

# Mental Health & Addictions Awareness

Knowledge & Immediate  
Intervention Tools for Workplace  
Leaders



**fseap** Now we're  
talking.

[calltimeentalhealth.com](http://calltimeentalhealth.com)

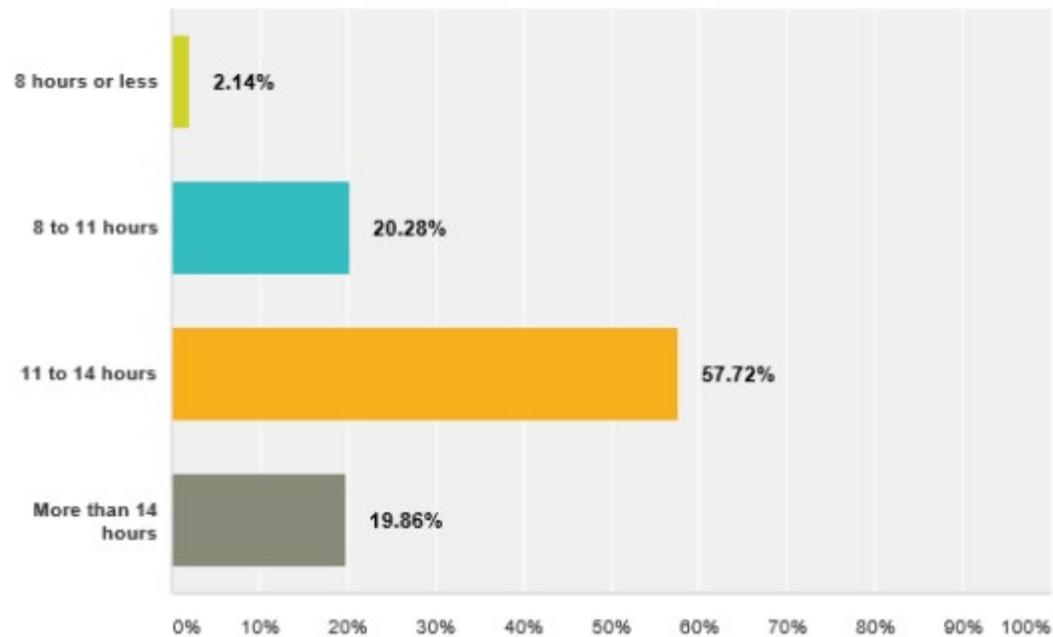
No call time has ever  
been more important.



# Mental Health in the BC Film Industry

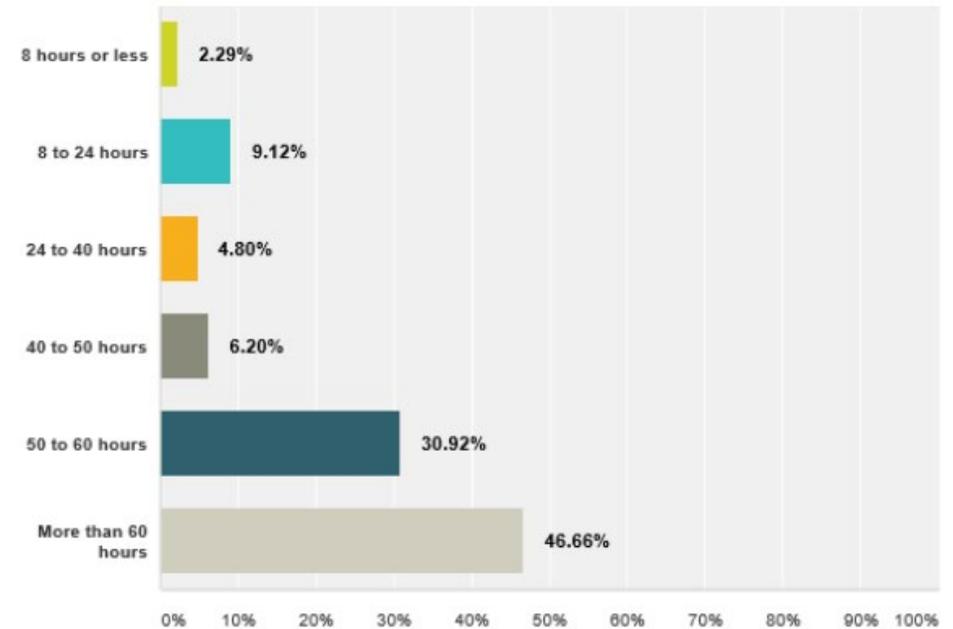
On average, how many hours would you work each day on a production?

Answered: 1,918 Skipped: 288



On average, how many hours a week would you work on a production?

