



NATIONAL COUNCIL  
FOR BEHAVIORAL HEALTH



U.S. CHAMBER OF COMMERCE FOUNDATION

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

**April 16, 2020**

Part of a Special MHFA at Work Educational Series in Response to the  
COVID-19 Pandemic

# National Council for Behavioral Health

**NATIONAL COUNCIL**  
FOR BEHAVIORAL HEALTH

We are the unifying voice 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.



**2 Million**

**Mental Health First Aiders**

**Trained!**

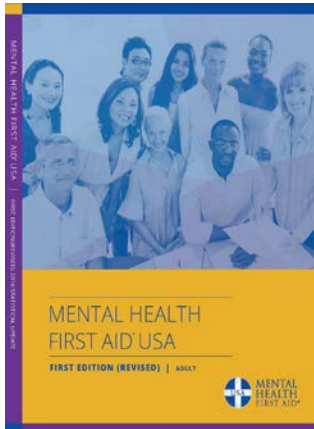


**MENTAL  
HEALTH  
FIRST AID®**

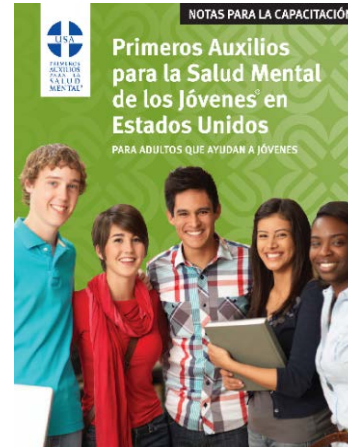
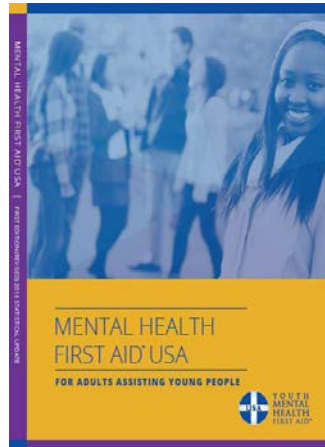
**[MentalHealthFirstAid.org](http://MentalHealthFirstAid.org)**

# Community Course Curricula

ADULT CURRICULA



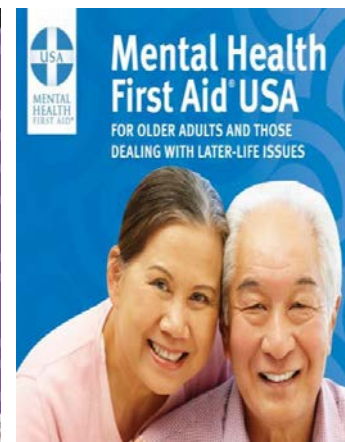
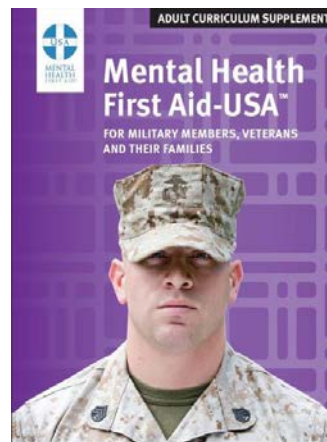
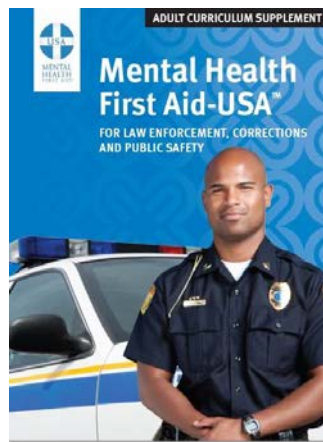
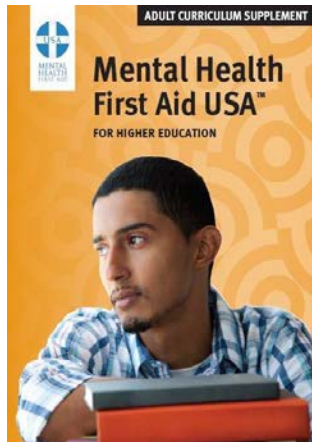
YOUTH CURRICULA



TEEN CURRICULA



ADULT CURRICULUM SUPPLEMENTS





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# Corporate Context

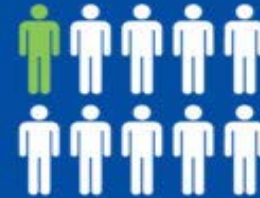


**1 IN 5**

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

**35%**

more than 35% of  
managers feel they  
receive no formal  
support or resources  
to help employees

HR managers know the  
toll mental illness can  
take on the company.  
Yet, only **15%** feel  
managers are training  
to recognize the  
problem and share  
support and resources.

