

# **Mental Health Awareness for Staff:**

**Giving staff tools to identify their own challenges, and how insights into mental health issues not only benefits them personally, but also in working with residents**

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# Jon's Most Requested Mental Health Presentations



**The Secret Lives of Teens & Tweens**

**Everything you need to know about  
suicide...and why you need to know it**

**Let's talk about the 'A' Word**

**Educator/First Responder Mental Health**

**Variety of trainings for public employees**

**...and many others**

# Jon's Most Requested Consultation Services to Municipalities

- Assessment and analysis of municipal departments in the areas of conflict management, leadership development, and communication issues.
- Small-group professional coaching
- One-on-One professional coaching
- Trainings on topics such as dealing with difficult customers or colleagues, the importance of self-care, stress coping skills, motivating staff to succeed, and on mental health challenges such as anxiety and depression which impact staff both at work and at home. **Specific trainings for library staff.**

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# Most Common Workplace Mental Health Issues

- Anxiety
- Depression
- Trauma
- Stress
- Burnout
- Bullying

# Some Stats About Workplace Mental Health

**76% of U.S. workers reported at least one symptom of a mental health condition.**

Source: MindShare Partners' 2021 Mental Health at Work Report

**84% of respondents said their workplace conditions had contributed to at least one mental health challenge.**

Source: MindShare Partners' 2021 Mental Health at Work Report

**81% of workers reported that they will be looking for workplaces that support mental health in the future.**

Source: APA's 2022 Work and Well-being Survey results



# The State of Workplace Mental Health in the U.S. in 2021



## THE ISSUE

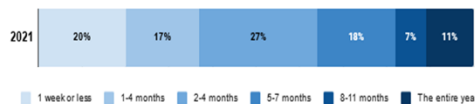
### Mental health challenges are near-universal.

**76%** reported experiencing at least one symptom of a mental health condition in the past year.



### Mental health challenges are increasingly the norm.

**36%** of symptoms cumulatively lasted five months to an entire year. **80%** lasted one month or longer.



### The way we're working isn't working.

**84%** reported at least one workplace factor that negatively impacted their mental health.

Top workplace factors that negatively impacted mental health:



## THE IMPACT

### Employees are leaving their jobs for their mental health.

**50%** of full-time U.S. workers have left a previous roles due, at least in part, to mental health reasons.

This number rises to...

- **81% of Gen Z respondents**
- **68% of Millennial respondents**
- **32% when considering voluntary departures**

### Younger workers and historically underrepresented communities are disproportionately impacted.

### Productivity losses are growing.

On average, workers reported performing at

**72%** of their full capability in the past year when considering their mental health.

Absenteeism is on the rise.

On average, respondents missed **8 days** due to mental health

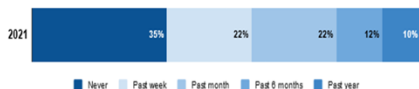
These groups tended to be:

- More likely to report mental health symptoms.
- More negatively impacted by the work environment.
- More likely to have leave jobs for mental health.

## BRIGHT SPOTS

### Talking about mental health at work is increasingly the norm.

**65%** have talked about their mental health to someone at work in the past year.



### Culture efforts are on the rise.

Culture Effort	Percentage
Mental health as an org. priority	+32%
Leadership as advocates for mental health	+27%
Managers are equipped to support mental health	+21%

### Companies are investing more into workplace mental health—sort of.

Mental health resources offered by companies grew:

Resource	Growth
Paid time off	+55%
Mental health days	+41%
Mental health training	+33%

But the greatest growth in accommodations used by employees focused on day-to-day support:

Accommodation	Growth
Extended or more frequent breaks	+550%
Adjustments to communications with others	+333%
Time for therapy during the workday	+300%

## OPPORTUNITIES

### Advocate for mental health.

The most desired "resource" for mental health was an *open culture* about mental health at work.

The most common obstacle to self-care was *leaders not promoting* mental health at work.

### Upskill employees.

Only **49%** got a positive or supportive response when they talked about mental health at work.

### Cultivate healthy work practices.

**53%** said their work or work environment had a negative impact on their mental health.

### Investment pays off.

Those who felt supported by their employer with their mental health overall were:

~Half	as likely to report symptoms lasting 5 – 12 months.
3x	more likely to be comfortable talking about mental health to their manager and HR
2.5x	more likely to intend to stay at their company for 2+ years.
5.6x	more likely to trust their company and its leaders.

Get the full report

Read Mind Share Partners' 2021 Mental Health at Work Report in partnership with Qualtrics and ServiceNow.