Answered: 1,918 Skipped: 288



# Mental Health in the BC Film Industry

- Over 61% of members in the BC Film Industry report that their mental workload is “heavy” or “very heavy”.
- When working on productions, less than 11% of film workers report that they get the right amount of sleep.
- The majority of film workers indicate that work interferes “very much” with leisure time (57%), with family/social life (56%), and with getting regular physical activity (55%)

# Stigma and Mental Health

Research shows that over half of people living with mental illnesses said that they were embarrassed about their health problems, and over half felt like they had experienced discrimination. In one recent Canadian study, researchers found that:

- Just under half of Canadians thought that a mental illness was just an excuse for poor behaviour
- Only about one in three Canadians would continue to be friends with someone with an alcohol use problem
- Only about one in four would continue to be friends with someone with a drug use problem

# HEART DISEASE. JUST ANOTHER EXCUSE FOR LAZY PEOPLE NOT TO WORK.

## IMAGINE IF WE TREATED EVERYONE LIKE WE TREAT THE MENTALLY ILL.

Shocking, isn't it? But it's true. People simply don't take mental illnesses seriously. They assume that those with mental illness are weak or somehow at fault for their suffering. But like heart disease or any other serious affliction, people with mental illness can't get better by themselves. The Canadian Psychiatric Research Foundation raises money to research mental illnesses in the hope of finding cures. Still, research into these diseases, which strike 1 in 5 Canadians, remains drastically underfunded. And that's as unsettling as the headline. We need your help. If you can, please give. Call 1-800-915-CPRF or visit [www.cprf.ca](http://www.cprf.ca)



**MENTAL ILLNESS IS REAL. HELP US FIND A CURE.**

# Stigma and Mental Health

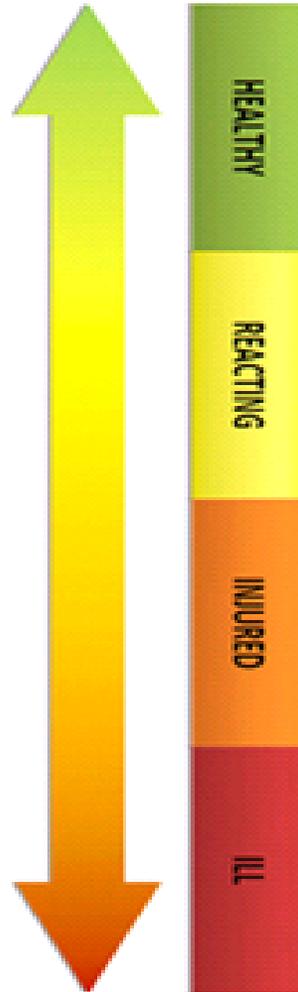
## Did you know that:

- **83%** of employees believe that they have a responsibility to **self-identify** if they have a mental illness, but **31%** felt that their direct supervisor **would not be understanding or supportive** if they did so.
- Employers are perceived to **be less accommodating of employees experiencing mental health-related issues** compared to employees with physical health-related issues.
- Experiences of **discrimination** and expectations for further discrimination were the most significant factor **preventing** employees from reporting or disclosing a mental illness to people in their workplace.

**Stigma** may be a **barrier** to productivity and effective treatment

# What is Mental Health

## Mental Health Continuum Model



### Normal functioning:

- adaptive coping, effective functioning in all spheres, and personal well-being.
- not without stressful events, but rather its effective mastery without distress or impairment.

### Common and reversible distress:

- mild and temporary distress or reduced functioning due to stress. Reactions are short-lived, relatively mild, and very common.

