



Supporting Mental Health in the Workplace

Washington Wellness

March 23, 2022





Housekeeping

- ▶ The recorded webinar will be available on the WA Wellness page within a few days.
- ▶ Please use the link in chat to submit your questions.
- ▶ Initially, only the moderator can see your questions.
- ▶ We will post and answer your questions by the end of the presentation.



Guest Speakers



Jill Patnode



Kevin Klein



Mandy Clark-Jesewitz





Agenda

▶ Organizational Culture and Post-Traumatic Growth

- Summary 2021 mental health survey
- Role of workplace culture in well-being outcomes
- Overview of post-traumatic growth

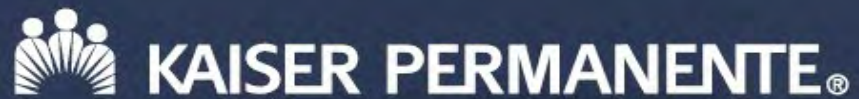
▶ Secondary Traumatic Stress (STS)

- What is STS?
- What are the signs and symptoms?
- Tools and resources for creating a psychologically safe workplace

▶ Additional Resources

▶ Questions and closing

▶ Networking Session (optional)



Creating Psychologically Safe Workplaces that Prevent Burnout and Secondary Traumatic Stress

Thrive Wellness Break: Thrive
Recess -
https://youtu.be/_hNv_BBd830



In the chat: What does a psychologically healthy workforce...



Look like



Sound like



Feel like



A psychologically healthy workforce is...



a supportive work culture that fosters employee health and well-being while enhancing organizational performance.

4 steps to support a psychologically healthy workforce



Know the impact



Break the silence



**Provide robust
care and support**



**Build a culture
of well-being**

Source: "Working Well Toolkit: Leading a Mentally Healthy Business," Center for Workplace Mental Health, 2016.

Know the impact:

Secondary Traumatic Stress and Burnout impact employee health, productivity and retention

What is secondary trauma?

"Secondary traumatic stress (STS) is the emotional distress that arises when someone vicariously experiences the traumatic experiences of another individual. Sometimes known as compassion fatigue, the toll of tending to someone's painful experiences can create very real symptoms in caregivers, including teachers." –
Association of Supervision and Curriculum Development



The impact of secondary traumatic stress



Physical

Tense muscles

Headaches

Fatigue/trouble sleeping

Stomach problems

Feeling jittery.

Frequent illness



Mental

Negative bias

All or nothing thinking

Loss of perspective

Threat focus

Decreased self-monitoring

Intrusive thoughts



Emotional

Helplessness/Hopelessness

Overwhelm

Depression

Worry

Anger

Numb

Hypervigilance



Social Impact

Reduction in collaboration

Withdrawal

Easily angered/irritable

Isolation

Difficulty trusting

Avoidance

**Physical, Psychological and Occupational Consequences of Job Burnout: A Systematic Review of Prospective Studies," *Plos One*, October 4, 2017.

Reducing Secondary Traumatic Stress Among Educators

Access the tools you need to implement Washington State's SHB1363

SHB1363: *Addressing Secondary Traumatic Stress (STS) in the K-12 Workforce* was passed during the 2021 legislative session to acknowledge the importance of prioritizing educator wellbeing. In response to the requirements, the Washington Office of Superintendent of Public Instruction has partnered with the Alliance for a Healthier Generation to support school districts in successfully and sustainably implementing SHB1363.

JUMP TO:



Model Policy & Procedures



Training & Resources



Assessment & Action Planning

Link located on OSPI website (search OSPI Secondary Traumatic Stress) or <https://www.k12.wa.us/student-success/health-safety/workforce-secondary-traumatic-stress>

Burnout is a worldwide occupational phenomenon

Burnout is a syndrome resulting from chronic workplace stress that has not been successfully managed.

Employees struggling with burnout may experience:

- Low energy or exhaustion
- Negative or cynical feelings about their job
- Lower productivity

Left unaddressed, the costs of burnout — in terms of productivity, employee retention, and health care — are too big to ignore.



