CDC HRO Human Resources Office

CDC/ATSDR

IDENTIFY CONNECT UNDERSTAND

Improving Emotional Health & Wellbeing

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AGENDA

IDENTIFY
CONNECT
UNDERSTAND

1. Self Care
   - Warning Signs (Know how ***your*** brain works)
   - Stressors (Life Stressor Inventory)
   - Resiliency
   - Coping

2. Helping Others
   - ICU
   - Communication

3. Helping Others – Workplace
   - Warning Signs (Know more about how ***their*** brain works)
   - Talking Wellness
   - Preparing to Talk
   - Supervisor's Follow Up

4. Questions?

Self-Care

How ya doin?

Warning Signs Checklist

- ✓ Eating or sleeping too much or too little
- ✓ Pulling away from people and usual activities
- ✓ Having low or no energy
- ✓ Feeling irritable or annoyed more than usual, or all the time
- ✓ Having unexplained aches & pains
- ✓ Feeling helpless or hopeless
- ✓ Feeling sad or anxious
- ✓ Loss of interest or pleasure in hobbies and activities
- ✓ Difficulty concentrating, remembering, or making decisions
- ✓ Increase in alcohol/drug consumption
- ✓ Having thoughts about death, suicide, or hurting yourself or others
- ✓ Not being able to do daily tasks like taking care of your children or getting to work
- ✓ Feeling unusually confused, forgetful, on edge, angry, upset, worried, or scared

Holmes and Rahe Stress Scale & Associated Health Risks

Stressor	LCU	Stressor	LCU
1. Death of a spouse	100	23. Child leaving home	29
2. Divorce	73	24. Trouble with in-laws	29
3. Marital separation	65	25. Outstanding personal achievement	28
4. Imprisonment	63	26. Spouse starts or stops work	26
5. Death of a close family member	63	27. Beginning or end school	26
6. Personal injury or illness	53	28. Change in living conditions	25
7. Marriage	50	29. Revision of personal habits	24
8. Dismissal from work	47	30. Trouble with boss	23
9. Marital reconciliation	45	31. Change in work hours or conditions	20
10. Retirement	45	32. Change in residence	20
11. Change in health of family member	44	33. Change in schools	20
12. Pregnancy	40	34. Change in recreation	19
13. Sexual difficulties	39	35. Change in church activities	19
14. Gain a new family member	39	36. Change in social activities	18
15. Business readjustment	39	37. Minor mortgage or loan	17
16. Change in financial state	38	38. Change in sleeping habits	16
17. Death of a close friend	37	39. Change number of family reunions	15
18. Change to different line of work	36	40. Change in eating habits	15
19. Change in frequency of arguments	35	41. Vacation	13
20. Major mortgage	32	42. Major Holiday	12
21. Foreclosure of mortgage or loan	30	43. Minor violation of law	11
22. Change in responsibilities at work	29		

Risk of health issues within 24 months:

Score 300 or higher = 80% Score 150 to 299 = 50% Below 50 = Low risk

What can ya do? Become Resilient!

"The ability to *withstand*, *recover*, and *grow* in the face of stressors and changing demands"

Highly Resilient People…

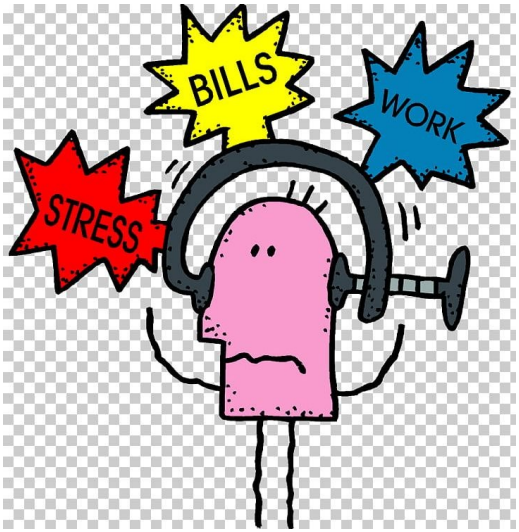
- Are flexible
- Adapt to new circumstances quickly
- Thrive in constant change
- *Expect* to bounce back and feel confident they will
- Create good out of circumstances others see as bad
- Avoid the victim reaction
  - Victim thinking keeps people feeling helpless and places responsibility on others for making life better
- Handle their feelings in healthy ways
  - Allow feelings of grief, anger, loss and confusion when hurt and distressed, but they don't let it become a permanent feeling state

Balance in Life

- Physical - nutrition, exercise & appropriate health care
- Intellectual - keeping our brains active and intellect expanding
- Financial - a person's satisfaction with current financial situation
- Environmental - being and feeling safe, clean air, food, water
- Spiritual - having meaning, purpose, & a sense of peace
- Social - healthy relationships & concern for humankind
- Occupational - participating in activities that reflect personal values, interests & beliefs, including employment
- **Emotional - ability to express feelings and cope with challenges**

Coping

- Breathing exercises
- Progressive Muscle Relaxation (PMR)
  - PTSD
  - Brain Function
  - Tension Trigger Identification
- Positive Psychology/Gratitude Journal



Helping Others

WHAT IS ICU?

IDENTIFY
CONNECT
UNDERSTAND

ICU:An awareness campaign to improve emotional health.

Just as people with a physical injury or illness may require help through an **I**ntensive **C**are **U**nit, so people in distress or with a psychological/emotional injury or illness may require help from one another through the three steps of **I**dentify, **C**onnect, and **U**nderstand.