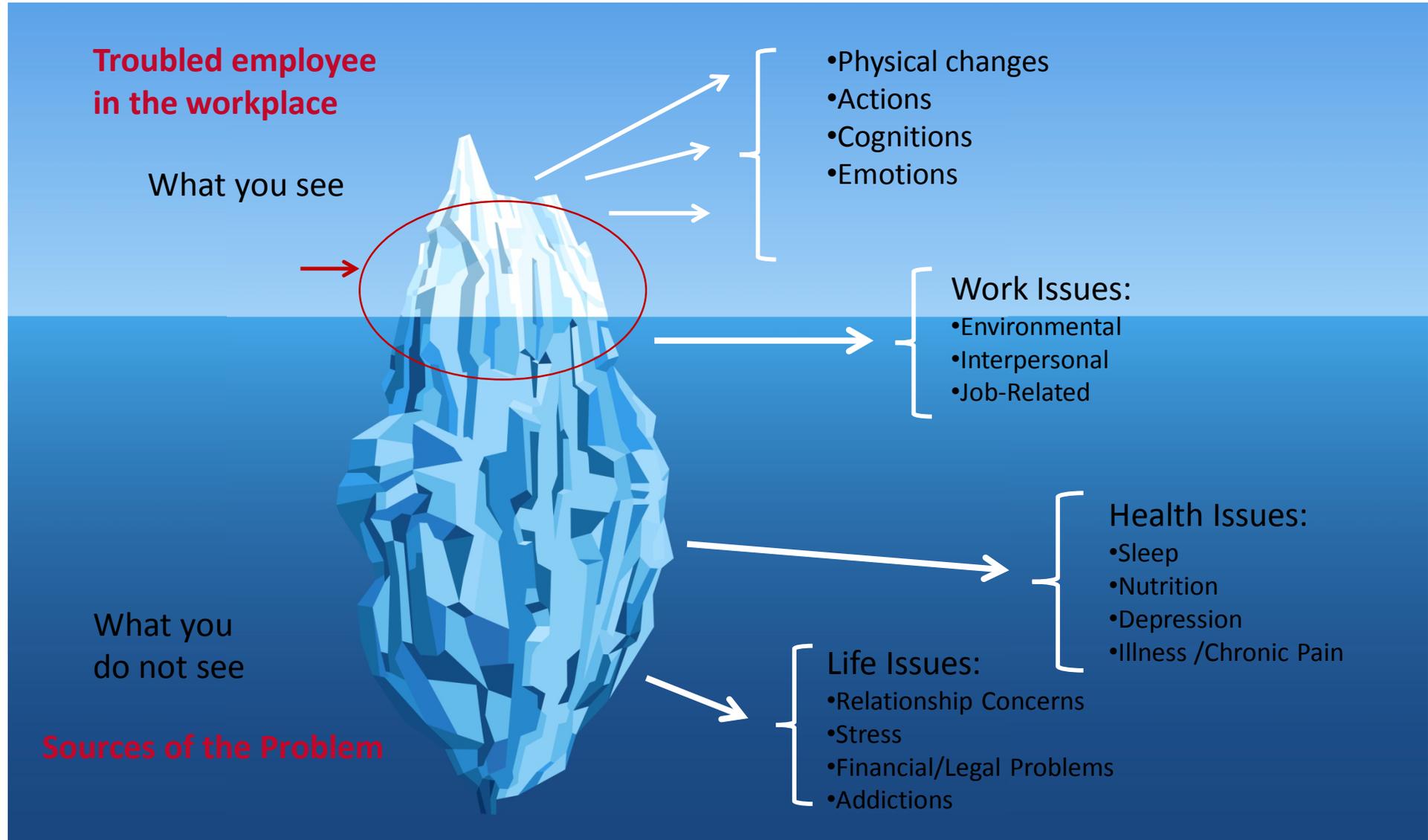
### Persistent functional impairment:

- more severe and persistent forms of distress or loss of functioning.
- At this stage it is recommended to seek help from health professionals.

### Clinical disorder / Severe functional impairment:

- including all mental disorders arising in individuals which can only be diagnosed by health professionals.

