



NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH

When They Might Need You the Most

Tips and Tools for Mental Health First Aiders in the Workplace

April 7, 2020

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

Welcome!



Presenters:



Jennifer Cox
*National MHFA at
Work Trainer*
NCBH



Tramaine EL-Amin
*Assistant Vice
President
Strategic Partnerships*
NCBH

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



- WORLD HEALTH ORGANIZATION

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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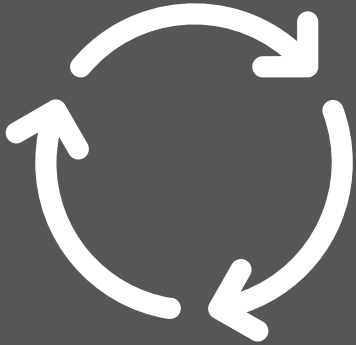
National Engagement



**BOYS & GIRLS CLUBS
OF AMERICA**



TODAY'S AGENDA



- How the MHFA Action Plan can be used in current work environment
- COVID-19 stressors
- Signs of support fatigue
- Recommended resources
- Self-care practices in your new work routine
- Real-time Questions & Answers

2 Million

Mental Health First Aiders

Trained!



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MentalHealthFirstAid.org

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.



Mental Health First Aid



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FIRST AID

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.

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

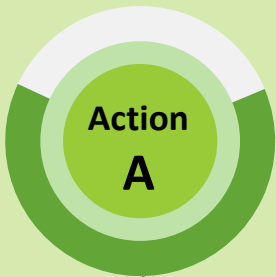
Long term care providers

Emergency providers



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Mental Health First Aid



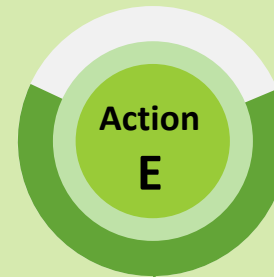
APPROACH,
acknowledge risk,
assist and ask the
question (if
applicable)



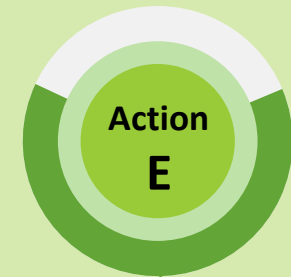
LISTEN
non-judgmentally



GIVE
reassurance and
information



ENCOURAGE
appropriate
professional help



ENCOURAGE
self-help and other
support strategies



What to look for...

Signs

What we may see

Weight change

Withdrawal from others

Irritability

Changes in self-care/appearance

Personality change

Tearfulness

Indecisiveness/confusion

Increased alcohol or drug use

Having a dramatic change in mood

Self-criticism

Symptoms

What someone may feel

Sadness/anxiety

Low energy

Sleep disturbance

Appetite change

Headaches

Tolerance*

Physical Withdrawal

Unexplained aches and pains

Hopelessness

Helplessness

Thoughts of death and suicide

How to use MHFA In the Current Environment



Supporting People Remotely

A

Consider how online workers approach you. Are you easy to get in touch with digitally? Does your staff know who their MHFAiders are?

L

When listening to an online worker, much of their non-verbal communication –facial expressions, posture, body language – can be lost. **Using video calling is best wherever possible.**

G

In a face-to-face setting, one might speak to a person's manager with them or supporting in contacting their EAP. **Where possible, it is important to offer remote workers the same support you would give any other colleague.**

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.

E

Talk with workers to find out what other supports are available to them. **Consider sharing some guidance about how to support their mental health when working from home.**

Engaging With Co-workers

MH 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

- 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 ill 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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Get to know remote workers and check in regularly



Show that you are a Mental Health First Aider in your email signature or by sharing a digital poster so remote workers know who you are



Apply the same principles to video calls as you would to conversations in person – set time aside, minimize distractions, and give the person your full focus



Make it clear that you are there to support the person remotely in any action they want to take – Know how the person can contact HR, their line manager, or their EAP remotely



Offer self-care tips that they can do from home – going for a walk, meditating, keeping a schedule and eating well can be done from almost anywhere

Providing Mental Health First Aid From A Distance

The background of the slide features a dark teal color with a pattern of small, light-colored dots forming a world map. Overlaid on this are various microscopic images of cells and tissues, including what appears to be a cross-section of a cell with a nucleus and other organelles, and some elongated, fibrous structures. The overall aesthetic is scientific and modern.

