

MENTAL HEALTH IN THE WORKPLACE

A Mental Heath Guide

Silence the Shame Silence the Shame, Inc. is a mental health education and awareness non-profit organization. Silence the Shame became a movement in 2015 by Music Industry Veteran Shanti Das, fighting to pull back the layers of shame and eliminate mental health stigma. Established as a non-profit in 2017, we empower and educate communities on mental health and wellness. We envision being a world leader in erasing the stigma and educating communities on mental wellness through community conversations, compelling content, and outreach programs. This is achieved through strategic partnerships, global communications, and thoughtful dialogue regarding disparities among vulnerable populations.





OVERVIEW

Globally, an estimated 264 million people suffer from depression, one of the leading causes of disability, with many of these people also suffering from anxiety symptoms. In addition, a recent WHO-led study estimates that depression and anxiety disorders cost the global economy US\$ 1 trillion each year in lost productivity.

For most people, work can be both challenging and demanding. Meeting challenges can promote growth and increase resiliency for employees and organizations. However, demands and challenges may also result in high stress.

Poor mental health and stress can negatively affect employees:

- Job performance and productivity.
- Engagement with one's work.
- · Communication with coworkers.
- Physical capability and daily functioning.

Mental health conditions such as depression are associated with higher rates of disability and unemployment. Unfortunately, only 57% of employees who report moderate depression and 40% of those who report severe depression receive treatment to control depression symptoms. Many people with mental health disorders also need care for other physical health conditions, including heart disease, diabetes, respiratory illness, and disorders that affect muscles, bones, and joints. Unfortunately, the costs for treating people with mental health disorders and other physical conditions are 2 to 3 times higher than those without co-occurring illnesses.

Learn how employers can address workplace stress and promote mental wellness.

PROMOTE AWARENESS & EDUCATION



For many people, employment is key to their health, contributing to a sense of purpose and well-being. Therefore, it's important to understand how mental health affects employees and how companies can foster a mental health-friendly work culture. The workplace is an optimal setting to create a culture of health because:

- Communication structures are already in place.
- Programs and policies come from one central team.
- Social support networks are available.
- Employers can offer incentives to reinforce healthy behaviors.
- Employers can use data to track progress and measure the effects.

Mental health continues to be a taboo topic, especially in the workplace. However, workplace health promotion has proven successful, especially when combining mental and physical health interventions to support all employees. Workplace mental health includes leaders advocating for resources to create and promote a healthy work culture and proactively creating a safe, supportive and sustainable environment.



MENTAL HEALTH & WELLNESS

Mental health is an integral part of health and well-being. Your mental health influences how you think, feel, and behave throughout life. It also affects your ability to cope with stress, manage emotions, overcome challenges, build relationships, and recover from life's challenges and hardships. Good mental health isn't just the absence of mental health problems but also the presence of positive characteristics, including:

- Optimal physical and behavioral health
- Purpose in life
- Active involvement in satisfying work and play
- Joyful and healthy relationships
- Genuine happiness and contentment

As employers deepen their focus on mental health, learning strategies to support a healthy work culture is important. For example, employers can host seminars or workshops on emotional intelligence to reduce employees' anxiety and stress, improve team cohesion, communicate effectively, empathize with others, and defuse conflict. Below you will find the four areas of emotional intelligence arranged by complexity, with the more basic concepts at the lower levels.

SOCIAL-AWARENESS

Ability to sense, understand, and react to the emotions of others and to feel comfortable socially

SELF-AWARENESS

Ability to recognize your emotions and their impact while using gut feelings to guide your decisions.

RELATIONSHIP MANAGEMENT

Ability to inspire, influence, and connect to others and to manage conflict.

SELF-MANAGEMENT

Ability to control your emotions and behavior and adapt to changing circumstances.



MENTAL HEALTH DISORDERS

Mental health disorders are among the most common health conditions in the United States. One in five Americans will experience a mental illness in a given year. People can experience different types of mental health or illnesses, and they can often occur simultaneously. Mental illnesses can occur over a short period of time or be episodic. This means that the illness comes and goes with discrete beginnings and ends. Mental illness can also be ongoing or long-lasting. There are more than 200 types of mental illness. Some of the main types of mental illness and disorders are listed.