# Mental Health: A Complex Issue





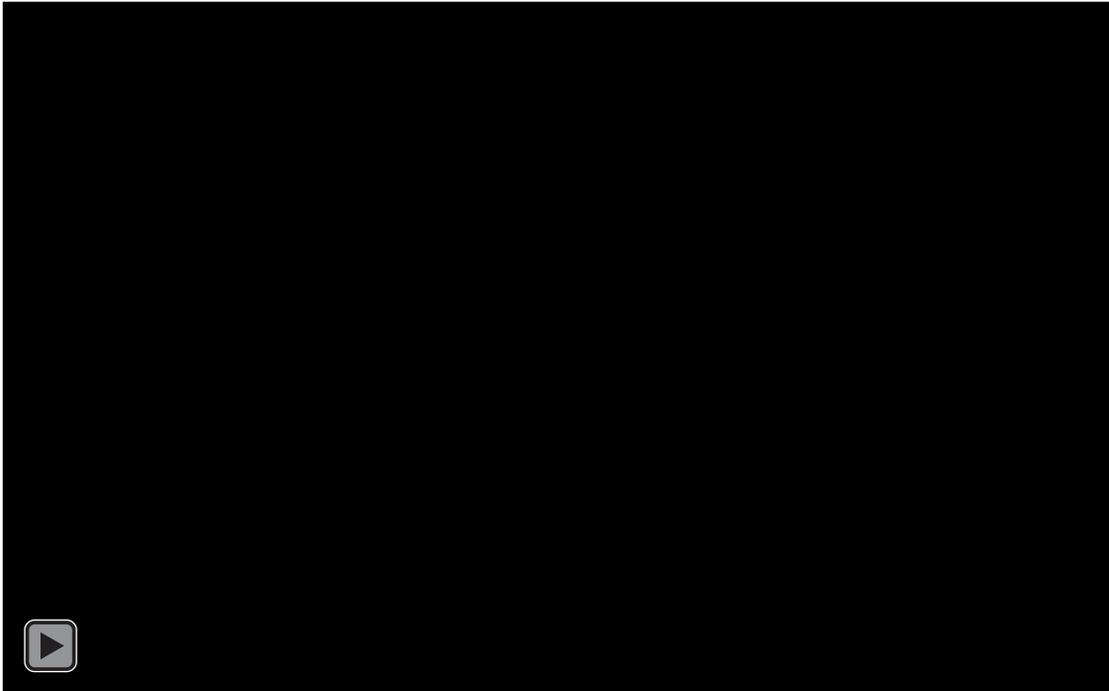
# The Signs & Symptoms of Crisis

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- Mental health is a complex issue ranging on a continuum from “healthy” to “reacting” and beyond into “injured” or “ill”.
- As a manager you are in a unique position to identify and provide assistance if one of your employees is under strain or has a mental health issue.

# Empathy vs. Sympathy

Brené Brown



# The Lens of Empathy and Compassion

## Empathy

- is the ability or process used in **understanding** the other person's **situation** and **feelings**.
- is crucial to **trust, cooperation, openness, and mutual understanding**.

## Compassion

- is when empathic feelings and thoughts include the **desire to help**.

## Why is it so important to distinguish between empathy and sympathy?

Expressing **sympathy** can leave a person feeling that people have taken pity on them, or are feeling sorry for them, which can create a sense of inferiority and disempowerment.

**Empathy** empowers and positions everyone on the same level

# Assisting vs Enabling

## Assisting:

To give aid or help. To be present. To empower an individual to want to help themselves.



## Enabling:

When a person is intending to help resolve or fix a specific problem but in fact may perpetuate or exacerbate the problem.



# Manager Responsibility When Dealing with Mental Health Issues

*"A good leader is not the person who does things right,  
but the person who finds the right things to do."*

*Anthony T. Dadovano*

- Be aware of brief mental health knowledge.
- Observe mental health reacting/injured symptoms in the workplace.
- Do not diagnose.
- Discuss with employee.
- Cope with emotion in the workplace.
- Managing the individual's team.
- Wider workplace attitudes.
- Contact resources for consults.
- Self Care



# Categories of Change

- **Physical change**
- **Actions**
- **Cognition and capacity**
- **Emotions**

Your Role: To observe Changes in PACE

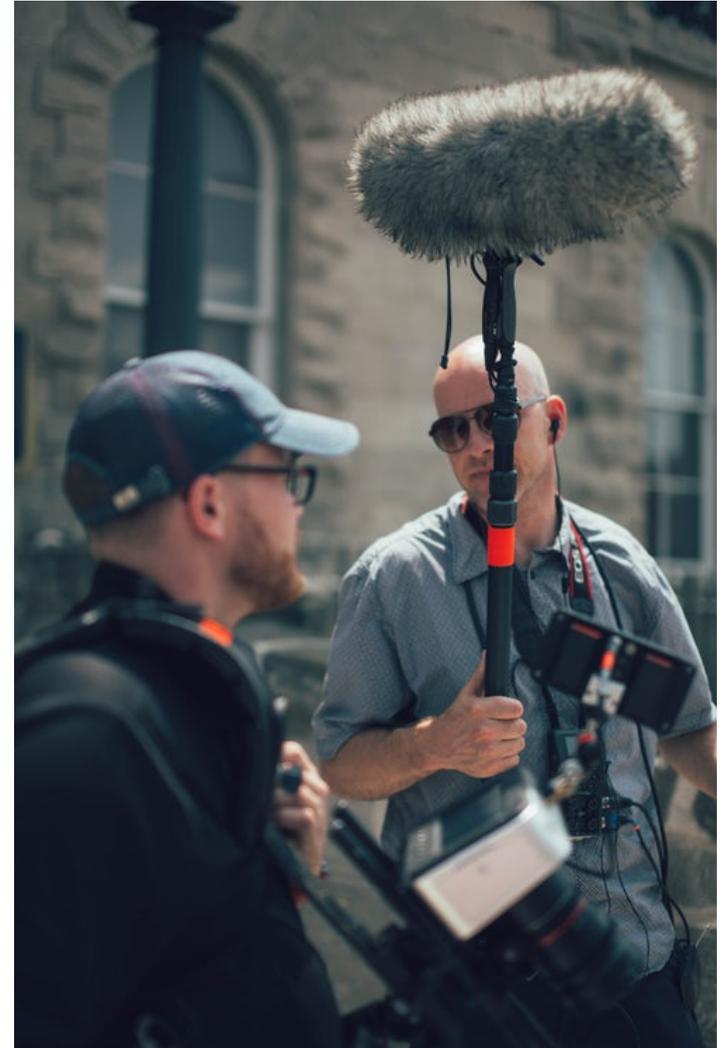


# P: Observing Physical change in the Workplace

- Deterioration in personal appearance
- Deterioration in personal hygiene
- Increased Nervousness
- Increased shakiness
- Having many physical ailments that have no real cause
- Obvious sweating
- Tremors