[BIT.LY/msp-2021-report](https://bit.ly/msp-2021-report)





# Context is Everything

**COVID-19**  
**Black Lives Matter**  
**Contentious Election**  
**School and Public Shootings**  
**Political Unrest, War**  
**Economic Impact, MH Impact**  
**In, Out, and Hybrid Schooling**









# Public Employees Recognized (FINALLY!)

While many recognized the achievements of public employees, sometimes they forget that you may have:

- ❖ **Relationship and family challenges**
- ❖ **Financial stressors**
- ❖ **Physical challenges and conditions**
- ❖ **Mental health challenges and conditions**

RESILIENCE

**People don't fake their mental health  
challenges, but they often fake  
that they are fine/well.**

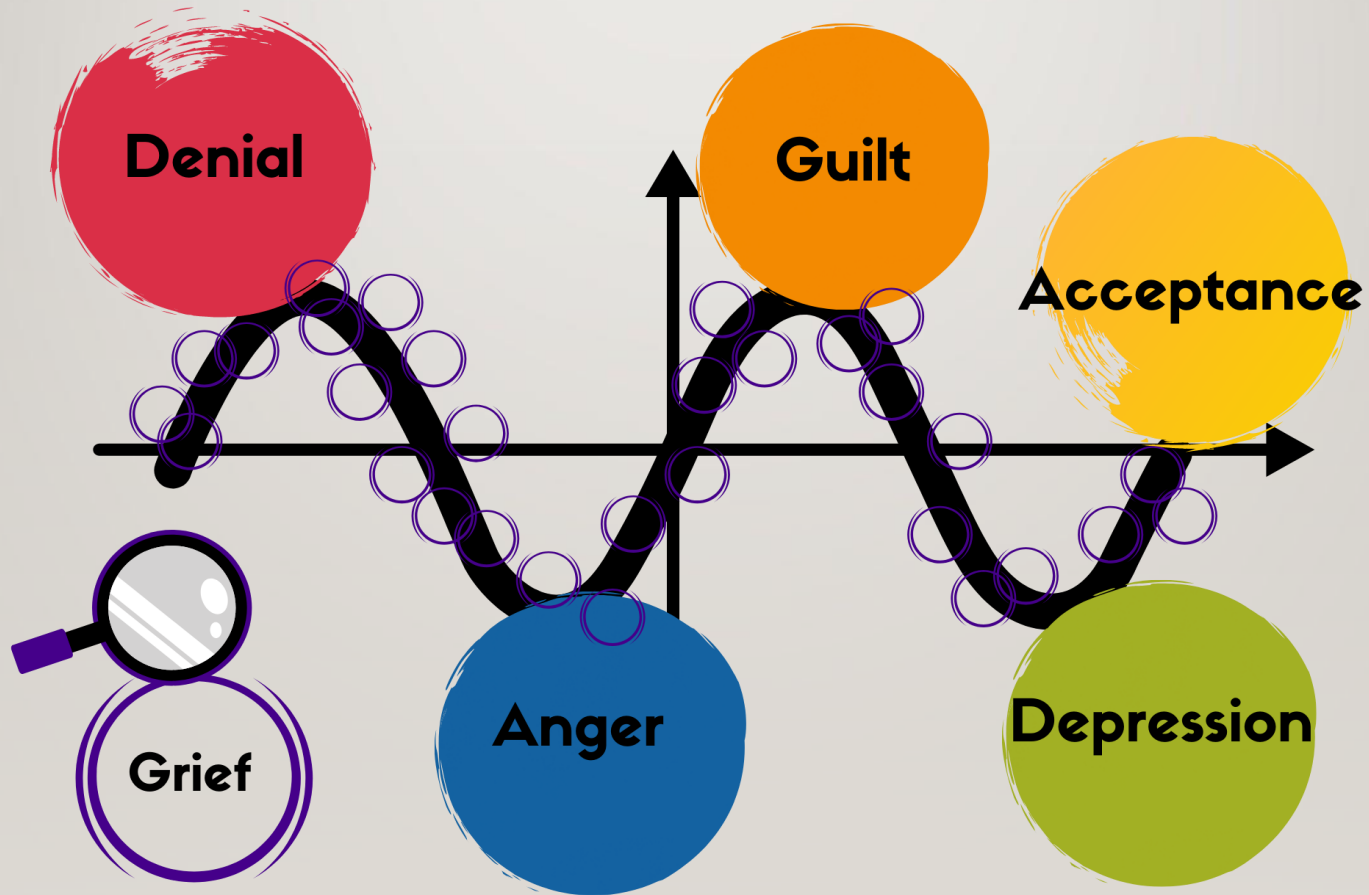


**WHEN SOMEBODY ASKS ME**

How things are going



# Stages of Grieving..





# 'GROWING AROUND GRIEF'

*(Lois Tonkin, 1996)*

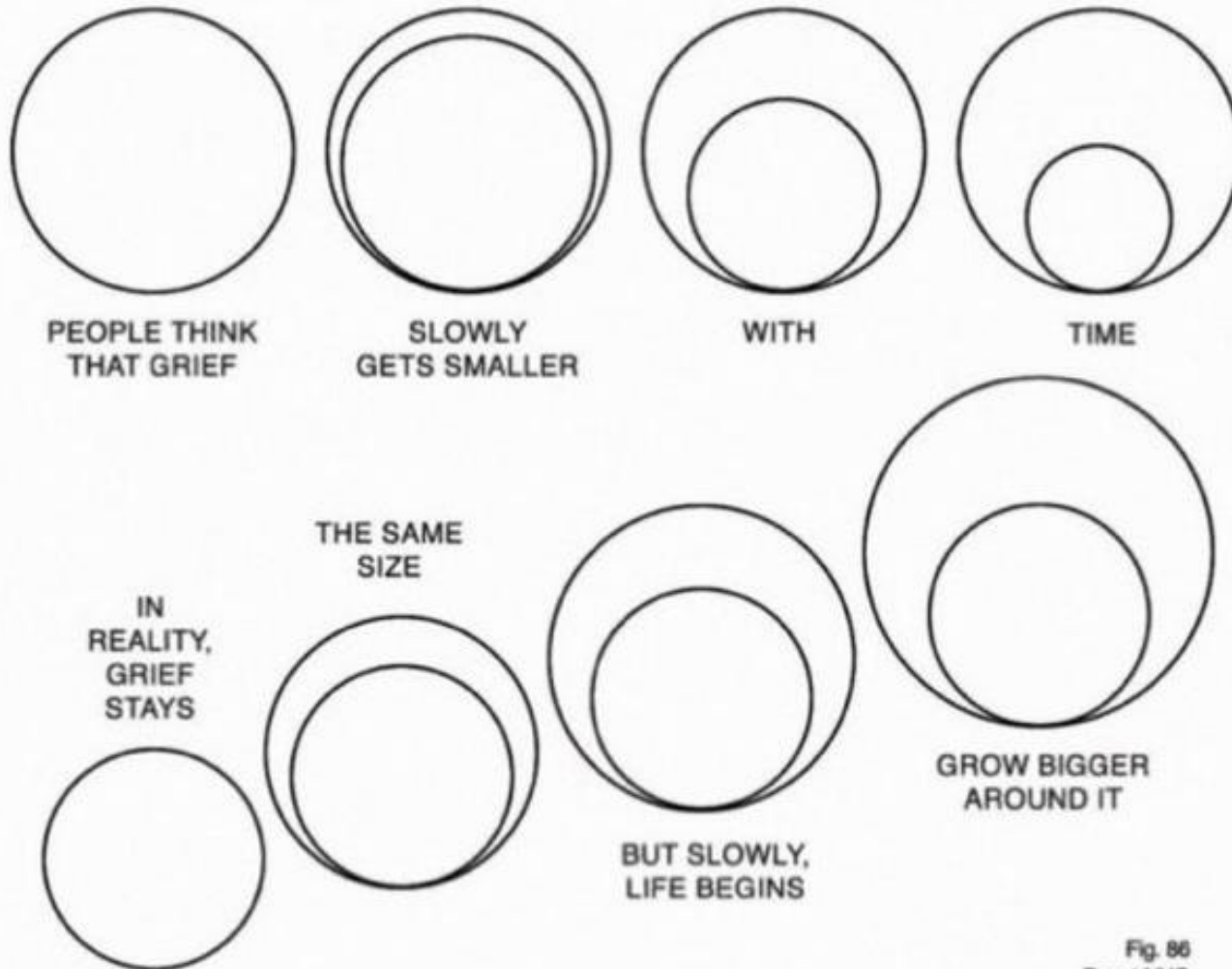
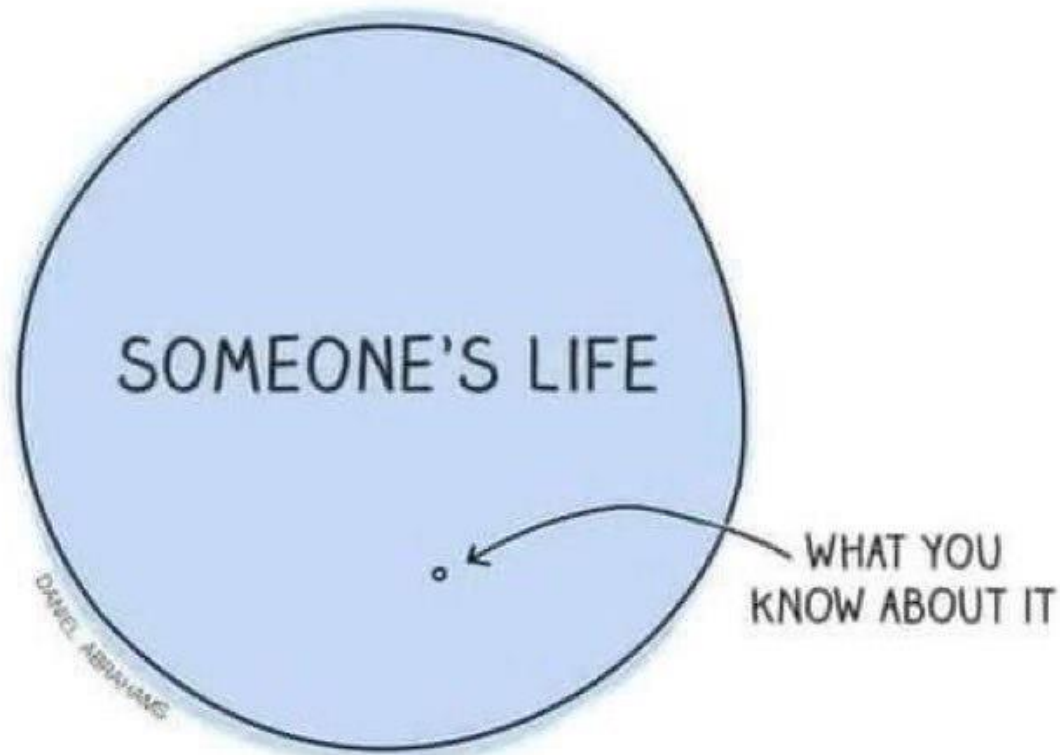


