

Mental Health Safety Training for Medline HR!

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STEP 1

Create a Culture of VOICE

Strategy #1

Strategy #2

Strategy #3

Strategy #4

KICK-START QUESTION

What VOICE strategy will I use immediately to support my team and reduce mental health stigma?

STEP 2

VALUE Mental Health

Strategy #5

Strategy #6

Strategy #7

***“Daring leaders who live into their VALUES
are never silent about the hard things.”*** ~Brene Brown

STEP 3

Support VIGILANCE

***TAKE A BREAK FROM NOTE TAKING (YAY)!**

Risk Factors & Warning Signs (partial list)	
Situational Factors:	<ul style="list-style-type: none">• Chronic disease, disabilities, or pain disorders• Being an assault/abuse survivor• Loss of any major relationship (break-up, divorce, or loss of friendship)• Feeling embarrassed or humiliated in front of peers• Death of a friend or family member, especially if by suicide• Sudden loss of freedom/fear of punishment• Major financial stress• Incarceration• Toxic work or personal relationships• Unemployment• Not adjusting to working from home/isolation from coworkers
Behavioral Warning Signs:	<ul style="list-style-type: none">• Impulsivity/increased risk-taking• Self-destructive acts (i.e., cutting, taking drugs, abusing alcohol)• A decline in job performance• Extreme perfectionism and/or overly obsessing about daily details• Changes in appearance (i.e., significant weight loss or weight gain, disheveled appearance particularly if the associate is normally very put together, etc.)• Giving away prized possessions• Being depressed or withdrawn for two or more weeks• Saying goodbyes/putting affairs in order• Dramatic mood swings or unprovoked outbursts of anger• Exhaustion and/or chronic sleep deprivation• Noticeable and ongoing forgetfulness or inability to concentrate• Missing, late, or scattered in virtual or in-person meetings• Disorganized or incoherent emails
Verbal Clues:	<ul style="list-style-type: none">• “No one would care if I’m gone.”• “I just want out.”• “They’ll be sorry when I am gone.”• Posting about death, dying, or loneliness on social media• Direct admission that they plan to end their life
Other Factors:	<ul style="list-style-type: none">• Feeling like a burden, not belonging, hopeless and/or futureless• Genetic conditions• Social or cultural expectations• Appearance of not ideal living/working conditions through virtual meetings

5 SUPPORT STEPS

Responding to & Supporting a Team Member in Crisis

Step #1. Inquire/Question

Calmly ask a question to gain insight into the person's frame of mind and to assess if they are a danger to themselves or anyone else. Below are examples of indirect and direct questions. Use the approach you are most comfortable with and that you think is appropriate for the specific situation.

- **Indirect Example:** "I've noticed you haven't been yourself. Are you okay?"
- **Direct Example:** "Are you considering suicide?" OR "Do you have a plan to harm yourself?"

NOTE: After you ask this important question, allow the person to answer without interrupting them, and do your best not to panic as they answer. The person who is in distress will feed off your reaction. **If you panic the situation can escalate quickly.**

Step #2. Acknowledge Their Struggle & Offer Support

If the person opens up about what they are struggling with, it's important to acknowledge their bravery and that their struggle is real.

- **Example:** "Thank you for trusting me and being so brave to tell me _____. I'm truly sorry you are in this pain."

Your team member needs to know they are not alone in their fight to get well. Reassuring your support will help put the team member at ease while you go through the steps and reduce their risk for suicide.

- **Example:** "You are not alone in this fight. I can help direct you to support."

Step #3. Persuade Your Team Member to Accept Help

Individuals who accept help are less likely to attempt suicide and tend to recover more quickly than individuals who feel forced into getting help/treatment.

- **Example:** "Are you open to speaking with our EAP?"

NOTE: Many employees will say "yes" when you ask the above question; however, some may say "no" due to fear and/or because they are not thinking clearly. If the employee answers "no", listen to their resistance and continue to step 4.