DEPRESSIVE DISORDER

- Major Depressive, Persistent Depressive Perinatal Depression and Seasonal Affective Disorders
- Feeling hopeless, helpless, or worthless
- · Thoughts of suicide, death, or dying
- Lacking motivation, concentration, or energy
- Loss of interest or pleasure in activities
- Feelings of anger, guilt, irritability, or regret

BIPOLAR DISORDERS

- Bipolar I, Bipolar II, and Cyclothymic Disorders
- Depression: Feeling very sad, hopeless, worthless, lonely; lack of interest in usual activities or isolating others, little energy
- Mania: Feeling jumpy or wired, more active than usual, short-tempered, extremely irritable, racing thoughts, and talking fast

ANXIETY DISORDERS

- Generalized Anxiety, Panic and Phobia-Related Disorders.
- Feeling easily stressed, worried, or overwhelmed; Intrusive, or racing thoughts
- · Feeling on edge, restless, or panicked
- Difficulty concentrating or controlling feelings of worry
- Feelings of being out of control
- Sweating, trembling, or shaking

TRAUMA- STRESS RELATED DISORDERS

- Adjustment Disorder, Acute Stress, and Post-traumatic Stress Disorder
- Intrusive re-experiencing of the traumatic event, flashbacks, or nightmares
- Avoidance of stimuli associated with the event, i.e., people, or details of the event
- Irritability, difficulty sleeping, exaggerated startle response

OBSESSIVE-COMPULSIVE DISORDERS

- Obsessive-compulsive disorder (OCD),
 Body dysmorphic disorder, Hoarding, Hair-Pulling, and Skin-Picking disorders
- Obsessions (fears, worries, urges, and unwanted thoughts or feelings)
- Compulsions (repeated, intense behaviors or rituals to relieve obsessions)
- Recurrent, intense body-focused behaviors

EATING DISORDERS

- Anorexia Nervosa, Bulimia Nervosa and Binge Eating Disorder
- Extremely restricted eating, distorted body image, intense fear of gaining weight
- Recurrent and frequent episodes of eating large amounts of food followed by purging
- Eating large amounts of food in a short period.



SUBSTANCE USE & ADDICTIVE DISORDERS

The misuse and abuse of alcohol, tobacco, illicit drugs, and prescription medications affect the health and well-being of millions. Addiction is a chronic disease characterized by drug seeking and use that is compulsive or difficult to control, despite harmful consequences. Alcohol, drugs, and gambling can quickly affect a portion of the brain called the reward system. This leads to intense pleasure (or a "high") craving to repeat that pleasure. A craving for the substance or behavior can send a message to the brain and body that they must have the substance or these feelings of pleasure.

SUBSTANCE	INTOXICATION SYMPTOMS	WITHDRAWAL SYMPTOMS
ALCOHOL	Slurred speech, incoordination, unsteady walk, quick eye movements	Sweating or fast pulse, increased hand tremors, trouble sleeping, nausea or vomiting, hallucinations, anxiety
CANNABIS	Red eyes, increased appetite, dry mouth, fast heart rate	Quickly annoyed or angry, nervousness, trouble sleeping, decreased appetite, restlessness
OPIOIDS	Small or large pupils, drowsiness or coma, slurred speech, impaired attention or memory	Sad mood, nausea or vomiting, muscle aches, large pupils
SEDATIVES	Slurred speech, uncoordinated, unsteady walk, quick eye movements, impaired attention or memory	Sweating or fast pulse, hand tremors, trouble sleeping, nausea or vomiting, hallucinations, anxiety, seizures
STIMULANTS	Fast or slow heart rate, large pupils, higher or lower blood pressure, sweating or chills, nausea or vomiting	Fatigue, trouble sleeping, vivid nightmares, increased appetite
ТОВАССО	Slurred speech, incoordination, unsteady walk, quick eye movements	Quickly annoyed/angry, trouble keeping thoughts focused, increased appetite, restlessness, sad mood, trouble sleeping



BEHAVIORAL HEALTH TREATMENT SERVICES

Many people diagnosed with mental illness achieve strength and recovery through participating in individual or group treatment. There are many different treatment options available. No treatment works for everyone – individuals can choose the treatment, or combination of treatments, that works best. It is important to remember that you do not have to have a mental illness to seek mental health services. Visiting with a mental health professional supports good mental health, just like a primary care doctor support good physical health.