Fig. 86  
Bessel NYC



# WHY YOU SHOULD BE KIND TO PEOPLE



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# Most Common Workplace Mental Health Issues

- Anxiety
- Depression
- Trauma
- Stress
- Burnout
- Bullying

# What is NOT your role...

- You are not a therapist
- You are not a problem solver

# What is your role...

- Listen
- Be thoughtful
- Be a good friend
- Be non-judgmental
- Be helpful, use helpful language



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# **Barriers to Supporting Others**

**Lack of time**

**Lack of trust**

**Unclear roles and responsibilities**

**Personality conflicts**

**Poor planning and/or leadership**

**Cultural differences**

**Confidence and fear**

**Style of collaboration, confrontation**





**It's a juggling act...**



# Perspective...





# Perspective...



# Perspective...







**1 in 5 U.S. adults** experience mental illness each year.



**1,155,000 adults** in **Massachusetts** have a mental health condition.

That's more than **6X** the population of Worcester.

It is more important than ever to build a stronger mental health system that provides the care, support and services needed to help people build better lives.



More than half of Americans report that **COVID-19** has had a **negative impact** on their mental health.

In February 2021, **42.2% of adults in Massachusetts** reported symptoms of **anxiety or depression**.  
**21.9% were unable to get needed counseling or therapy.**



**1 in 20 U.S. adults** experience serious mental illness each year.

In Massachusetts, **260,000 adults** have a **serious mental illness**.



**1 in 6 U.S. youth** aged 6–17 experience a **mental health disorder** each year.

**66,000 Bay Staters** age 12–17 have depression.

## Bay Staters struggle to get the help they need.



More than half of people with a mental health condition in the U.S. **did not receive any treatment** in the last year.

Of the **363,000 adults in Massachusetts** who **did not receive needed mental health care**, **30.1%** did not because of cost.

**3% of people in the state are uninsured.**



**Bay Staters** are over **5x more likely to be forced out-of-network** for mental health care than for primary health care — making it more difficult to find care and less affordable due to higher out-of-pocket costs.