# The MHFA at Work Experience

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- MHFA is provided within the context of your company's policies and procedures.
- Didactic information on **depression, anxiety, suicide, panic and substance use**
- **Role plays** that allow participants to rotate and **practice** being both the Mental Health First Aider and a person in need
- **Skills-building** debriefing after each role play to discuss what it felt like being the MHFAider or person in need
- 8 hour MHFA Certification, 4 hour MHFA Awareness or Specialized Topic Focus sessions

# In The News



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TIME

CORONAVIRUS BRIEF    FLATTENING THE CURVE    WEARING MASKS    SHOPPING SAFELY    NEWSLETTER

MENTAL HEALTH/PSYCHOLOGY

## How Companies Teach Their Employees First Aid for Mental Health



BY **MANDY OAKLANDER**

FEBRUARY 12, 2020



THE WALL STREET JOURNAL.



HEALTH | JOURNAL REPORTS: HEALTH CARE

## Colleagues Become Confidants in the Age of Coronavirus

With millions of people stressed out and working from home, mental health takes center stage

By *Rachel Feintzeig*

April 2, 2020 8:10 am ET

SHARE TEXT

5

Are you OK? Your co-worker wants to know.

Companies are training employees to recognize when colleagues might be having mental-health struggles and to serve as a listening ear if needed. Some companies, such as Alphabet Inc.'s Google, are turning to the Mental Health First





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# National Corporate Engagement



**BOYS & GIRLS CLUBS  
OF AMERICA**







**Tramaine EL-Amin**

Assistant Vice President, Strategic Partnerships  
The National Council for Behavioral Health



**Elyse Cohen**

Senior Director, Health, Wellness, and Food Programs  
US Chamber of Commerce Foundation



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**Laura DeCook**

Mental Health Lead  
Expedia Group



**Monya Fiore**

The Art of Shaving HR Leader  
Global Grooming  
D&I Leader  
Grooming Productivity Project



**Jessica Wright**

*HR Business Partner*  
BSI Group

# Learning Objectives

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- ❖ Explore how leading mental health ambassadors are implementing mental health support strategies into their corporate environment
- ❖ Identify Signs of Stress and how to apply self-care strategies to build resilience
- ❖ Explore how the MHFA Action Plan can be used in the current work environment.
- ❖ How to incorporate team-building and effective support techniques into working remote
- ❖ Review new recommended MHFA resources

# What Is Mental Health First Aid?

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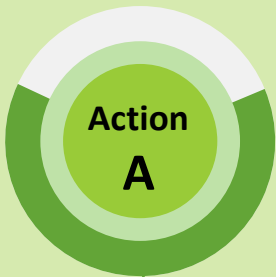
**Mental Health First Aid** is the help offered to a person developing thinking, emotional or behavioral symptoms or experiencing a crisis. The first aid is given until appropriate treatment and support are received or until the crisis resolves.

MHFA is provided within the context of your company's policies and procedures.



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# MHFA Action Plan



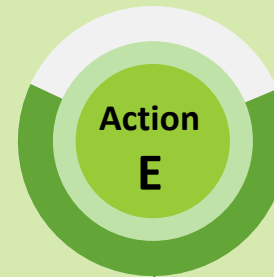
**APPROACH,**  
acknowledge risk,  
assist and ask the  
question (if  
applicable)