# A: Observing Actions in the Workplace

- Arriving late to work
- Taking excessive sick time off
- Alternating periods of high and low productivity
- Making more mistakes than usual
- Missing deadlines
- Major changes in eating habits
- Having strong feelings of anger
- Substance abuse
- Spending more time alone or avoiding others
- Interpersonal difficulties

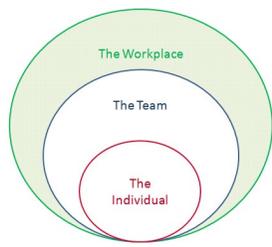


# C: Observing Cognitions in the Workplace

- Difficulty in concentration
- Difficulty in remembering directions or details
- Difficulty in dealing with complex tasks
- Having strange beliefs not based in reality (delusions)
- Hearing or seeing things that are not there (hallucinations)
- Thinking about harming or killing oneself
- A growing inability to cope with daily problems or activities, confused thinking
- Not admitting to obvious problems

# E: Observing Emotions in the Workplace

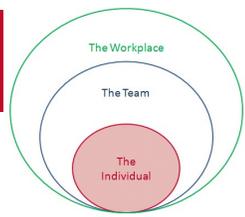
- Increased emotional sensitivity
- Irritability
- Having periods of high and low morale
- Difficulty with receiving/responding to feedback
- Having strong feelings of anger
- Feeling sad or irritable
- Feelings or extreme highs and lows
- Crying
- Doubt
- Decreased self esteem



# Strategies for a Supportive Workplace

I will.....

- **Be Responsive:** Give support quickly as it can prevent a more serious problem. Take positive action promptly towards supporting mental health.
- **Provide Safety:** Provide clear, well publicized channels for employees to raise concerns. Be approachable and confident about supporting mental wellness.
- **Educate** myself and others about mental illness by promoting resources available e.g., eap, or promotional days e.g., Bell Lets Talk. Know and promote the facts.
- **Normalize** conversation around mental health by encouraging open dialogue, and using correct terms. Be aware of words, attitudes and behaviours. Don't use disrespectful terms for people with mental illness. Don't reduce people to a diagnosis. Challenge media stereotypes. Don't be afraid of people with mental illness. Be a role model. Share your story.
- **Be Pro Active:** Provide regular one on one meetings and check-ins. Create time at the beginning of meetings to do a emotion regulation technique



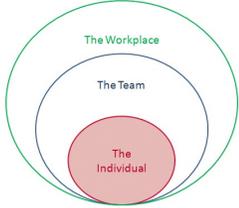
# Starting the Conversation

*Observation:* I see that you are falling behind with your work and this is making you anxious and worried.

*Feelings:* I am worried about you.

*Needs:* We value your input and contribution to the team, and know you have been through a difficult time.

*Request:* How about we work together to find a way to work through this. We could redistribute some work, and have regular check ins.



# Communicating with the Emotional Employee

- be objective (helicopter)
- using assertive speech
- acknowledging the presence of emotion
- use a technique to assist the employee to begin calming down
  - Check-in
  - breathing techniques
  - Mindfulness
  - Call EAP Counselling Services/Contact HR