The top 5 causes of burnout¹



1. Unfair treatment at work



2. Unmanageable workload



3. Lack of role clarity



4. Lack of communication and support from managers



5. Unreasonable time pressure



Who's least likely to experience burnout?²

Employees who feel most supported by their managers

Employees who have enough time to get their work done

These groups have

70%

less risk for burnout

1. "Employee Burnout, Part 1: The 5 Main Causes," *Gallup*, July 12, 2018. 2. See note 1.

The impact of burnout*



Physical

Musculoskeletal pain

Headaches

Type 2 diabetes

Cardiovascular problems



Mental

Irritability

Insomnia

Anxiety

Depression



Occupational

Absenteeism

Presenteeism

Job dissatisfaction

Reduced productivity

*"Physical, Psychological and Occupational Consequences of Job Burnout: A Systematic Review of Prospective Studies," *Plos One*, October 4, 2017.

Break the silence to help reduce stigma



Break the silence

Understand and acknowledge stigma

Create policies that promote safety and respect for all employees

Provide trainings on stigma reduction and mental health awareness

Offer guidance and resources to support managers and staff



of Americans who need help for a mental health condition never get it¹

Did you know?



4 in 5 workers say shame and stigma prevented them from seeking needed mental health care.²

1. "Mental Health has Bigger Challenges than Stigma," Sapien Labs, 2021. 2. "StigmaFree Company," National Alliance on Mental Illness, NAMI.org, accessed September 16, 2021.

Care options should address the full spectrum of mental health needs



Provide robust care and support



Make sure employees have access to:

Self-care tools for resilience and emotional wellness

Employee assistance program support

Specialty mental health and addiction care

Wellness Committee Toolkit

> WORKFORCE HEALTH | RESOURCES

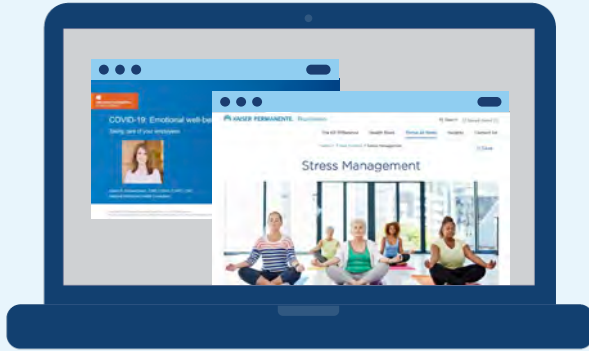


Wellness committee toolkit



kp.org/workforcehealth

 KAISER PERMANENTE.



Mental health and wellness resources for employers

- ↳ [Virtual](#) and on-site mental health training offerings
- ↳ [Taking care of yourself and your employees webinar](#)
- ↳ [Psychologically healthy workplace webinar](#) and [scoresheet](#)
- ↳ [Workforce mental health insights](#)
 - Finding Balance [stress management toolkit](#)
 - Rest and Revive [sleep management toolkit](#)
- ↳ [Mental health in the workplace](#) articles (including support for first responders)

How wellness champions can create a supportive work environment



Build a culture of well-being



Lead with empathy

- Practice active listening
- Check in with your team
- Be compassionate to employees' challenges
- Be flexible and open to different ways of working
- Help employees find purpose in their work



Lead by example

- Model a healthy work/life balance
- Encourage employees to focus on self-care
- Establish firm boundaries
- Ask for and integrate feedback
- Share your own experiences



Lead inclusively

- Be mindful of bias
- Treat all employees fairly and equitably
- Seek out diverse perspectives
- Have conversations about stigma and mental health



Mental health and wellness resources

- [Mental health content center](#) with information about accessing care and more
- [Health classes and support groups](#)
- [Personalized healthy lifestyle programs](#)
- [Self-care apps](#) for meditation and mindfulness and cognitive behavioral therapy
- [Self-care resources](#) to help manage depression, reduce stress, improve sleep, and more
- [Find Your Words](#) for resilience and community mental health support resources



Resources for Supporting Mental Health

▶ Workplace Mental Health – Home

Employer Resources:

