples:

a car accident
a death
a violent attack
a natural disaster
a workplace injury



Chronic Trauma

A series of traumatic events that occur over an extended period of time.

Examples:









Abuse/neglect
the experience of war
prolonged illness
marginalization/discrimination

Trauma is not the event

It is the subsequent wound that the person carries with them;
the lasting impact it has on their thoughts, feelings and actions

©2018, Dutton

Impacts of Trauma

-  Flashbacks/Reliving the event
-  Numbness/shock
-  Dissociation
-  Paranoia/Hypervigilance
-  Emotional dysregulation
-  Bodily symptoms; fight, flight or freeze
-  Altered world view
-  Relationship issues

Your mental health

Individual responsibilities

Wellness At work



- Take breaks
- Take vacation
- Set priorities ahead of time
- Set your availability
- Set boundaries
- Keep skills up to date/request training
- Ask for help when you need it

Alter

- Changing a circumstance, situation or environment

Adapt

- Changing yourself

Accept

- The reality of circumstances

Avoid

- Withdrawing from situations and people

The 4 A's of Stress Management

(www.mayoclinic.org)

Communicate: Check In

Talk to your supervisor before things get too overwhelming.

Are you given too much work for the time allotted?

Are you properly trained?

Are there issues in your personal life that need consideration, for example, a sick child or spouse, death in the family, etc.

Are you having concerns with your mental health?



Telling Your Employer

Disclosure

Telling your employer something that was previously unknown, in this case, a mental health diagnosis.

Your employer cannot legally terminate your employment because you have been diagnosed with a mental illness. It is against the law. You are protected by the Canadian Human Rights Act.

Privacy

A mental health issue is considered to be confidential medical information and is to be treated as such by an employer.

Your employer may consult with you about how you want them to handle your situation and any questions that may arise.

Accommodations for mental health conditions in the workplace

Accommodations most often require a form from a Doctor.

Accommodations must be reasonable and necessary.

Accommodations are not based on preferences.

Accommodations are based on needs.

A doctor can suggest appropriate accommodations without disclosing a specific mental or physical health issue.

Common Workplace Accommodations

Flexible scheduling

Changes in supervision

Changes in training

Modifying job duties

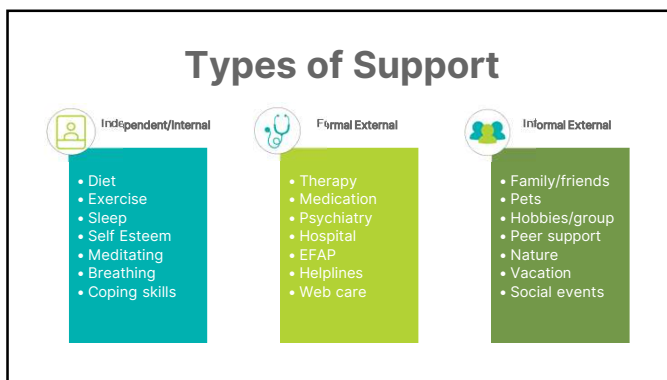
Using technology (lighting, tape recorder)

Modifying workspace/location

Job coach/assistance









Support At work



- Be inclusive, respect diversity
- Participate in positive workplace culture
- Be open to listening without judgment
- Validate feelings & show empathy
- Learn about resources
- Offer practical support
- Express gratitude & appreciation

Stigma

Is the number one reason people don't get help


The Impact of Stigma

- Increased isolation & loneliness
- Fear & rejection
- Loss of self-esteem
- Difficulty making friends
- Denial of adequate housing, jobs
- Creates unwillingness to seek help
- Internalized oppression




Does what you're hearing or saying...	S	T	O	P
	Stereotype	Trivialize	Offend	Patronize
	People with mental health concerns or illnesses	Or belittle people with mental health concerns or illnesses	People by insulting or making fun of them or their illness	By treating people as though they are not as good as others

Communication Tips



- Allow appropriate time
- Allow for silence
- Be non-judgmental
- Listen actively
- Ask open-ended questions
- Validate feelings & concerns

Things to Avoid



- Making light of the situation
- Criticism
- Platitudes
- Touching without permission
- Giving unsolicited advice
- Gossip & violating privacy