Step #4. Meet Resistance with Perspective *(This Step is Only Needed if the Person Denies Help)*

If they say, for example, "No. I will not call our EAP because everyone on my team will find out and think I am crazy." OR "No. I do not have money for treatment." Listen to their fear and kindly provide perspective.

- **Example:** You can say, "There is no cost to utilize EAP's services, and it is confidential. You are an important part of our team, and I do not want to see anything happen to you. Let's make this call to see what our next best step is to get you well."

NOTE: This step is important to de-escalate crises and transition the person from a crisis-focused mindset to a recovery-focused mindset.

Step #5. Refer to a Support Resource

- **Example when there is no self-harm intent:** "This is the...(Hand/Send the employee the available support resource that best meets their need)...they can support you through this. Reaching out for help isn't weak. It is the bravest thing you can do."
- **If an employee discloses that they are suicidal but they are not in immediate danger, bring the person to a private office and call your EAP. Once they are connected to a crisis professional, leave the room so the employee can speak confidentially.**
- **If there is imminent danger or the person has a weapon, call your country's emergency service line immediately.**
- **NOTE:** If you have questions about how to respond in a specific employee situation please contact your HR BP and/or your EAP.

Confidential Support Resources for You, Your Team, & Your Family

❖ **Employee Assistance Program (EAP):** Guidance Resources, at: 844-850-0281
OR guidanceresources.com (Web ID: MEDLINE)

❖ **Optum Public Crisis Line:** 866-342-6892

- **Crisis Text Line**
-Text HOME to 741741
- **Substance Abuse Support**
-<https://www.samhsa.gov>
-<https://aa.org>
-al-anon.org/for-members/international/
- **Suicide Prevention Lifeline**
-1.800.273.8255 (U.S.)
-Options for Deaf & Hard of Hearing: 1.800.799.4889 (U.S.)
- **Personal, Family, & Youth Mental Health Support**
-<https://nami.org/Support-Education>
- **Domestic Violence Hotline**
-1.800.799.7233
- **Suicide Attempt Survivor Support**
-<https://suicidepreventionlifeline.org/Help-Yourself/Attempt-Survivors/>

NOTE: This support resource is not to give or replace any medical, legal, or psychiatric intervention that is needed.

Awareness to ACTION

CRISIS CASE SCENARIO

Your remote team member, Taylor, has mentioned that they are in a tense living situation. You connect regularly through Zoom, & recently, you noticed that Taylor will not turn on their video capabilities & they seem withdrawn. You've also noticed that their emails are incoherent & disorganized which is out of character for Taylor.

STEP 1: QUESTION

How would you inquire about Taylor's well-being? Write how you would phrase a question in this situation.

Your Answer:

Best-Practice Example(s) from Group Discussion:

TAYLOR'S RESPONSE: "I'm going through a lot right now. I'm worried about my elderly parents who are sick, the pandemic has made my anxiety level unbearable and because I am not close with anyone I live with, I feel totally alone."

STEP 2: ACKNOWLEDGE THEIR STRUGGLE & OFFER SUPPORT

Write how you would acknowledge their struggle & offer support.

Your Answer:

Best-Practice Example(s) from Group Discussion:

STEP 3: PERSUADE THE TEAM MEMBER TO ACCEPT HELP

Write how you would persuade your team member to accept help.

Your Answer:	Best-Practice Example(s) from Group Discussion:
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TAYLOR'S RESPONSE: "I'm not reaching out to EAP; my team will think I can't handle my job. Also, I can't afford medical bills right now."

STEP 4: MEET RESISTANCE WITH PERSPECTIVE

Write how you would meet their resistance in this situation.

Your Answer:	Best-Practice Example(s) from Group Discussion:
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TAYLOR'S RESPONSE: "That's good to know. I was forced to go to counseling years ago after a suicide attempt, but I didn't like the counselor at all. I'll think about reaching out to EAP."