- Employee Mental Health & Well-being During & Beyond COVID-19
- Returning to the Workplace Guide
- May Is Mental Health Month Toolkit
- The Working Well Toolkit
- Mental Health Works Podcast
- Notice.Talk.Act.® at Work



Resources for Supporting Mental Health *continue..*

▶ Workplace Mental Health – Home

Employer Resources:

- [ICU](#)
- [Infographic: Depression](#)
- [Infographic: Five Myths and Facts About Depression](#)
- [Infographic: Mental Health Parity](#)
- [Infographic: The Collaborative Care Model](#)
- [Mental Health and Well-being in the Construction Industry Survey Report](#)
- [Mental Health Calculators](#)
- [Organizational Assessment](#)
- [Recommendations for Improving Access to Mental Health and Substance Use Care](#)
- [Right Direction](#)
- [The Path Forward Initiative](#)
- [War in Ukraine: How Business Leaders Can Support Employees Affected by the Crisis](#)
- [Working Remotely During COVID-19](#)



Resources *continued...*

▶ Workplace Mental Health Training, Leadership, and Resources

Toolkits and Resources:

- Mental Health at Work
- 2021 Mental Health at Work Report
- Key Frameworks for Success: Creating a Mentally Healthy Workplace
- Communication for Mental Health Month
- 5 Ways to Create a Mentally Healthy Workplace
- Creating an Employee Resource Group for Mental Health
- Featured Toolkit Guidelines for Visualizing Workplace Mental Health



Resources *continued...*

2022 Mental Health Month | Mental Health America

- Theme: Back To Basics
- English toolkit available March 28
- Spanish toolkit available in April

[mental-health-month](#)



SmartHealth Resources

▶ Tips for Managing Compassion Fatigue

- Available March 21 – May 20
- To complete the activity, try one self-care (100 points)

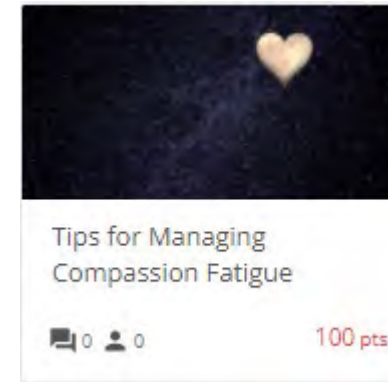
▶ Mental Health Awareness Month

- Available May 1 – May 31

▶ Numerous Well-being Topics

▶ Quarterly Promotional Toolkits:

- *Get Involved with a Group*
January 5 to April 1
[Group article](#) | [Group flyer](#) | [Group message](#)
- *How Sleep Works and What Happens When it Doesn't*
January 5 to April 1
[Sleep article](#) | [Sleep flyer](#) | [Sleep message](#)
- *Share How You're Doing with your Supervisor*
January 5 to April 1
[Share article](#) | [Share flyer](#) | [Share message](#)



Self-Acceptance

Do I accept who I am?

Explore



Self-Leadership

Am I independent?

Explore



Positive Relationships

Do I have healthy, positive relationships with others?

Explore

Additional Questions



Contact Us



hca.wa.gov/washington-wellness



wawellness@hca.wa.gov



360-725-1700



Virtual Networking Session



Participation Options

- ▶ Participate verbally or type responses and comments in chat
- ▶ Use the “Raise Hand” feature to ask a question
- ▶ When you participate, please introduce yourself and share what organization you are representing



Virtual Networking Session

Guiding Questions

- ▶ Share an example of how you or your organization have supported your employees' mental health during the pandemic.
- ▶ What challenge/s have you experienced supporting mental health?
- ▶ What has been gained from your experience?
- ▶ Please share any additional ideas you have for supporting mental health.
- ▶ What is one thing you'd like to hear about from others?



Guiding Question #1

Share an example of how you or your organization have supported your employees' mental health during the pandemic.

Guiding Question #2

What challenge/s have you experienced supporting mental health?

Guiding Question #3

What has been gained from your experience?



Guiding Question #4

Please share any additional ideas you have for supporting mental health.

Guiding Question #5

What else would you like to hear about from others?

Thank You!