Emotion Focus

Based on feelings
Not logic or reason based
Subjective
May be overwhelming
Can be impulsive
May feel less in control

Actions:
Deep breathing
Mindfulness
Calming exercises
Self soothing
Distraction
Talking (venting)




Logic Focus


Based on facts
Not based on emotions
Objective
Not overwhelming
Less impulsive
May feel more in control

Actions:
Problem solving
Decision making
Planning
Strategizing
Setting goals
Evaluating


Non Verbal Communication



Face
Expression
Eye contact
Gaze




Body
Posture
Stance
Proximity



Voice
Volume
Tone
Speed

Setting Boundaries



Set limits

Communicate

Be consistent

Offer resources

What can you say?

"It sounds like you have a lot of family concerns that are impacting you. I can help you with (A,B,C). Do you have someone who supports you with the rest of your concerns?"

"That sounds tough. I would like to see you connect to someone who has the skills to help you most effectively. I can provide you with some options that might be helpful."

It is **okay** if you don't know what to do.

Connect with someone who does.

Effective supports are:



READY

Available when needed



WILLING

Accepting the role



ABLE

Have the skills to help

Key Points

Match the need to the appropriate support

You cannot control the behaviour of others

You cannot control whether someone accesses supports

Your mental health is important too



Employee Mental Health

Supporting staff

Key Drivers for Employees

Promotion/Protection!

Job Satisfaction

Self-esteem

Job Fulfilment



Key Drivers for Employers



Attending to the key drivers for employees

Can fulfil

The key drivers for employers

Systems At work



Employee/Family Assistance programs

'Open Door' policy

Training for management

Accommodations

Wellness Committee

Assess workplace wellness

Implement wellness standards

Accommodations for mental health conditions in the workplace

The average cost of an accommodation
across an employee's tenure is \$500.

Many accommodations can be done at no cost.

"Mental Health in the Workplace:
An Accommodation Guide for Managers & Staff"
is available at www.mentalhealthworks.ca

Employer Resources

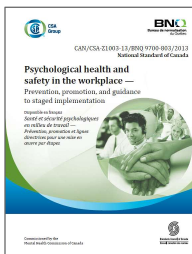
FREE online resource to help
employers - large or small, in the
public or private sector - assess,
protect and promote psychological
health and safety in their
workplaces.

Provides 8 steps, with
corresponding action items for
employers to follow.

www.guardingmindsatwork.ca



Workplace Psychological Health & Safety Standards



Reduce risks related to mental illness and/or poor
mental health

Reduce potential liabilities related to workplace
legislation & employee mental illness

Promotes productivity & engagement

Develops & continuously improves work environments

Benefits to **Employers**



When workplaces adopt policies & programs to **address psychological health and safety**, they incur between **15%** to **33%** fewer costs related to psychological health issues.

Consider the **Increase in job satisfaction, morale, efficiency, & performance** in staff that are working in a psychologically safe environment.



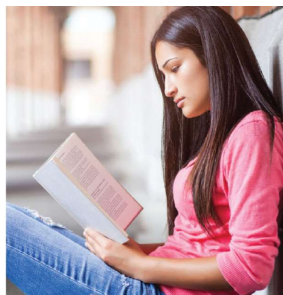
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(HERE247)

Call anytime to access
Addictions, Mental Health
& Crisis Services
Waterloo-Wellington

BounceBack®
reclaim your health

A free program to help
you tackle depression
and anxiety.

bouncebackontario.ca
1-866-345-0224



HELPFUL APPS	OTHER WEBSITES
<p>Calm</p> <p>Insight Timer</p> <p>Down Dog</p> <p>Headspace</p> <p>Mindshift</p> <p>Gratitude Journal 365</p> <p>Morning!</p> <p>10% Happier</p>	<p>camh.net</p> <p>mentalhealthhelpline.ca</p> <p>mentalhealthcommision.ca</p> <p>211Ontario.ca</p> <p>ccohs.ca (Canadian Centre for Occupational Health & Safety)</p>



Thank you!

If you have more questions, my email is
aheeley@cmhaww.ca
 For more service information & more webinars, visit us at
www.cmhaww.ca

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