PSYCHOTHERAPY

Psychotherapy is the treatment of mental illness provided by a trained mental health professional. Psychotherapy explores thoughts, feelings, and behaviors and seeks to improve an individual's well-being. Psychotherapy paired with medication is the most effective way to promote recovery. Examples include Cognitive Behavioral Therapy, Exposure Therapy, Dialectical Behavior Therapy, etc.

MEDICATION

Medication does not outright cure mental illness. However, it may help with the management of symptoms. Medication paired with psychotherapy is the most effective way to promote recovery.

SUPPORT GROUP

A support group is a group meeting where members guide each other towards the shared goal of recovery. Support groups are often comprised of nonprofessionals, but peers that have suffered from similar experiences.

SUBSTANCE USE TREATMENT

REA

Problems with substance use commonly occur along with mental illness. Often it interferes with treatment and worsens mental illness. If you can't stop using drugs or alcohol on your own, you need treatment. Talk to your doctor about treatment options.

CASE MANAGEMENT

Case management coordinates services for an individual with the help of a case manager. A case manager can help assess, plan, and implement a number of strategies to facilitate recovery.

HOSPITALIZATION

Hospitalization may be necessary to closely monitor, accurately diagnose, or adjust medications when a mental illness temporarily worsens. In addition, people may be voluntarily or involuntarily hospitalized. For example, a person may be involuntarily hospitalized when they are gravely disabled or are a danger to themselves or others.



ACCESS TO TREATMENT SERVICES

Mental health providers are professionals who diagnose mental health conditions and provide treatment. Most have at least a master's degree or more advanced education, training, and credentials. Be sure that the professional you choose is licensed to provide mental health services. Licensing and services depend on the provider's training, specialty area, and state law. Below you will find different types of mental health professionals.

ASSESSMENT AND THERAPY

- Psychologists hold a doctoral degree in clinical psychology or another specialty such
 as counseling or education. They are trained to evaluate mental health using clinical
 interviews, psychological evaluations, and testing. In addition, they can make diagnoses
 and provide individual and group therapy—licensure boards in each state license
 psychologists.
- Counselors, Clinicians, Therapists are master-level health care professionals who
 are trained to evaluate a person's mental health and use therapeutic techniques based
 on specific training programs.
- Clinical social workers are trained to evaluate a person's mental health and use
 therapeutic techniques based on specific training programs. They are also trained in
 case management and advocacy services.

PRESCRIBE AND MONITOR MEDICATION

- Psychiatrists are licensed medical doctors who have completed psychiatric training.
 They can diagnose mental health conditions, prescribe and monitor medications and
 provide therapy. Some have completed additional training in child and adolescent
 mental health, substance use disorders, or geriatric psychiatry.
- Psychiatric or mental health nurse practitioners can assess, diagnose, and treat
 mental health conditions or substance use disorders. In some states, they are also
 qualified to prescribe and monitor medications. Requirements also vary by state as to
 the degree of supervision necessary by a licensed psychiatrist.
- Primary care physicians and pediatricians can prescribe medication, but you might
 consider visiting someone specializing in mental health care. Primary care and mental
 health professionals should work together to determine an individual's best treatment
 plan.

OTHER PROFESSIONALS YOU MAY ENCOUNTER

- Certified Peer Specialists have lived experience with a mental health condition or substance use disorder. They are trained, certified, and prepared to assist with recovery by helping a person set goals, develop strengths and other support needs.
- Pastoral counselors are clergy members with training in clinical pastoral education.
 They are trained to diagnose and provide counseling. Pastoral counselors can have equivalents to a doctorate in counseling.



ACCESS TO TREATMENT SERVICES

Getting treatment for your mental health condition is the first of many things you can do for your own recovery. Meeting weekly, bi-weekly, or monthly with a care provider helps better understand relationships, feelings, behaviors, and how to manage symptoms. But, first, check with your health care provider or your health plan to see what options are available to you.

Employee Assistance Program

• A voluntary, work-based program that offers free and confidential assessments, short-term counseling, referrals, and follow-up services problems. EAP counselors are educated and trained mental health professionals. Ask your employer if they offer this program.