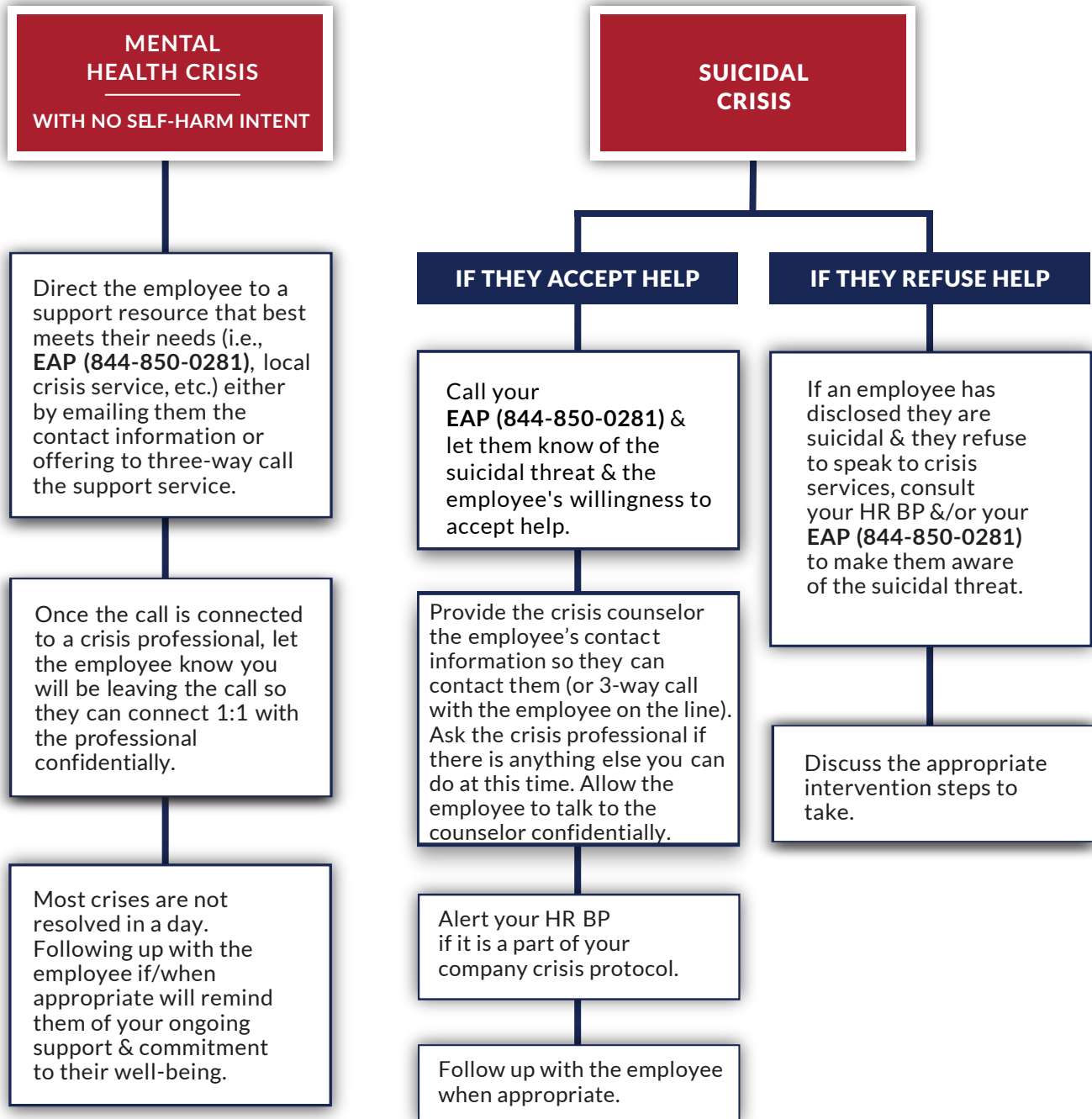
STEP 5: REFER TO SUPPORT

Write how you would refer your team member to support.