## For example:

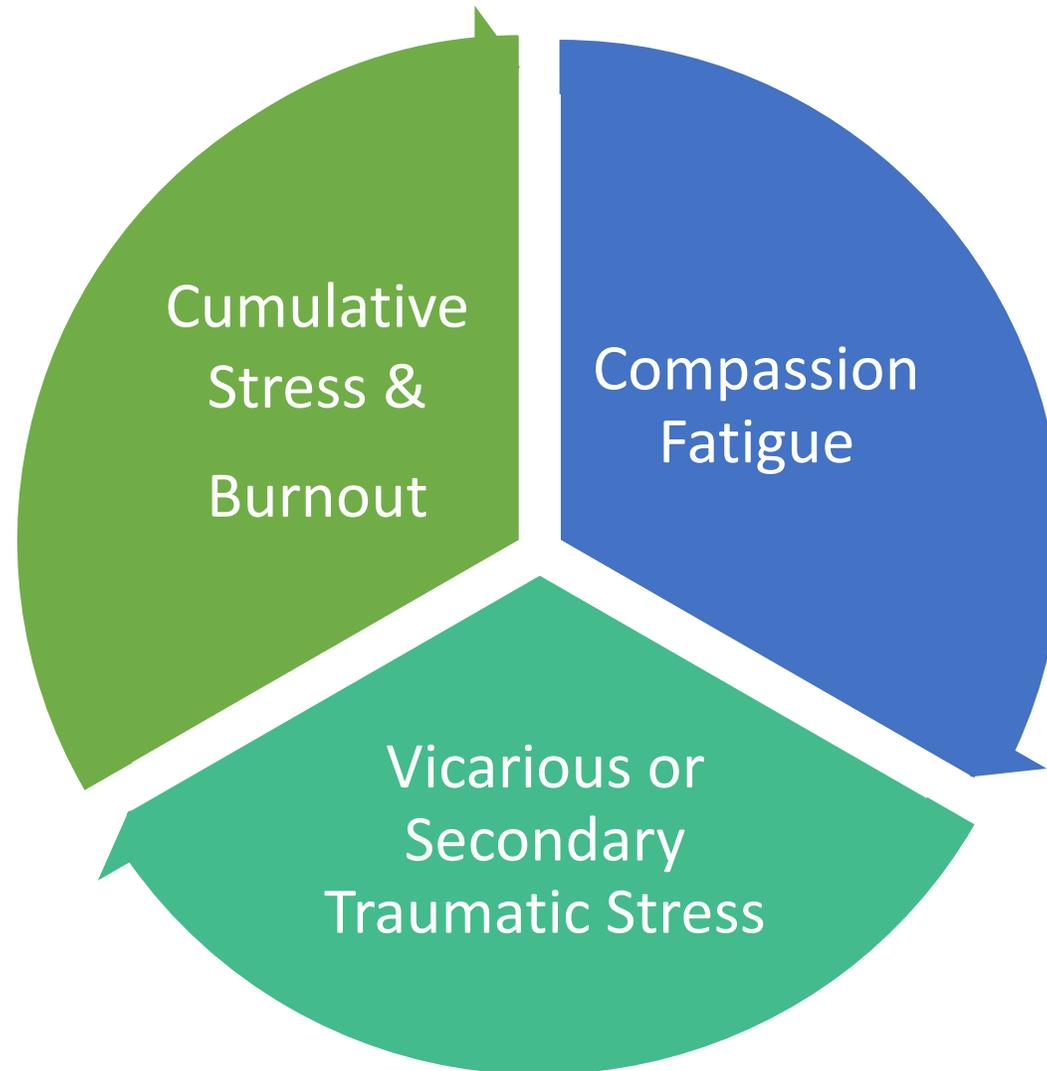
*observe* I can see that the discussion is making you upset.

*feeling* I am worried about you.

*need* Its ok to be upset but we need to discuss this.

*request* How about we take a moment (have a ... breathe, walk, bio break), and then we can discuss this further”.