**273,105 people** in Massachusetts live in a community that **does not have enough mental health professionals**.

## National Stats -- DC

**During late June, 40% of U.S. adults reported struggling with mental health or substance use<sup>\*</sup>**

ANXIETY/DEPRESSION SYMPTOMS



STARTED OR INCREASED SUBSTANCE USE



TRAUMA/STRESSOR-RELATED DISORDER SYMPTOMS



SERIOUSLY CONSIDERED SUICIDE<sup>†</sup>



<sup>\*</sup>Based on a survey of U.S. adults aged ≥18 years during June 24-30, 2020

<sup>†</sup>In the 30 days prior to survey

For stress and coping strategies: [bit.ly/dailylifecoping](https://bit.ly/dailylifecoping)

CDC.GOV

[bit.ly/MMWR81320](https://bit.ly/MMWR81320)

MMWR

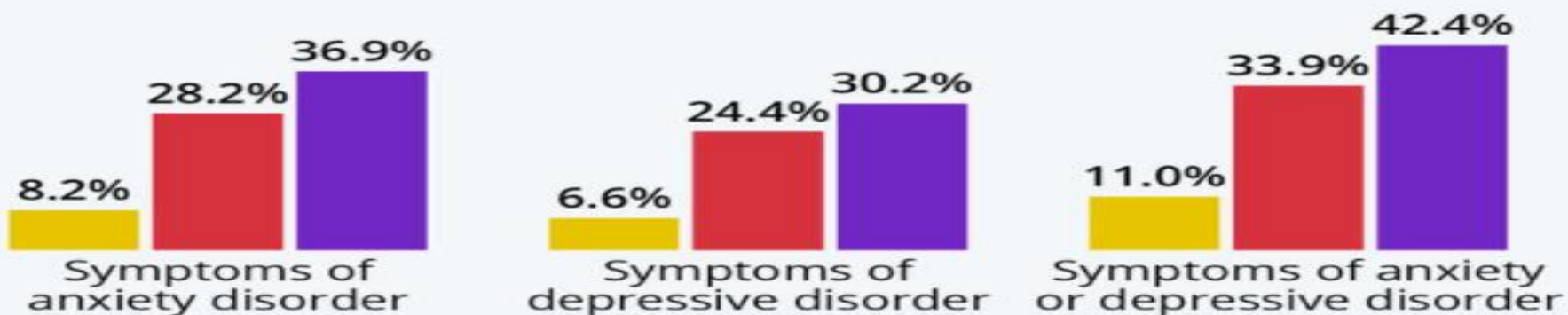


## National Stats -- DC

# Pandemic Causes Spike in Anxiety & Depression

% of U.S. adults showing symptoms of anxiety and/or depressive disorder\*

■ January-June 2019   ■ May 14-19, 2020   ■ December 9-21, 2020



\* Based on self-reported frequency of anxiety and depression symptoms. They are derived from responses to the first two questions of the eight-item Patient Health Questionnaire (PHQ-2) and the seven-item Generalized Anxiety Disorder (GAD-2) scale.