Private Practice

• Individual, family, and group therapy sessions are held in various settings, a common one being private practice. A professional in private practice may work out of various places, from an office or home.

Community or County Mental Health Centers

 A community or county mental health care center often provides public mental health care services when a referral to a private doctor or therapist is not possible. In addition, local governments operate Centers to meet the needs of people whose mental health condition seriously impacts their daily functioning. <u>Federally Qualified Health Centers</u> can also offer behavioral health services and supports.

Complementary and alternative mental health treatment options

- Yoga is a form of exercise that focuses on connecting the mind and body through a series
 of movements and breathing exercises. Yoga helps improve physical strength and
 flexibility, and it provides many mental health benefits as well.
- Meditation can help relieve stress, anxiety, depression, and other mental health symptoms. Meditation techniques range from mindfulness-based meditation to guided meditation to simple breathing exercises.
- Diet can affect mental health in many ways. By closely monitoring diet, a person can help improve their overall mental health and well-being and alleviate some mental illness symptoms.
- Equine therapy uses horses to ease symptoms of many mental health conditions such as autism, anxiety, and ADHD.

Substance Abuse Treatment Centers

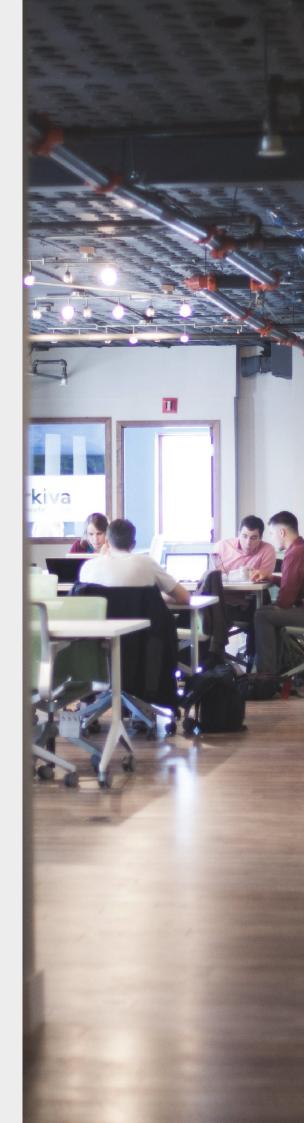
- Detoxification facilities. Withdrawal from alcohol can be life-threatening and requires medical supervision. Opiate withdrawal is less risky, but detox can be important to organize community-based efforts to provide sobriety supports.
- Acute Residential Treatment (ART) programs. ART are short-term, highly focused treatment programs that help individuals solidify their recovery and sobriety.
- Intensive Outpatient Programs (IOP). IOP allows individuals to work, go to school and carry on their regular activities while also providing services and supports, such as a 12-step program to remain sober.



STRATEGIES FOR MANAGING MENTAL HEALTH AND STRESS IN THE WORKPLACE

EMPLOYERS CAN:

- Make mental health self-assessment tools available to all employees.
- Offer free or subsidized clinical screenings for depression from a qualified mental health professional, followed by directed feedback and clinical referral when appropriate.
- Offer health insurance with no or low out-ofpocket costs for depression medications and mental health counseling.
- Provide free or subsidized lifestyle coaching, counseling, or self-management programs.
- Distribute materials, such as brochures, flyers, and videos, to all employees about the signs and symptoms of poor mental health and opportunities for treatment.
- Host seminars or workshops that address depression and stress management techniques, like mindfulness, breathing exercises, and meditation, to help employees reduce anxiety and stress and improve focus and motivation.
- Create and maintain dedicated, quiet spaces for relaxation activities.
- Provide managers with training to help them recognize the signs and symptoms of stress and depression in team members and encourage them to seek help from qualified mental health professionals.
- Give employees opportunities to participate in decisions about issues that affect job stress.