Physical Health	"I See You"	ICU Steps to Improve Emotional Health
Intensive	**I**	**Identify** the signs
Care	**C**	**Connect** with the person
Unit	**U**	**Understand** the way forward together

ICU thus becomes "I See You."

Communication for Interpersonal Interactions

- Talking:
  - "I" Statements to reduce defensiveness
- Listening:
  - "Mirroring" for increased trust and mutual understanding

"I" Statements

- Avoiding "You"!
- Format – "I feel *emotional word* when *explanation*."
- Results:
  - Reduced defensiveness -

    Focus is *not* on your interpretation of what the other person said or did
  - Increased understanding

    Focus is on *your* feelings and experiences

Mirroring: Reflecting Feelings & Content

- Relationships are about trust, helping someone feel heard or understood is crucial
- Mirroring helps validate others experiences as you reflect the feelings that are driving behavior
- It allows them to see themselves reflected in a new light and make new interpretations
- This mirror helps them better understand their self and their situation

Helping Others

At Work!

What untreated—or poorly treated—emotional distress or mental illness can look like in **work performance and productivity**.

Symptoms of distress	=	Signs that affect work productivity
Sleep problems	=	Lower quality work, lateness to work
Lack of concentration	=	Procrastination, more accidents on the job
Slowed thoughts	=	Indecision or trouble making decisions
Aches and pains	=	Trips to the doctor, increased healthcare costs
Forgetfulness	=	Poor quality work
Self-medication	=	Missed deadlines, absenteeism
Irritability or tearfulness	=	Poor relationships with coworkers, boss, or clients
Low motivation or morale	=	Presenteeism

Talking Wellness at the Office

Do's:

Depending on your relationship, you might approach your concern as a workplace performance or conduct issue.

Raise the possibility of asking for accommodations if needed.

Provide information about benefits such as an Employee Assistance Program (EAP) or referral to community services.

Set a time to meet again.

Don'ts:

Don't offer a pep talk.

Don't be accusatory.

Don't say "I've been there" unless you have been there. You may not understand or relate to a mental illness, but that shouldn't stop you from offering help.

Don't try to give a name to the underlying issue. Even if you suspect a particular illness or problem, focus on how the employee's behaviour is concerning you and how you want to help them improve.

If you learn that a specific illness is causing the behaviour, don't ask what "caused" the illness. Focus on solutions.

Prepare for the Talk!

- Review any resources available to an employee who is in distress. Have this information at hand when you meet with the person. (Appendix)
- Think about how you can use your social skills to help make the person feel safe and comfortable. If they're dealing with a problem, you'll want to minimize their stress – not contribute to it. In addressing the issues be honest, upfront, professional and caring in your approach.
- Think about the person's strong points and contributions that they have made. It's important to talk about the ways they are valued before raising areas of concern.
- Consider open questions that will encourage them to request support or accommodation. At the same time, remember that your job is not to probe into someone's personal life, to diagnose a problem, or to act as their counselor. Be prepared for the possibility that, while you may be opening a door to offer help, they may choose not to walk through the doorway.
- Keep checking in with them, they may change their mind!

Supervisor Follow-Up

- Keep your notes on the meeting in a secure location.
- If the employee puts in a request for workplace accommodation you will need to know:
  - ❑ If there are any functional limitations that could affect the person's ability to carry out the essential duties of their job.
  - ❑ What accommodations would enable them to continue to do their job effectively.
- Be sure you and the employee understand the reasonable accommodation policies.
- If the employee's performance has not improved by the time you meet again after the designated period, and there has been no request for accommodation or leave, it might be time to consider disciplinary action.

"And will you succeed? Yes! You will indeed! (98 and ¾ percent guaranteed."

Dr. Seuss (1990)

End

Questions?

Appendix

Resources

- Employee Assistance Program
- Reasonable Accommodation
- Employee's health insurer
- Primary care doctor
- 911
- Emergency room
- Psychologists/Psychiatrists
- Social workers, counselors, and other mental health professionals
- MentalHealth.gov – provides U.S. government information and resources on mental health https://www.mentalhealth.gov/
- Mental Health Treatment Facility Locator https://www.findtreatment.samhsa.gov/
- Disaster Distress Helpline – Call 1-800-985-5990 or text “TalkWithUs” to 66746 to get help and support 24/7
- Substance Abuse and Mental Health Services Administration (SAMHSA) Behavioral Health Disaster Response Mobile App https://store.samhsa.gov/product/PEP13-DKAPP-1

Self-Help: Dealing with perceived lack of control

- Helplessness is the conviction that forces over which we have no control determine our behavior.

- Challenge your belief system:
  - Helpless victim? Internal/External locus of control
  - Irrational, self-defeating thoughts?

- Actions
  - Behave more forcefully
  - Make choices
  - Assert yourselves
  - Remember the areas of your life where you are in charge

- Goal – Personal empowerment, increase your sense of resourcefulness to counter feelings of helplessness!

Open Questions

- Don’t say “How’s your health?” say “How can we help you do your job?”
- Don’t say “You seem depressed”, say “You’re not your usual self”
- Don’t say “Snap out of it”, say “Do you want to talk about it?”
- Don’t say “Think positive”, rather say “It’s always okay to ask for help”
- Don’t say “I know exactly what your going through”, say “It’s hard for me to understand exactly what you’re going through, but I can see it’s really distressing for you”

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