Sources: CDC, NCHS, U.S. Census Bureau

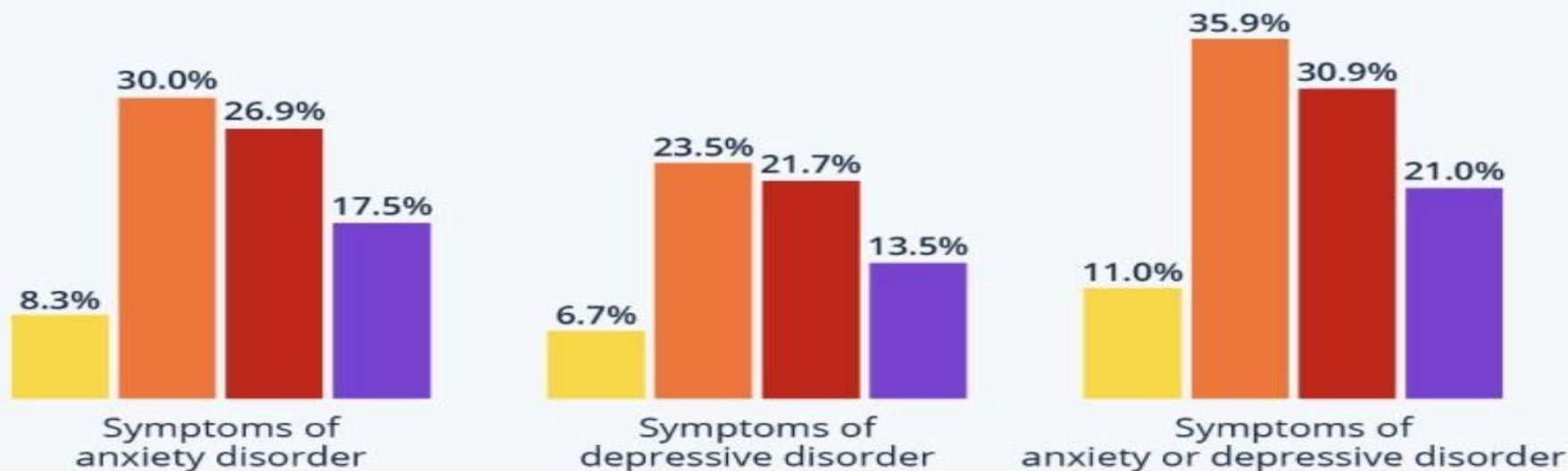


statista

# The Mental Health Toll of Covid-19 Appears to Be Fading

Share of U.S. adults showing symptoms of anxiety and/or depressive disorder\*

■ Apr. 2019 ■ Apr. 2020 ■ Apr. 2022 ■ Apr. 2024



\* Based on self-reported frequency of anxiety and depression symptoms. Derived from responses to Patient Health Questionnaire (PHQ-2) and the Generalized Anxiety Disorder (GAD-2) scale.

Sources: CDC, NCHS, U.S. Census Bureau



**Stress**  
**vs**  
**Anxiety**  
**vs**  
**Trauma**



# Trauma doesn't make people stronger.

---

It damages their nervous system.  
It hijacks their digestive track.  
It keeps the person in a constant loop of hypervigilance. To tell someone they are stronger because of trauma is to deny what it has cost them to survive.

# Things I Can't Control





# WHAT IS STRESS?

Stress is a normal response to situations

- It includes both eustress (“good” stress) and distress (“bad” stress)
- Stress responses vary based on the person

What does stress look like during an infectious disease outbreak?

- Fear or worry about your own health
- Fear or worry about the health of a loved one
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening chronic health problems
- Increased use of alcohol, tobacco, or other drugs




# Creating Positive Stress

## Positive Stress

- Motivates
- Is short-term
- Feels exciting
- Improves performance
- Is pleasant and beneficial
- Is vital for physical and mental fitness
- Focuses energies and sharpens the mind

## Negative Stress

- Doesn't fade, but builds
- Can lead to mental and physical problems, such as loss of concentration, irritability, depression, anxiety, headaches, tight muscles, fatigue
- Can be curbed with relaxation, positive "self-talk", and healthy boundaries and lifestyle



Generalized Anxiety Disorder  
Social Anxiety Disorder  
Obsessive-Compulsive Disorder  
Panic Disorder  
Post-Traumatic Stress Disorder

**Return to Work/School**

**Anxiety**





# FACTS



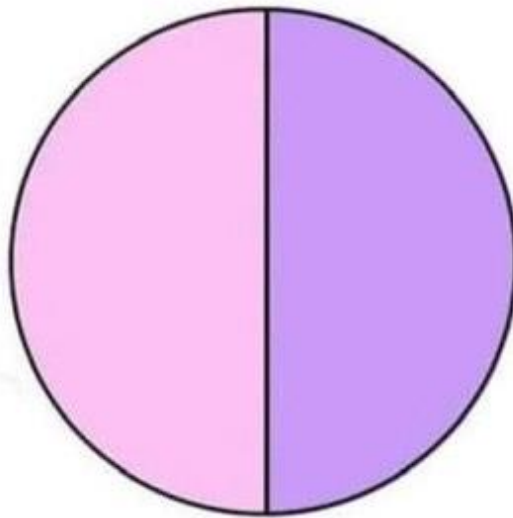
**Anxiety disorders affect 40 million adults in the U.S. annually.**



[www.aihcp.net](http://www.aihcp.net)

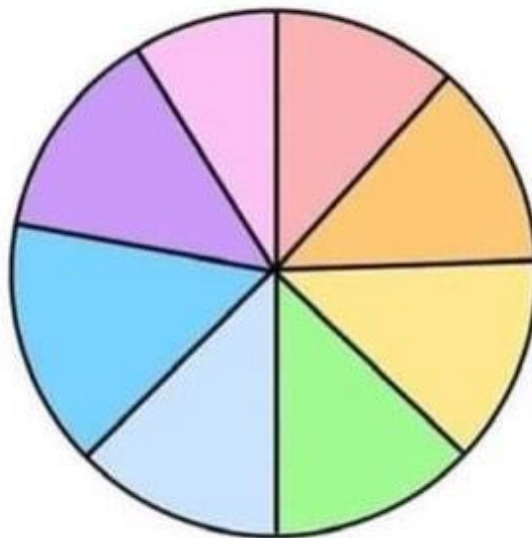


## What People Think Anxiety Is:



- Feeling nervous
- Worrying

## What Anxiety Actually Is:



- Sleep problems
- Panic attacks
- Loss of appetite
- Dissociation
- Intrusive thoughts
- Low mood
- Difficulty concentrating
- Physical symptoms