STRATEGIES FOR MANAGING MENTAL HEALTH AND STRESS IN THE WORKPLACE

EMPLOYEES CAN:

- Encourage employers to offer mental health and stress management education and programs that meet their needs and interests if they are not already in place.
- Participate in employer-sponsored programs and activities to learn skills and get the support they need to improve their mental health.
- Serve as dedicated wellness champions and participate in training on topics such as financial planning and how to manage unacceptable behaviors and attitudes in the workplace to help others, when appropriate.
- Share personal experiences with others to help reduce stigma, when appropriate.
- Be open-minded about the experiences and feelings of colleagues. Respond with empathy, offer peer support, and encourage others to seek help.
- Adopt behaviors that promote stress management and mental health.
- Take part in activities that promote stress management and relaxation, such as yoga, meditation, mindfulness, or tai chi.
- Build and nurture real-life, face-to-face social connections.
- Take the time to reflect on positive experiences and express happiness and gratitude.
- Set and work toward personal, wellness, and work-related goals and ask for help when needed.



TIPS FOR MANAGING MENTAL HEALTH AND STRESS



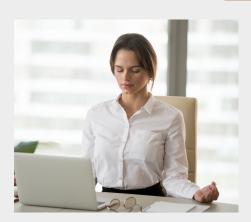
BRIGHTEN OUTLOOK

- Remember good deeds.
 Give yourself credit for the good things you do for others each day.
- Forgive yourself. Everyone makes mistakes. Learn from what went wrong, but don't dwell on it.
- Practice gratitude. Create positive emotions by being thankful every day. Write down what you're grateful for.
- Spend more time with your friends. Surround yourself with positive, healthy people.
- Explore your beliefs about the meaning and purpose of life. Think about how to guide your life by the principles that are important to you.
- Develop healthy physical habits. Healthy eating, physical activity, and regular sleep can improve your physical and mental health.



COPE WITH LOSS

- Take care of yourself. Try to eat right, exercise, and get enough sleep. Avoid bad habits—like smoking or drinking alcohol—that can put your health at risk.
- Talk to caring friends. Let others know when you want to talk.
- Find a grief support group.
 It might help to talk with others who are also grieving.
- Don't make major changes right away. Wait a while before making big decisions like moving or changing jobs.
- Talk to your doctor if you're having trouble with everyday activities.
- Consider additional support. Sometimes short-term talk therapy can help.
- Be patient. Mourning takes time. It's common to have roller-coaster emotions for a while.



BE MINDFUL

- Take some deep breaths.
 Breathe in through your nose to a count of 4, hold for 1 second and then exhale through the mouth to a count of 5. Repeat often.
- Enjoy a stroll. As you walk, notice your breath and the sights and sounds around you. As thoughts and worries enter your mind, note them but then return to the present.
- Practice mindful eating. Be aware of taste, textures, and flavors in each bite, and listen to your body when you are hungry and full.
- Be aware of your body.
 Mentally scan your body from head to toe. Bring your attention to how each part feels.
- Find mindfulness
 resources, including online
 programs and teacher-guided
 practices.



TIPS FOR MANAGING MENTAL HEALTH AND STRESS



REDUCE STRESS

- Be observant. Recognize signs of excessive stress.
 These include difficulty sleeping, being easily angered or irritable, feeling depressed, and low energy.
- Exercise regularly. Just 30 minutes a day of walking can boost mood and reduce stress.
- Set goals & priorities.
 Decide what must get done and what can wait. Say no to new tasks if you feel they're too much.
- Show compassion for yourself. Note what you've accomplished at the end of the day, not what you didn't.
- Schedule regular times for a relaxing activity that uses mindfulness/breathing exercises, like yoga or tai chi.
- Seek help. Talk to a mental health professional if you feel unable to cope, have suicidal thoughts, or use drugs or alcohol to cope.



GET QUALITY SLEEP

- Stick to a sleep schedule.
 Go to bed and wake up at the same time every day, even on the weekends.
- Go outside. Try to get natural sunlight for at least 30 minutes every day.
- Avoid nicotine and caffeine.
 Both are stimulants that keep you awake. Caffeine can take 6–8 hours to wear off completely.
- Don't take naps after midafternoon. And keep them short.
- Avoid alcohol and large meals before bedtime. Both can prevent deep, restorative sleep.
- Limit electronics before bed. Try reading a book, listening to soothing music, or another relaxing activity instead.
- Create a good sleeping environment. Keep the temperature cool if possible. Get rid of sound and light distractions. Make it dark. Silence your cell phone.