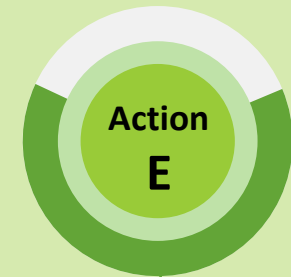
**LISTEN**  
non-judgmentally



**GIVE**  
reassurance and  
information



**ENCOURAGE**  
appropriate  
professional help



**ENCOURAGE**  
self-help and other  
support strategies

# Mental Health First Aiders

## What we are

**Mental Health Ambassadors**

**Caring Colleagues**

**Informed Helpers**

**Resource knowledgeable**

**Aware of what's appropriate  
within our role**

## What we are not

**Diagnosticians**

**Treatment Providers**

**Trained interventionists**

**Long term care providers**

**Emergency providers**

# Engaging MHFA at Work



## MHFA CHAMPIONS

- Understand why mental health is as important as physical health
- Help build a mentally healthy workplace and understand how Mental Health First Aid fits into the workplace
- Recognize the main symptoms of mental health conditions
- Listen non-judgmentally
- Use ALGEE to provide Mental Health First Aid for the most common mental health conditions
- Guide a person towards appropriate professional support

## MHFA AT WORK AWARE

- Understand why mental health is as important as physical health
- Support a mentally healthy workplace
- Recognize some signs of mental health distress
- Start a supportive conversation about mental health and listen non-judgmentally
- Guide a person towards appropriate professional support
- Go on to become a Mental Health Mental Champion or First Aider



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# Ambassador Insights

# Inclusion

at expedia group™



## Mental Health Initiatives Response to COVID-19 & Remote Working

Laura DeCook – Mental Health Lead



# Mental Health Initiatives B.C. (Before COVID-19)

## Mental Health First Aid Training

- 130 employees globally
- Sponsored by Inclusion & Diversity team

## Speakers & Employee Panels

- Wellness Month
- World Mental Health Day with AIM (ERG)
- Craig Kramer (J&J)

## Webinars

- Managing Stress at Work
- Let's Talk About Mental Health
- No Panic, Dealing with Anxiety

**Inclusion**  
at expedia group™

**AIM**  
ability inclusion movement  
at expedia group™

# Mental Health First Aid Training

## Global Trainings for Pilot 2019

- Seattle
- London
- Sydney
- Brisbane
- Gurgaon



## Trainings in 2020

- Austin
- Montreal



***Post training: Employees added to EG Global Mental Health First Aid Slack channel for continued support & also employee badges on their profile pages***

# Mental Health Response to COVID-19

## Launched “Investing in Your Mental Wealth”

- webinar with our partner Champs Consulting (U.K. based Mental Health Consulting Company)
- Interactive Webinar with e-booklet (can take solo, with teams or families)
- Almost 200 employees took the training in first two days
- EG wide marketing (Slack channels, advisory council, employee newsletters)

## Other Trainings & Support

- MHFA Responder Check-Ins
- Free counseling sessions with EAP
- Daily COVID-19 updates via email/Slack
- Webinars and e-learnings on various subjects (remote working, mindfulness, and managing virtual teams)
- Working from home tips
- Parenting support
- Enhanced wellness benefits
- Exercise, Recipe, and Pet Slack channels to keep morale up



# Monya Fiore



*Procter&Gamble*

The Art of Shaving HR Leader  
Global Grooming D&I Leader  
Grooming Productivity Project



GROOMING



**Healthy Minds**

Brought to you by Vibrant Living

# The Landscape & Investment in Mental Health



## Environment in Boston Office

- Plant (essential workers, still operating today)
  - Commercial Office (non-essential – WFH)
  - Tech Center (mixed – some essential and some non-essential)
  - Sales Operation (non-essential – WFH)
- 
- **Healthy Minds Program: started in November 2018**
  - **Monthly sessions leveraging Optum (our EAP vendor)**
  - **First responder training: May 2019**
    - Immediately followed with emotional event (discussion around suicide attempt)
    - Continued with ongoing quarterly join ups for the first responders

# New Implementations (Top 10)

1. Redefine the Crisis Management Team & leverage your medical staff (on-site Doctor & Nursing Staff)
2. Create new norms (i.e. children dancing in the background)
3. Offer emotional support sessions with EAP (weekly) / extend mental health access
4. Give back to the community
5. Focus on connections: virtual team building & happy hours
6. Create security (Maslow's hierarchy of needs) – ex. pay continuation in closed store / MSA trainings
7. Trainings – virtual (ex. PGx)
8. Constantly share EAP info
9. More frequent communication from senior leaders (CEO emails, calls, town halls, etc.)
10. Thinking about how this will change our future workplaces



A group of people are sitting in a circle on a rooftop, clapping and smiling. The scene is bright and positive, with a brick pillar visible in the background. The text 'Emotional Support Session' is overlaid in the center in a large, white, sans-serif font.