# Panic vs. Anxiety attacks

## PANIC ATTACKS

- Start suddenly and peak within minutes
- Intense physical symptoms that can feel like a heart attack or a life-threatening situation
- Fear of losing control or dying
- Typically last for a shorter duration than anxiety attacks (a few minutes to an hour)
- Can happen without any apparent trigger or cause

## BOTH

- Rapid heartbeat
- Shortness of breath
- Sweating
- Nausea
- Dizziness
- Chest pain or discomfort

## ANXIETY ATTACKS

- Develop slowly over time
- General feeling of unease, restlessness, or tension
- Physical symptoms may be less intense than panic attacks
- Triggered by specific situations or events
- Can last for days, weeks, or months



# Emotional Signs of Anxiety

- Excessive stress or worrying
- Feeling powerless
- Having a sense of impending danger, panic or doom
- Trouble concentrating
- Feeling jumpy and tense
- Irritability

# Physical Signs of Anxiety

- Increased heart rate
- Rapid breathing (hyperventilation)/shortness of breath
- Muscle aches/pains
- Dizziness/shaking
- Sweating
- Feeling fatigued/tired/weak



## Factors That Create or Add to Anxiety...

- Expectations – self and parents
- Organic/Biological
- Physical/Emotional Challenge
- Irrational Thinking
- Peer Pressure
- Depression
- Substance use/abuse
- Technology
- Perfectionism
- Covid-19, quarantining, and isolation



