



# Mental Health Works

Person centred. Evidence based. Solutions focused.

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OMSSA

22 October 2020



Canadian Mental  
Health Association  
*Mental health for all*



# The Reality

- 1 in 5 will experience a mental health problem each year
  - 1 in 3 in their lifetime
- 500,000 miss work every week in Canada
- 30% of all disability claims, 70% of costs
- \$300 billion annually in the United States
- \$51 billion annually in Canada



**Mental**

**Social**



**Physical**



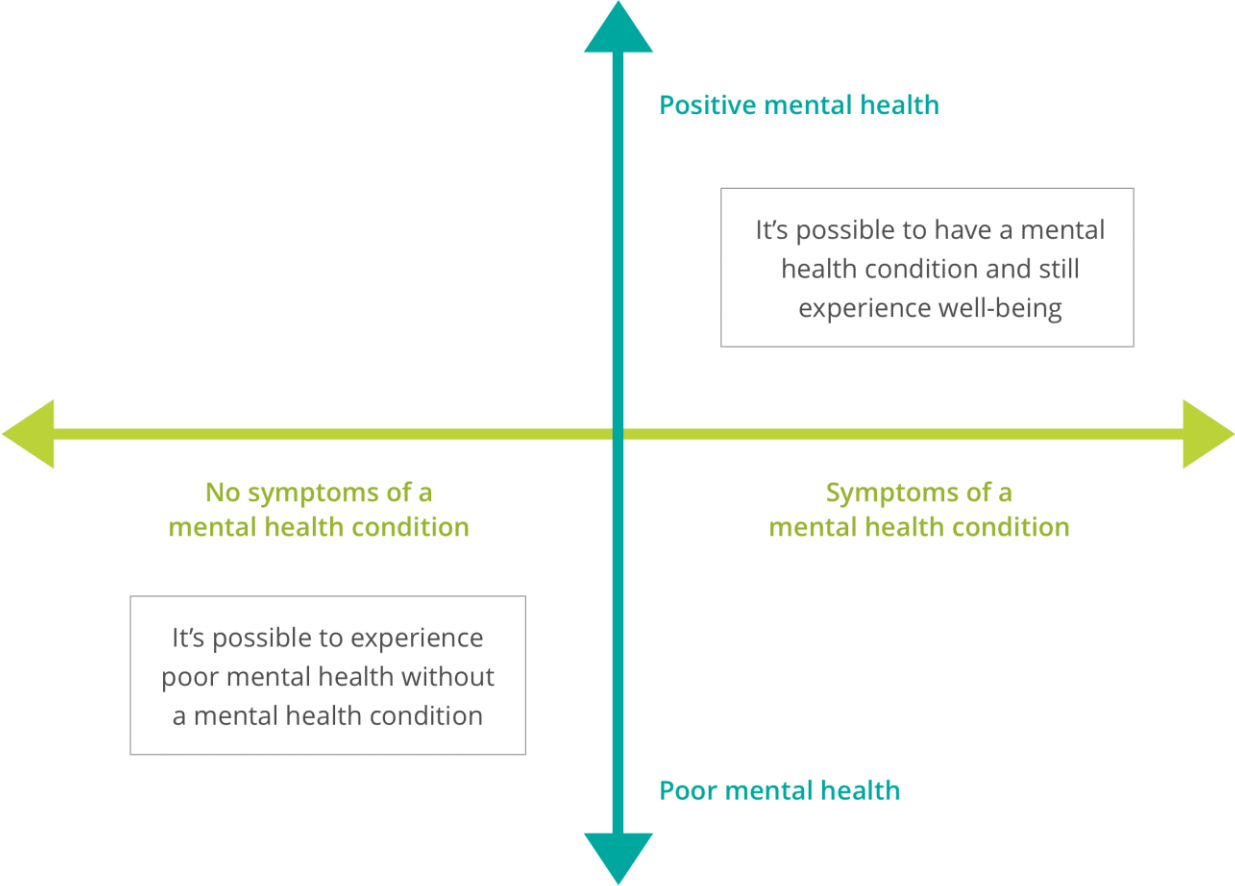


# Mental Health

- A state of well-being in which an individual can
  - Realize their abilities
  - Cope with the normal stresses of life
  - Work productively and fruitfully
- The capacity to feel, think, act in ways that enhance our ability to enjoy life
- Respects culture, equity, social justice, interconnections and personal dignity



TWO-CONTINUUM MODEL





# Problems & Illnesses

- Changes in thinking, mood, or behaviour
  - Triggered or aggravated by *something*
  - Unhelpful coping pattern
- May be associated with
  - Significant distress
  - Impaired functioning
  - Other health problems
- Sustained over a period of time



# COVID-19 and Anxiety

- The pandemic, and working in the latent-COVID environment, must be recognized as an environmental stressor
- Changes in work patterns, such as public health measures or telework add to our stress burden and can make us feel on edge
- For many, the idea of returning to work is quite distressing. This can be made worse by pre-existing anxiety surrounding one's health or the health of a loved one.