# Emotional Support Session

Open to all Boston & Andover P&G employees  
Hosted by our 2 on-site therapists (Cathy & Joe)

For example: Disoriented

Share 1 WORD that describes  
how you feel right now



For example:

Disoriented

frustrated

tired

overwhelmed

Worried

inspired

anxious

tired

fragile

isolated

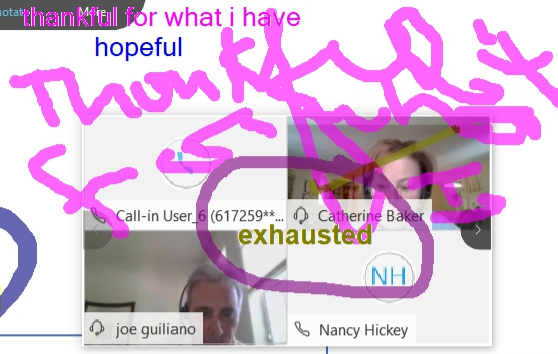
confined

Stressed

Stir-Crazy

bored

thankful for what i have  
hopeful



# Share 1 WORD that describes how you feel right now

helpless

busy and cha

Chat window showing messages from Denise Lowey and Dale James, and a dropdown menu with the word 'depressed'.

concerned

getting-to-know-people more personal

AT

exhausted

seeing things differently

unmotivated

stuck

Pioneer

tired

Thankful  
meh.

Lonely

Drained

P.

For example: Fulfilled

Think about one time in your life where you felt most alive, engaged, and vital. Put yourself back in that scene.

Give us one **WORD** to describe how it felt.

You and 22 participants can annotate

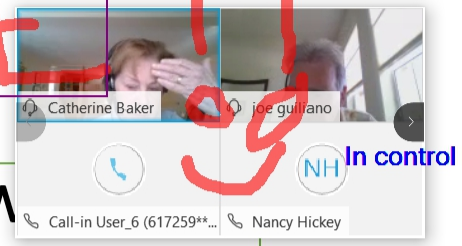
For example: Fulfilled

humbled  
giving

FANTASTIC!!!

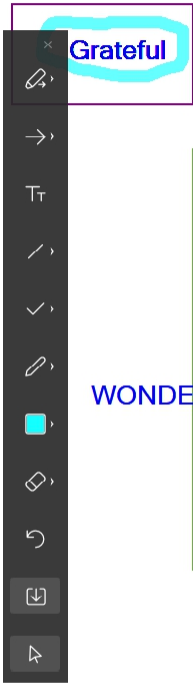
FREE

ALIVE!!!



Think about one time in your life when you felt most alive, engaged, and vital. Put yourself back in that scene.  
Give us one WORD to describe how it felt.

AMAZING!!!!



Grateful

Grateful!

WONDERFUL

exhilarated

overwhelmed, but in a good way!

secure

energized

appreciative & appreciated

Excited

Happy

Closer to my wife

Powerful  
PROUD

inspired

Acomplished

probie

conqueror



Jessica Wright  
***HR Business Partner***  
BSI Group  
Herndon, VA

*Runner-up in the 2020 REBA Employee Wellbeing Award for  
Best Global or International Wellbeing Strategy.*

## MHFA Lead for Group America Includes Canada, Brazil, & Mexico Partnered with Global MHFA to bring MHFA program to US Stream

- Continuing to train colleagues in MHFA
- Monthly global MHFA virtual meetings
- Weekly MHFA virtual team meetings

# COVID Response

- Partnership with Optum (EAP Provider) to provide Critical Incident Response Services (CIRS)
- Yammer – Internal social media
- Weekly comms from CEO and Leadership teams – includes message from MHFA team
- MindTools – BSI online learning resources
  - Manager Mental Health Fundamentals training course for ALL Managers
  - one-hour online *Mental Health in the Workplace* training for ALL colleagues
- Knowledge Labs' top tips for working virtually
- Blog posts show how to embrace lock down as an opportunity to forge new connections, to share expertise, and to create a safe and relaxed space to contribute.
- **Keeping the conversation going:** Awareness campaigns using social media, video, blogs and virtual get-togethers to educate and empower employees. [#timetotalk](#) [#togetherwhileapart](#)
- Virtual coffee breaks; social hours, designated conference call free days