Your Answer:	Best-Practice Example(s) from Group Discussion:
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THE SUPPORT REFERRAL PROCESS FOR REMOTE EMPLOYEES

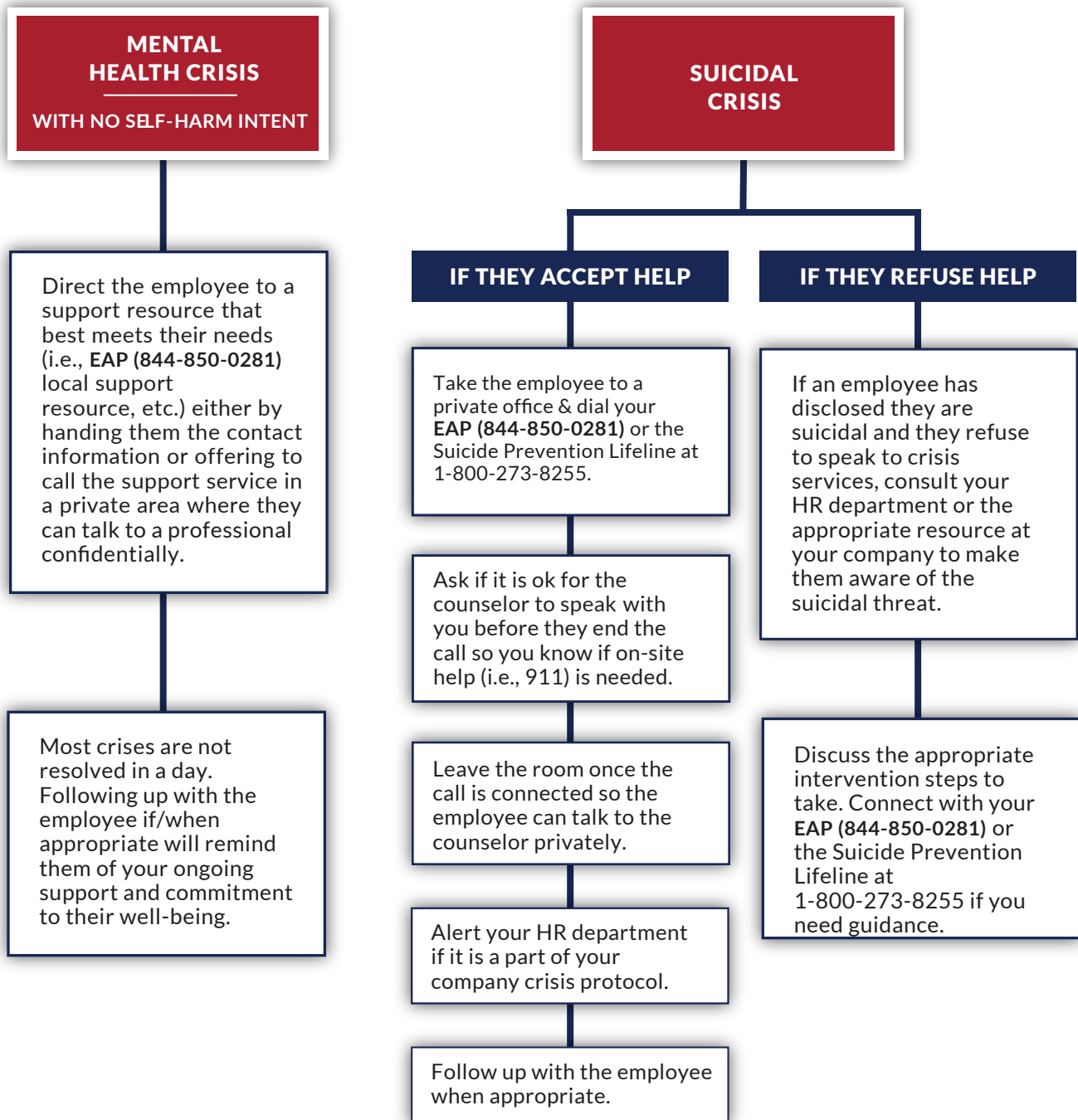


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If there is imminent danger to yourself or the person in crisis in any scenario, call 911 immediately.