# Risk Factors in Helping Roles

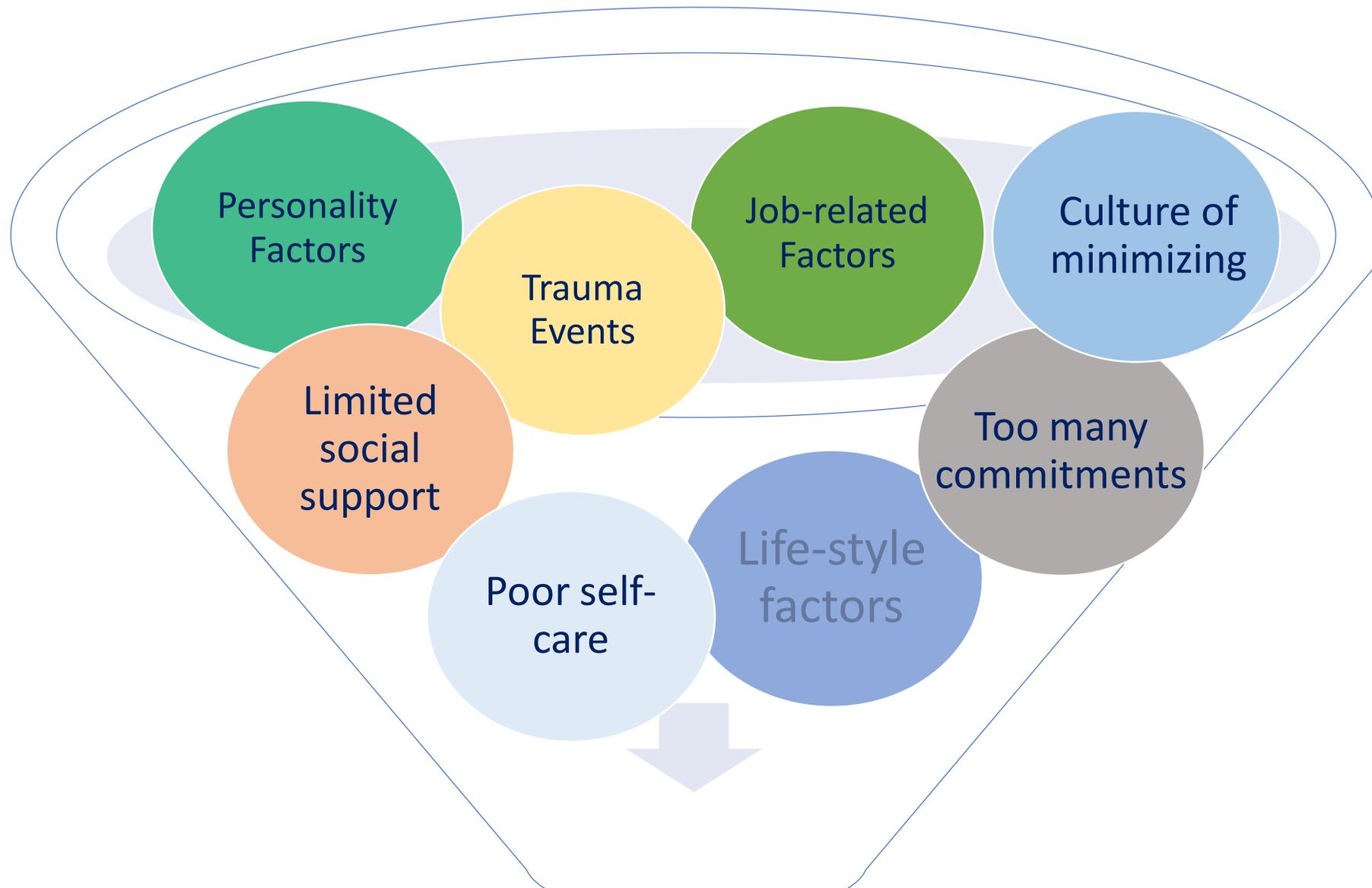


# Burnout /Cumulative Stress

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- A state of emotional and physical exhaustion & fatigue from excessive prolonged stress demands (*may include trauma events*)
- The loss of motivation or incentive, especially when a job, cause or relationship fails to produce the desired results or outcomes
- Symptoms can be similar to depression and anxiety disorders





# Burnout

Copyright FSEAP Vancouver

# Compassion Fatigue

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- The natural human desire to care is no longer there
- into “injured” or “ill”.
- As a manager you are in a unique position to identify and provide assistance if one of your employees is under strain or has a mental health issue.



# Secondary Traumatic Stress

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- The normal consequential behaviours and emotions resulting from helping a person who has experienced trauma
- The helper experiences post-traumatic stress symptoms



## **Calm the body..... Calm the mind.....**

Your mind and body react to emotions by turning on the fight or flight reaction. One of the first things which occurs is blood pumping to the heart.

Taking a deep breath into the body slows down the heart rate and consequently has the effect of turning off the flight or flight response.

Focusing on breathing will:

- relax the body,
- calm your emotions and,
- help to quiet and focus the mind.



# Factors that Contribute



## Protective Factors

- Higher levels of **family and at-work social support**
- A positive **work support climate** (superiors sensitive, open and supportive post incident)
- **Employee control climate** (sense of having control or influence over environment or activities)
- **Belief that they have coping skills** and tools to handle stress and trauma