# Any questions?

PLEASE USE THE CHAT BOX

# Current Stressors

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**COVID-19**



# COVID-19 Stressors

## Vulnerable Populations

- Older people and people with chronic diseases who are at higher risk for COVID-19
- Children and teens
- People who are helping with the response to COVID-19, like doctors and other health care providers, first responders, grocery staff, essential industry workers
- People who have mental health conditions including problems with substance use

# COVID-19 Stressors

**Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children.**

## **Cultural Considerations:**

- Background
- Uniqueness and differences from other people
- Your community
- Capacity to understand what is happening around/to them
- Exposure to information, media, etc.



# Stressors of Today

No contact with others

Worries about job duties, holding employment, financial constraints

Anticipation about the future and Unsure how long this will continue??

Constant doom and gloom (i.e. social media, news, etc.)

Working All the time

Everyone's in a different boat

Merged rolls and constant multitasking (employee, parent, spouse, managing families, schooling)

Lack of / no socialization with sick/older relatives

Lack of control over the situation

# More Common COVID-19 Stressors

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Loss of income, finances being challenged/stretched
- Changes in routine and structure of daily activities
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drugs



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Anxiety is a normal human response to a stressful situation





# Impact of Stress and Building Resilience

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# Compassion Satisfaction vs. Fatigue



## Pleasure and satisfaction derived from helping and care-giving

- Work with colleagues
- Beliefs about self
- Altruism
- Positive aspects of working and doing our jobs as we know how



## Negative aspects of working in an unpredictable environment

- Providing care (“not my job”)
- Work with colleagues (“not my friends”)
- Beliefs about self (“not what I am good at”)
- Burnout/ Work-related trauma

# Burnout and Secondary Trauma

## Burnout

- Work-related hopelessness and feelings of inefficacy

## Impact on an Individual



## Secondary Trauma

- Work-related secondary exposure to extremely or traumatically stressful events

## Impact on an Individual



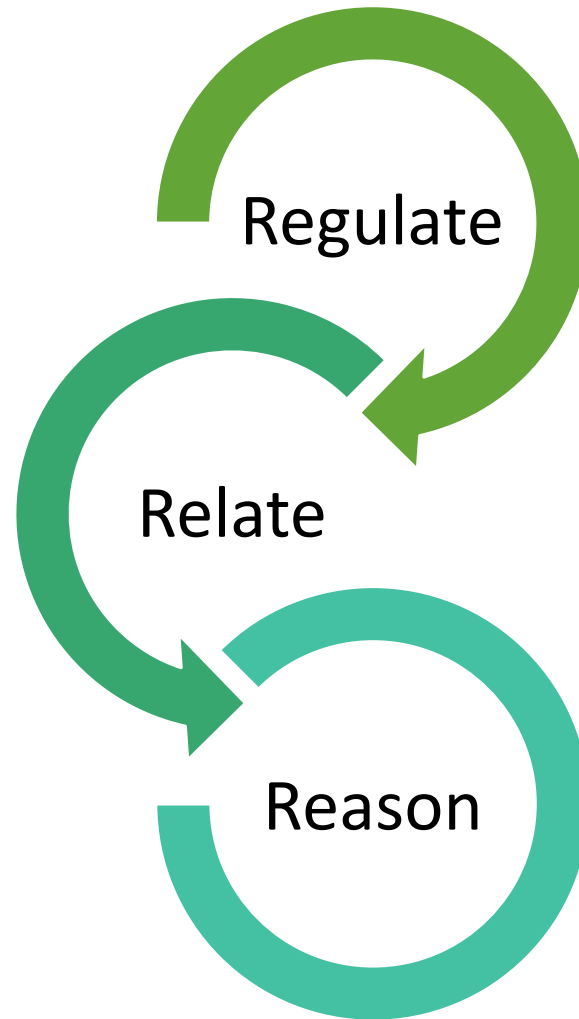




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# Roadmap for Regulation

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Van Horn, K. (2018).