Current Stressors

COVID-19

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.

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

National Council Resources



Resources and Tools for Addressing Coronavirus
(COVID-19)

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

A close-up photograph of two hands clasped together in a supportive grip. The hands are positioned in the center of the frame, with fingers interlaced. The skin appears slightly wrinkled and has a yellowish tint, suggesting age or stress. The background is a dark, textured blue. A thin white horizontal line is positioned above the text.

Signs of Support Fatigue

Compassion and Quality of Life

Compassion Satisfaction

- Positive aspects of working as a helper

Compassion Fatigue

- Negative aspects of working as a helper

Burnout

- Inefficacy and feeling overwhelmed

Work-related traumatic stress

- Primary traumatic stress direct target of event
- Secondary traumatic exposure to event due to a relationship with the primary person

© Beth Hudnall Stamm, 2009. www.ProQOL.org

Compassion Satisfaction vs. Fatigue



Pleasure and satisfaction derived from helping and care-giving

- Work with colleagues
- Beliefs about self
- Altruism

Negative aspects of working in helping systems

- 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





Resources

COVID-19 External Resources

If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others call:

[Disaster Distress Helpline](#) - 1-800-985-5990 and TTY 1-800-846-8517

Text “TalkWithUs” to 66746

[National Domestic Violence Hotline](#) or call 1-800-799-7233 and TTY 1-800-787-3224

Local / State online websites and resources



External Resources

IN AN EMERGENCY OR CRISIS

- If you or someone you know tried to hurt themselves, get help immediately by calling 911
 - **Call 911** – Ask for a Wellness Check and CIT trained responder
- 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:
 - **National Suicide Prevention Lifeline:** 800-273-8255 (TALK)
 - **Crisis Textline:** Text “MHFA” to 741741
 - **Suicide Prevention Chat Services (NSPL)**
 - **Call 988**

Encourage Appropriate Professional Help

Types of Professionals

- Employee Assistance Program
- Doctors (primary care physicians)
- Nurse Practitioners
- Psychiatrists
- Psychologists, social workers, counselors, and other mental health professionals
- Certified peer specialists
- Certified drug and alcohol counselors

Types of Professional Help

- “Talk” therapies
- Medication
- Group therapy
- Other professional supports (complimentary medicine)
- EMDR (for trauma)

Leverage Your Corporate Resources

- 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

A top-down view of a workspace on a blue surface. In the upper right, a portion of a silver laptop is visible, showing the keyboard and trackpad. Below the laptop is a white ceramic cup filled with dark coffee. To the right of the cup is a wooden pencil. In the lower right, a spiral-bound notebook is open, showing a blank page. A small green plant is in the top left corner. The background is a solid blue color.

Self-Care

IN THE NEW WORK ENVIRONMENT



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How can you help?

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 have helped in the past
- Spend time somewhere in a safe and comfortable place
- Seek trained professional help for support



Encourage positive coping strategies.



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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



Self-Care



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

Give Yourself The Space For A New Perspective



ATTITUDE



GRATITUDE



KINDNESS



CONNECTION

THANK YOU!

Questions & Answers

April Webinars



Cultivating Wellness in the Workplace: Approaches to Mental Health Training and Education

Thursday, April 9, 2 – 3 p.m. ET

Join the U.S. Chamber of Commerce Foundation to hear from business leaders on how companies and employees are addressing mental health in the workplace before and during COVID-19.

Speakers include:

Jae Kullar, Delta Air Lines

Jennifer Posa, Johnson & Johnson

Chun Yee Yip, Lendlease

[Register Now!](#)



April Webinars



Employee Support Under Stressful Conditions

Tuesday, April 14, 12 – 1 p.m. ET

Learn how to practice Mental Health First Aid among those employees who continue to provide essential services on the job and in their communities.

[Register Now!](#)

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

Thursday, April 16, 12 – 1 p.m. ET

Explore MHFA tools, resources and best practices as we honor recommendations for physical distancing.

[Register Now!](#)



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#BeTheDifference

For more information about MHFA at Work

 MHFAatWork@thenationalcouncil.org

 @NationalCouncil @MHFirstAidUSA

www.mentalhealthfirstaid.org

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