THE SUPPORT REFERRAL PROCESS FOR ON-SITE EMPLOYEES



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If there is imminent danger to yourself or the person in crisis in any scenario, call 911 immediately.

YOUR SELF-CARE PLAN

Proactively Prevent Compassion Fatigue

MY COMPASSION FATIGUE RATING

ON A SCALE OF 0-5, HOW WOULD YOU RATE YOUR FEELING OF COMPASSION FATIGUE?

0 1 2 3 4 5

Feeling Good Some Warning Signs Severe. Need to Reset

WARNING SIGNS

I KNOW SOMETHING'S WRONG WHEN I FEEL THIS WAY

- _____
- _____
- _____
- _____
- _____
- _____

WHEN I DO THESE, I FEEL BETTER

SELF-CARE STRATEGIES TO TAKE MY MIND OFF THINGS

- _____
- _____
- _____
- _____
- _____
- _____

PLACES TO GO, PEOPLE TO SEE

PEOPLE & PLACES THAT PROVIDE POSITIVE DISTRACTION

NAME _____ PLACE _____
NAME _____ PLACE _____

MY GO-TO SUPPORTS

MY CONFIDANTS & INNER CIRCLE

NAME _____ PHONE _____
NAME _____ PHONE _____
NAME _____ PHONE _____

PROFESSIONALS I CAN REACH OUT TO

CLINICIAN NAME _____ CONTACT # _____
CLINICIAN NAME _____ CONTACT # _____

EMERGENCY SERVICES PHONE _____
OTHER SUPPORT RESOURCE _____
OTHER SUPPORT RESOURCE _____

YOUR TEAM STIGMA-FREE DISCUSSION & ACTION GUIDE

INSTRUCTIONS: Before engaging in a discussion with your team, write down your commitment statement to your team members' mental well-being and what you learned in today's training. Share your statement and takeaways with your team to start your discussion. This will help your team understand why you are starting a conversation about mental health. Next, within your team, follow the guided questions provided to help spark a meaningful discussion. Uncover stigmas, support resources, and action steps that can be taken within your team.

YOUR MENTAL WELL-BEING COMMITMENT STATEMENT

Example: Your well-being is important to me and Medline, and that includes mental well-being.

KEY TAKEAWAYS & STRATEGIES TO SHARE FROM TODAY'S TRAINING

Examples: Stigma-free language, warning signs to be aware of, how to recommend EAP to peers, etc.

MENTAL HEALTH MISCONCEPTIONS, STIGMAS, OR CHALLENGES THAT EXIST IN SOCIETY & WITHIN MY TEAM

Examples: People with a mental illness are violent.

TRUTH, PERSPECTIVE, & STRATEGIES TO OVERCOME THE STIGMAS YOUR TEAM IDENTIFIES

Examples: It is okay not to be okay, and ask for help. Only 3-5% of violent acts are attributed to individuals living with a mental illness.

SUPPORT RESOURCES WE CAN UTILIZE TO EDUCATE OUR MANAGERS & SUPPORT OUR EMPLOYEES

Examples: Our Employee Assistance Program, National Suicide Prevention Lifeline (800) 273 TALK, etc.

OTHER QUESTIONS TO CONSIDER AS YOU CONTINUE YOUR OPEN DISCUSSION ABOUT MENTAL WELL-BEING

1. Are mental health conditions part of diversity and inclusion?
2. What are some healthy stress relief techniques you can use and recommend to your teams?
3. What questions do you have about mental illness and mental well-being at work?

ACTION STEPS TO OVERCOME OUR CURRENT MENTAL HEALTH MISCONCEPTIONS/STIGMAS/CHALLENGES AS A TEAM

Examples: Encourage managers to attend trainings, post EAP information in our department, etc.