# How Do We Regulate?

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By using learning to incorporate the **6 R's**

Rhythmic

Repetitive

Relevant

Rewarding

Relational

Respectful



# Simple Ways to take care of Ourselves and Others

Exercise Stay  
Active

Set boundaries

Light a Candle

Reduce your  
caffeine Intake

Write it Down

Chew Gum

Spend Virtual  
Time with Friends  
and Family

Laugh

Learn to Say No

Learn to avoid  
procrastination

Take a yoga class

Practice  
mindfulness

Cuddle

Listen to soothing  
music

Deep breathing

Spend time with  
your pet

The background of the slide features a close-up, slightly blurred photograph of wooden letter blocks. The blocks are arranged in two rows. The top row, in white blocks, spells out 'MENTAL HEALTH'. The bottom row, in red blocks, spells out 'FIRST AID'. The blocks are scattered and overlapping, creating a textured, three-dimensional effect. The text 'MHFA In The Current Work Environment' is overlaid in white, sans-serif font on the left side of the image.

# MHFA In The Current Work Environment

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# Potential Signs & Symptoms

## Signs

*What we may see*

**Irritability**

**Changes in self-care/appearance**

**Tearfulness**

**Indecisiveness/confusion**

**Increased alcohol or drug use**

**Having a dramatic change in mood**

## Symptoms

*What someone may feel*

**Sadness/anxiety**

**Low energy**

**Sleep /Appetite changes**

**Unexplained aches and pains**

**Hopelessness / Helplessness**

**Thoughts of death and suicide**

# How can you help?

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## Encourage the person to:



- Tell others what he or she needs
- Identify sources of support
- Take care of himself or herself
- Use coping strategies that helped in the past
- Spend time somewhere in a safe and comfortable place
- Seek trained professional help for support

*Encourage positive coping strategies.*



# Tips for the Times

## Show

### Show empathy and be available:

Understand that employees are likely feeling overwhelmed / anxious about circumstances related to the virus.

## Communicate

### Stay connected with communication and meeting tools:

Options like Zoom or JoinMe, for regular check-ins and to allow teams to connect with one another "face-to-face."

## Recognize

### Recognize the impact of isolation and loneliness:

Be aware of significant changes in your team member's personality or work product, it may be a sign that a person is struggling.

## Encourage

### Encourage online training:

This is a great time to encourage employees to sharpen their skills and learn something new.

## Check in

### Check in with your EAP and Health Plan:

Include all relevant website links and phone numbers for both the EAP and health plan in employee communication



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# Using the Action Plan

## A

**Consider how workers can approach you.** Are you easy to get in touch with digitally? Does your staff know who their MHFAiders are? Where are you when they need someone?

## L

Listen to words and non-verbal communication –facial expressions, posture, body language – can be lost when we are physical distancing. **Using video calling is the best option when in-person isn't possible.**

## G

Reassure staff that they are not alone, Give them relevant simple information, offer to speak to a person's manager with them or supporting in contacting their EAP. **Where possible, it is important to offer the same opportunity for support to remote and on-site workers.**

## E

**Work with the person to discover what professional support might be available to them locally.** Where they live may be different then where they work. Remind them of wellness programing available to them.

## E

Talk with workers to find out what other supports are available to them. **Consider sharing some guidance about how they can support their mental health when working, during transitions, and at home.**





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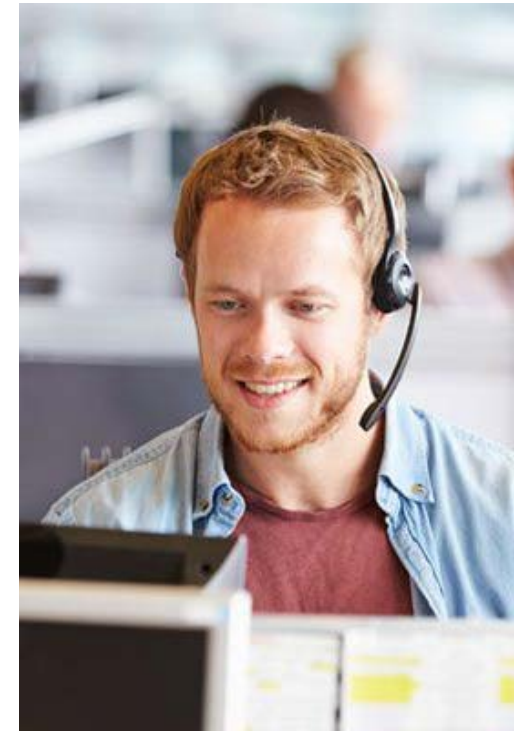
# A New Response to Crisis - Teambuilding