# The ABC's of Cumulative Stress Relief

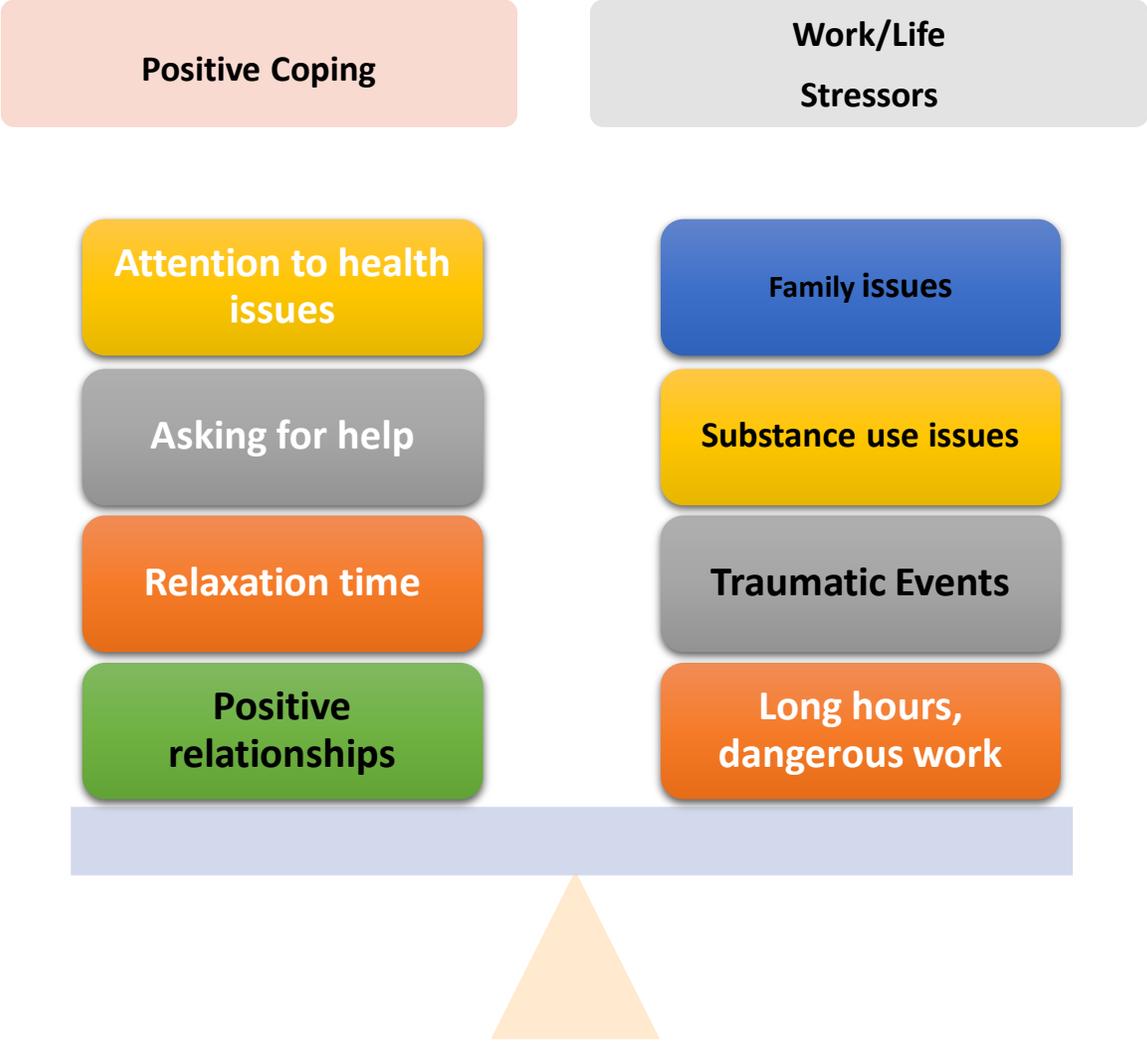
- Awareness:
  - attunement to our own needs, limits, emotions, & resources
- Balance:
  - among activities, especially work, play & rest
  - inner balance allows attention to all aspects of oneself
- Connection:
  - To oneself, to others, & to something larger

# Resilience Factors

- **Awareness:** aware of the situation, their own emotional reactions and the behavior of those around them.
- **An Understanding that Setbacks are Part of Life:** willing to adapt to change.
- **An Internal Locus of Control:** believe that the actions they take will affect the outcome of an event - power to make choices

## Resilience Factors (cont'd)

- **Strong Problem-Solving Skills:** calmly and rationally look at the problem and envision a successful solution.
- **Having Strong Social Connections:** have people who can provide personal support.
- **Identifying as a Survivor, Not a Victim:** While the situation may be unavoidable, you stay focused on possibilities and a positive outcome.
- **Being Able to Ask for Help**



# Self-Care

- Making personal life a priority
- Personal counselling
- Leisure activities:
  - physical, creative, spontaneous, relaxation
- Spiritual well-being
- Nurture all aspects of yourself:
  - emotional, physical, spiritual, interpersonal, creative, artistic
- Attention to health

# EXERCISE: 5-4-3-2-1

A sensory integration exercise that helps calm the nervous system and allows us to become more present

5 things that you see

5 things that you hear

5 things you feel external to your body

5 things you feel/sense inside

then...

4 things

3 things

2 things

1 thing

# Sustaining ourselves as Helpers

## Self-care:

- Creating balance, setting limits, practicing healthy habits, fostering connection with others

## Nurturing activities:

- Gentleness, focus on pleasure and comfort, relaxation, play

## Escape:

- Activities that allow you to forget about work, to engage in fantasy, and to get away from painful feelings

# Questions?

Call **fseap**

at

**1-800-667-0993**

TTY 1.888.234.0414

**Thank You**

**fseap**