Mental Health Issues in the Workplace

Informational Webinar
Objectives

This webinar will help you:

• Raise awareness about Mental Health issues.
• Explore the Mental Health Continuum.
• Define the terms:
  - Mental Wellness
  - Emotional Problems/concerns
  - Mental Illness
• Discover some myths and realities about mental illness.
• Describe CPI’s four priorities for responding to a mental health crisis.
Webinar Presenters

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CPI’s Prepare Training® program helps organizations reduce the frequency and severity of situations involving workplace issues related to:

- Discourtesy
- Disrespect
- Intimidation
- Incivility
- Bullying/harassment
- Retaliation
- Verbal assault
- Physical violence
Perceptions

Crazy
Lunatic
Psycho
Insane

Schizo
Nuts
Hysterical
Unstable

A Little Off
Mental Illness Realities and Myths

People living with mental illness are not likely to be violent.
People living with mental illness have enriched society throughout history.
Mental Illness Realities and Myths

People living with mental illness can handle the realities and stresses of a job.

MYTH
Mental Illness Realities and Myths

Metal illnesses are relatively common.

REALITY
1 in 4 adults experience at least one mental disorder, and 1 in 6 experience this at any given time.
Statistics

450 million people worldwide
Additional Facts

- Depression is a common mental disorder.

- Depression is the leading cause of disability worldwide, and is a major contributor to the global burden of disease.

- More women are affected by depression than men.
# Mental Health Continuum

<table>
<thead>
<tr>
<th>HEALTHY</th>
<th>Mental Health Problems</th>
<th>UNHEALTHY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Wellness</td>
<td>Emotional Problems or Concerns</td>
<td>Mental Illness</td>
</tr>
<tr>
<td>Occasional to mild distress Stress is manageable</td>
<td>Mild to moderate distress – stress management skills compromised</td>
<td>Marked distress – stress may become unmanageable</td>
</tr>
<tr>
<td>No impairment</td>
<td>Mild or temporary impairment</td>
<td>Moderate to disabling or chronic impairment</td>
</tr>
</tbody>
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Adapted from Regents of the University of Michigan, 2009.
What Is Mental Wellness?

Definition of Mental Wellness

For the purpose of this webinar, mental wellness is a state of well-being that forms the foundation of our thinking and communication skills. It involves:

- Learning.
- Emotional growth.
- Resilience.
- Self-esteem.
- Relationships.
What Are Emotional Problems/ Concerns?

Definition of Emotional Problems or Concerns:

For the purpose of this webinar, emotional problems or concerns involve any points at which emotional discomfort or distress begin to noticeably impair a person’s daily functioning.

Problems or concerns may:

• Be temporary and limited in nature.
• Involve situational circumstances.
• Become progressively more severe.
What Is Mental Illness?

Definition of Mental Illness:

For the purpose of this webinar, mental illness is a medical condition that may significantly impair or disrupt a person’s:

• Thinking.
• Feeling.
• Mood.
• Ability to relate to others.
• Daily functioning.
• Routine living tasks.

Adapted from the National Alliance on Mental Illness, 2013.
Responding to a Mental Health Crisis

<table>
<thead>
<tr>
<th><strong>Behaviors</strong></th>
<th><strong>Responses</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Anxious</td>
<td>1. Supportive</td>
</tr>
<tr>
<td>2. Defensive</td>
<td>2. Directive</td>
</tr>
</tbody>
</table>

**Integrated Experience**

*Verbal Escalation Continuum™*
Definition of a Mental Health Crisis:

A mental health crisis involves a situation or event that is experienced or perceived as an intolerable difficulty. This may exceed a person’s own resources and coping mechanisms.
Responding to a Mental Health Crisis

Definition: Mental Health Crisis Response Procedures

Mental Health Crisis Response Procedures involve an organization’s plan to maximize safety and regain control of a situation when any person may become unsafe due to a mental health crisis.
Responding to a Mental Health Crisis

Mental Health Crisis Response Procedures

1. Keep yourself safe.
   
   Recall the importance of the CPI Supportive StanceSM:
   
   • Communicates respect.
   
   • Nonthreatening.
   
   • Increases safety.

2. Assess the situation.

3. Summon assistance.

4. Make the situation as safe as possible.
5. Be respectful.

6. Use Empathic Listening skills.

7. Maintain current list of community resources.
Responding to a Mental Health Crisis

**Concentrate** - Give undivided attention.

**Acknowledge** - Listen carefully and confirm what you have heard.

**Respond** - Sincerely and nonjudgmentally.

**Empathize** - Focus on feelings as well as facts.
Mental Health Issues in the Workplace

Managing the Mental Health Continuum at Work: Policy and Procedure Checklist

The workplace environment can contribute positively and constructively to mental wellness. Attitudes, beliefs, and practices in the workplace can also contribute to mental health problems. Work can sometimes serve as a direct source of stress, depression, and anxiety. Work may also exacerbate issues that exist in other parts of one’s life.

Debriefing

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De-Escalation Preferences Form

This form is a guide to gathering information with clients for the development of strategies to de-escalate agitation and distress so that restraint and seclusion can be avoided. It is recommended for use in all inpatient facilities, psychiatric emergency rooms, crisis stabilization units, and other diversion units when clinically indicated. Indications include a past history or likelihood of loss of control of aggressive impulses. After clinical review, the information obtained should be incorporated into the treatment plan for this client.

Client Name: ___________________________ Date: ___________________________

1. It is helpful for us to be aware of the things that can help you feel better when you’re having a hard time. Have any of the following ever worked for you? We may not be able to offer all these alternatives, but I’d like us to work together to figure out how we can best help you while you’re here:
   - Voluntary time out in your room.
   - Listening to music.
   - Voluntary time out in a quiet room.
   - Reading a newspaper/book.
   - Sitting by the nurses’ station (principal’s office, etc.).
   - Watching TV.
   - Talking with another consumer/staff.
   - Facing the facts.
   - Talking with staff.
   - Calling a friend.
   - Having your hand washed.
   - Saying your prayers.
   - Recuperating.
   - Pacing the halls.
   - Physical exercise.
   - Wrapping up in a blanket.
   - Using a weighted vest.
   - Other (please list):
   - Lying down with a cold hand towel.
   - Taking a hot shower.
   - Other (please list):

2. Is there a person who has been helpful to you when you’ve been upset? (Y/N):

   Would you like that person to come and visit you? (Y/N):

   Can we assist in this process? (Y/N):

   If you are not able to give us information to further your treatment, do we have your permission to call and speak to: ___________________________ (name) ___________________________ (phone)? (Y/N)

   If you agree that we can call to get information, sign below:

   Client signature: ___________________________ Date: ___________________________

   Witness: ___________________________ Date: ___________________________

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Copying permitted only if Confidential Intake Form is used for that Class of Employment.
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Questions? Thank You!

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Additional Resources

Centers for Disease Control
http://www.cdc.gov/mentalhealth/


Mental Health America
http://www.mentalhealthamerica.net/

World Health Organization
http://www.who.int/mediacentre/factsheets/fs369/en/