ACKNOWLEDGE

GRATITUDE

KINDNESS

CONNECTION





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# Self-Care and Teambuilding Options



Physical Movement:  
exercise, yoga, aikido,  
tai chi, qi gong



Relaxation and  
Meditation



Peer support  
groups/12 Step  
programs



Bibliotherapy  
(self help books)



Family, friends, faith,  
and other social  
networks

# Reminders on Self-Care



## Accept Negative Emotions

– acknowledge that anxiety and emotions will show up and then let them go



## Create New Routines

– plan and execute structured, predictable, healthful activities



## Reinvent Wellbeing

– eat, exercise, socialize just as before *but differently*



## Reflect, Relate, Reframe

– find the best ways to emerge from crisis with new insights and knowledge



# Resources

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# Resources for **COVID-19**

Resources and Tools for Addressing Coronavirus (COVID19)

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

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**Disaster Distress Helpline** - 1-800-985-5990    **Text** “TalkWithUs” to 66746

**National Domestic Violence Hotline** 1-800-799-7233

**Local / State online websites and resources**

## **IN AN EMERGENCY OR CRISIS**

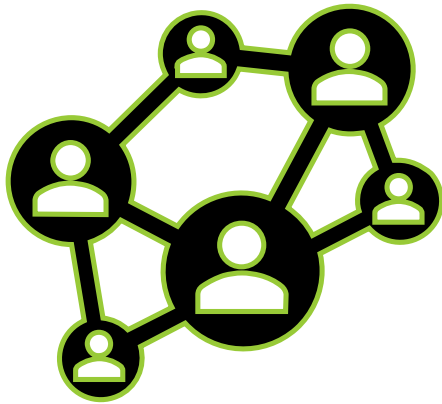
If you or someone you know is having suicidal thoughts and needs to talk to a crisis counselor, please take advantage of these **free** resources:

- **Call 911 – Ask for a Wellness Check or CIT trained responder**
- **National Suicide Prevention Lifeline: 1-800-273-8255 (TALK)**
- **Suicide Prevention Chat Services (NSPL)**
- **Crisis Text line: Text “MHFA” to 741741**



# Leverage Your Corporate Resources

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- Know how to access corporate resources (i.e. websites, HR, EAP, etc. )
- Keep the numbers handy for quick use during conversations
- Share links and resource information in a variety of ways (i.e. via daily email communication, Online resources/ Wellness websites, social media, etc.
- Be visible and available

# Links to Additional Helpful and Reliable Resources

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## Centers for Disease Control and Prevention (CDC)

- [COVID-19: Managing Stress and Anxiety](#)

## American Psychiatric Association (APA)

- [COVID-19/Coronavirus Resources and Information Hub](#)
- [Coronavirus and Mental Health: Taking Care of Ourselves During Infectious Disease Outbreaks](#)

## World Health Organization (WHO)

- [COVID-19/Coronavirus: Mental Health Considerations](#)

## Substance Abuse and Mental Health Services Administration (SAMHSA)

- [Tips for Social Distancing, Quarantine and Isolation](#)

## National Alliance on Mental Health (NAMI)

- [COVID-19 and Mental Illness Guide](#)

**Local Call Centers and Hotlines** If you or someone else are experiencing high levels of stress, anxiety or depression, reach out for support.



# Questions & Answers

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**#BeTheDifference**



[www.mentalhealthfirstaid.org](http://www.mentalhealthfirstaid.org)

[www.thenationalcouncil.org](http://www.thenationalcouncil.org)



@NationalCouncil @MHFirstAidUSA

For more information about MHFA at Work  
[MHFAatWork@thenationalcouncil.org](mailto:MHFAatWork@thenationalcouncil.org)