SOCIAL CONNECTIONS

- Build strong relationships with your kids.
- Get active and share good habits with family and friends.
- If you're a family caregiver, ask for help from others.
- Join a group focused on a favorite hobby, such as reading, hiking, or painting.
- Take a class to learn something new.
- Volunteer for things you care about in your community, like a community garden, school, library, or place of worship.
- Travel to different places and meet new people.
- Join a local community group or find other ways to get involved in things you care about.
- Take classes like toastmasters, if you have difficulty networking with others.



MENTAL HEALTH CONDITIONS IN THE WORKPLACE: YOUR LEGAL RIGHTS

The Americans with Disabilities Act of 1990 (ADA) makes it unlawful to discriminate in employment against a qualified individual with a disability. The ADA and other nondiscrimination state and federal laws require employers with 15 or more employees to provide "reasonable accommodations" to qualified employees with disabilities. If you have depression, post-traumatic stress disorder (PTSD), or another mental health condition, you are protected against discrimination and harassment at work because of your condition, you have workplace privacy rights, and you may have a legal right to get reasonable accommodations that can help you perform and keep your job. Reasonable accommodations are adjustments to a work environment, making it possible for qualified employees with disabilities to do their job. Not all employees with mental health conditions need accommodations to perform their jobs. In addition, employers are not obligated to provide reasonable accommodations if to do so imposes an undue hardship. Below you will find general processes to request a job accommodation:

- **Disclosing a mental health disability.** An employer can only accommodate a disability they are aware of. Therefore, an employee must disclose their disability to start the accommodations process.
- **Securing preliminary documentation.** Because mental health conditions are often invisible, an employer may request medical documentation from a treating health care provider to confirm the need for accommodation.
- **Establishing an open dialogue.** Communication between employers and employees is important in developing reasonable accommodations. Employees know the barriers that stem from the disability and what's needed to perform well at work. On the flip side, employers know the essential functions of the job and the organizational policies and processes for granting reasonable accommodations. Positive results come when employees feel supported, and employers are satisfied that high-quality work is being done.
- Implementing reasonable accommodations. Once the accommodations are set, it's time to determine when and how they will go into effect. If an employer cannot fulfill an employee's request, they should provide a detailed reason for denial. In the end, the employer decides what accommodations are reasonable and will be implemented.
- Documenting accommodations. It is essential to document reasonable accommodations and the process for implementation so that all involved have a clear understanding of expectations moving forward.
- **Maintaining ongoing communication.** Because making accommodations is not always a quick fix, employers and employees should keep the lines of communication open. That way, if adjustments are needed, they can more easily be made.

To learn more about your rights, visit the <u>U.S. Equal Employment Opportunity Commission</u> website.



RESOURCES

01

Crisis Text Line

Text **SILENCE** to 707070 to be connected to a trained Crisis Counselor. The Crisis Text Line provides free, text-based support 24/7.

03

Substance Abuse Mental Health Services Administrator (SAMHSA)

Call 1-800-662-4357 to access national information about local mental health services and treatment. The federal agency that leads efforts to advance the behavioral health

05

<u>Anxiety & Depression</u> <u>Association of America</u>

Nonprofit organization dedicated to the prevention, treatment, and cure of anxiety, depression, OCD, PTSD, and co-occurring disorders through the alignment of science, treatment, and education.

07

Enforcement Guidance on the ADA and Psychiatric Disabilities

The Equal Employment Opportunity Commission's document about rights and responsibilities regarding psychiatric disabilities and Title I of the ADA.

02

National Suicide Prevention Lifeline

Call 1-800-273-8255 to access a national network of local crisis centers providing free and confidential emotional support to people in suicidal crisis or emotional distress 24/7.

04

National Alliance on Mental Illness (NAMI)

Call 1-866-488-7386 to access crisis intervention and suicide prevention for lesbian, gay, bisexual, transgender, queer & questioning youth. TrevorText START to 678-678.

06

Mental Health America (MHA)

Call 1-800-944-4PPD (4773) to access non-emergency resources and education about the emotional changes that women experience during pregnancy and postpartum.

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American Psychiatric Association Foundation Center for Workplace Mental Health

The Center for Workplace Mental Health helps employers create a more supportive workplace environment for their employees and advance mental health policies at their organizations.









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Silence the Shame









If you need to connect with someone, text "SILENCE" to 741741