# Working from home

- The same accommodations may not be present at home that one would find in the office
  - Ergonomic stations
  - Lighting
  - IT equipment
- Working from home may provide easement of anxiety, or may cause new concerns for staff
- It may become easier to work longer hours without notice, or more difficult to balance work/life





# Working from home - loneliness

- Many of us are feeling increasingly lonely, or even isolated as we work from home
- At any given time, almost 60% of Americans report feeling alone
- This raises unique concerns for management, staff, and leaders in the workplace



# Isolation and Loneliness

- Many of us are feeling increasingly lonely, or even isolated
- At any given time, almost 60% of Americans report feeling alone
- Studies out of the UK, New Zealand and Japan provide us with some data
  - The young (under 40) most commonly report feelings of isolation
  - It is not the elderly, as we often think, who are most effected
  - Social Media is NOT the driver



# Why Talk About It?

- We are being asked to maintain physical distance
- Many of our collective meeting places are shuttered
- We fear for our health and that of our loved ones'
- Laws have been enacted to **physically** separate US

# What happens?

- ↑ Worry and anxiety
  - ↑ Depression
- ↑ Suicidal Ideation
- ↑ Tension and Pain
- ↓ Physical Health
  - ↓ Productivity
  - ↓ Energy



# Risk and Resources

- Risk factors
  - Stress
  - Trauma
  - Illness in others
  - Environment
  - Past Experience
- Resource Options
  - Psychotherapy
    - CBT
  - Mindfulness
  - Medication
  - Peer Support

# MHW Approach



1

“I’ve noticed...”

2

“Tell me more...”

3

“What can we do together?”

P

“I’m here to help”

# Intentional Noticing



- Paying attention to **change** on purpose
  - Starts a day-to-day baseline
  - Significant change in behaviour, performance, etc.
  - Considers context
- Starting the conversation about **mental health**
  - I've noticed...
  - I'm wondering...
  - I want to learn more
- The tip of the Anxiety Iceberg



# Active Listening



- Active listening
  - Building validation, safety, clarity
    - “Thank you for being so open...”
    - “Tell me more...”
- Active hearing
  - Seek understanding
  - Explore / Expand
- Develop baseline
  - When you do best
  - When you don’t
- Identify strategy
  - What is / isn’t working?
  - What can we try?
- Diving deeper





# Working Together



- How can I help?
  - Identify essentials tasks
  - Chunking work
  - Progress monitoring and support
  - Reassure and validate small successes
- Recovery is likely and expected
- Will impact other aspects of person's life
- What is the bigger picture?





# Some Quick Actions

- Virtual Coffee/Tea with a friend
- Write a letter (Historians recommend!)
  - To a friend
  - To family
  - To your housemate!
- Find joy in solitude, and practice contemplative acts of self-compassion



# Mindfulness at work

- Begin first thing in the morning
- Focus on the task at hand, and not on others
- Reduce distractions (your phone!)
- Manage telecommuting
  - Take care of yourself (take breaks)
  - Separate work space from living space
  - Manage expectations in difficult circumstances
- Practice with colleagues!



**BounceBack**<sup>®</sup>  
reclaim your health



Canadian Mental  
Health Association  
Ontario

- **Free**, guided, self-help program, grounded in cognitive behavioural therapy (CBT) to help **adults and youth 15+** learn skills to better manage low mood, mild to moderate depression and anxiety, stress or worry
- Offers two forms of support:
  1. **Telephone coaching using skill-building workbooks** (referral needed by a primary care provider or self-referral with primary care information)
  2. **Online videos** provide practical tips at: [bouncebackvideo.ca](http://bouncebackvideo.ca) (access code: [bbtodayon](http://bbtodayon)) (no referral needed)
- Participants are contacted within **5 business days** of referral being submitted
- Telephone coaching available in **17 languages**
- **No travelling required**. Participants receive support in the comfort of their home at a time that's convenient for them

For more information, visit: [bouncebackontario.ca](http://bouncebackontario.ca).

If you're a healthcare professional seeking resources, email:

[bounceback@ontario.cmha.ca](mailto:bounceback@ontario.cmha.ca).



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# Resources







**Thank you!**  
from Mental Health Works

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Please visit [www.ontario.cmha.ca](http://www.ontario.cmha.ca) for more  
information



**Canadian Mental  
Health Association**  
*Mental health for all*