**Behavior**

Sleep  
Issues

**Stomachache**

Lack of  
Focus

Tantrums

Avoidance

Clingy

Headaches

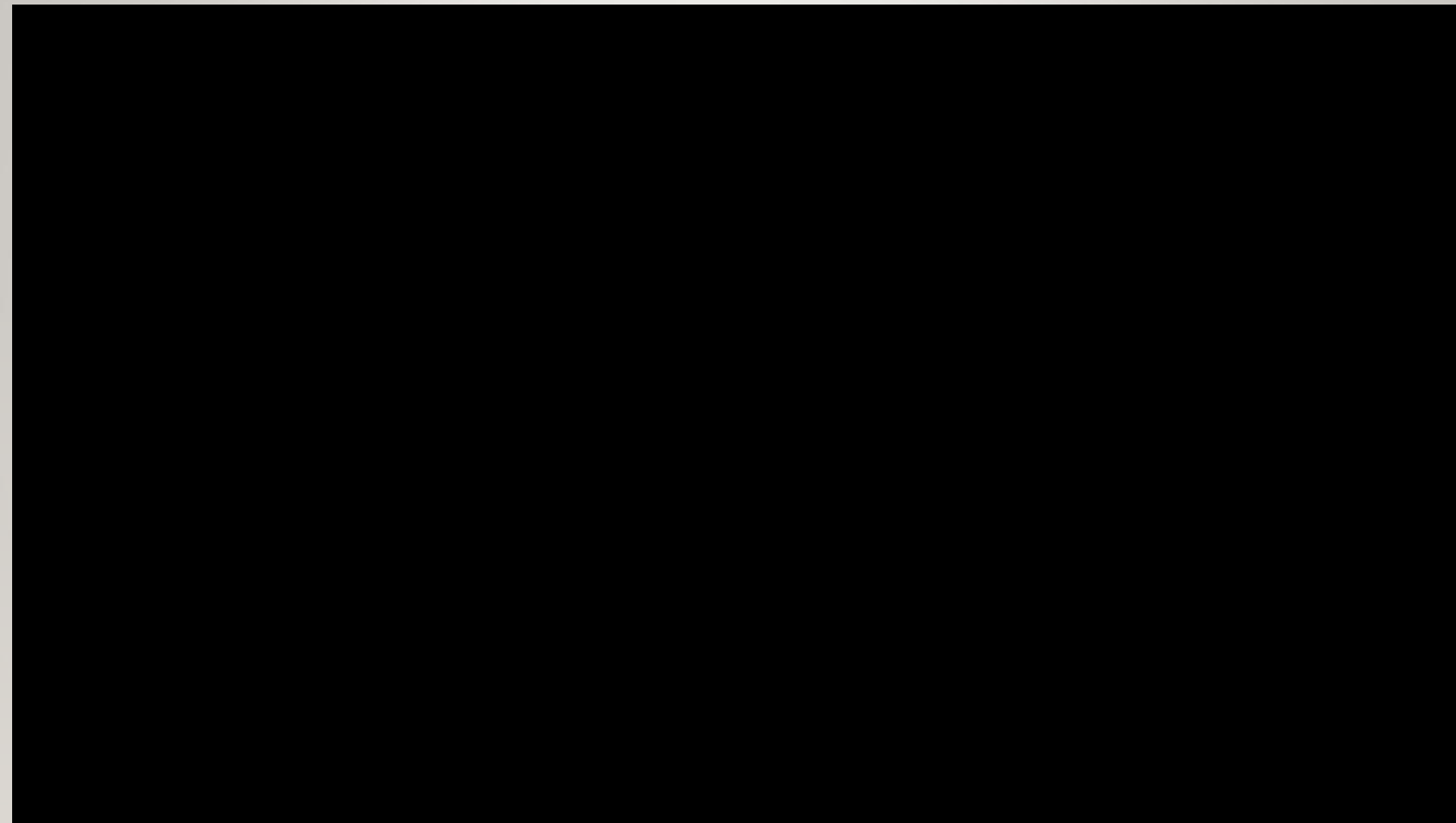
**Anxiety/  
Depression**

**Feelings**

Anger  
Frustration  
Embarrassed  
Ashamed  
Confused  
Overwhelmed  
Stuck  
Jealous

Sad  
Helpless  
Hurt  
Insecure  
Scared  
Uncomfortable  
Grief  
Lonely





## WHAT ANXIETY FEELS LIKE



# **What Are The Worst Things To Say To An Anxious Person**





TRUCK YARD

**NEVER IN THE HISTORY OF  
CALM DOWN HAS ANYONE  
CALMED DOWN BY BEING  
TOLD TO CALM DOWN**

# **What Are The Best Things To Say To An Anxious Person...**

- **Tell me how you are feeling**
- **I'm listening**
- **Let's breathe together**
- **1 to 10 scale, how horrible is it?**
- **Name 3 things...name 2 things, etc...**
- **How can I help you?**
- **I love you**

# More about Anxiety

- Feeling vs. Facts
- Anxiety is real, even if it can't be seen
- Anxiety is exhausting, and many hide it and feel shame
- Anxiety is like an overactive smoke detector
- Anxiety is all about control/lack of control
- Productive anxiety/worries vs. unproductive anxiety/worries
- The relationship between anxiety & depression/self harm/suicide
- Magical thinking...is just that, magical (and not very likely)



## **Top 10 Thoughts About Anxiety**

- 1. Learn the signs of anxiety**
- 2. Live in the moment**
- 3. Know what to say and what not to say to self and others**
- 4. Learn about CBT, other modes of therapy, medication**
- 5. Don't avoid anxiety**
- 6. All about management – not extinguishing anxiety**
- 7. Less tech**
- 8. Develop strategies in advance / be prepared**
- 9. Be patient**
- 10. Know where and when to get help at school, at work, etc.**

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**And sometimes we focus on some things (like all the challenging/awful things in our lives), and miss other things (like to good things)...**

**Count how many times  
the players wearing  
white pass the ball**



And sometimes we focus on some things (like all the challenging/awful things in our lives), and miss other things (like to good things)...



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# Signs of Depression

- **Sadness and hopelessness**
- **Anger, rage, etc.**
- **Lack of interest in normal activities**
- **Isolation**
- **Difficulty concentrating**
- **Changes in work productivity**
- **Sleeping too much/too little**
- **Changes in diet**
- **Substance use**
- **Self Injury and suicidal ideation**



# Suicide and Self Harm...

- More misery and less perceived connection
- Anxiety
- Depression
- Major mental health challenge
- Emotional Regulation
- Access to a means
- Lack of access or perceived access to support
- Stigma
- Shame
- Inability to ask for help,
- Focus on negative, hard to see positive
- Inability to see others who are struggling/denial

# Self Harm/Self Injury...

## What and Why:

- Cutting, burning, picking, or other forms of self-injurious behavior
- Also called Non-Suicide Self-Injury (NSSI) - the connection to suicide is confusing and not always clear/present.
- Used in response to emotional distress, stress, or pressure that seems overwhelming
- Used to manage strong feelings and can bring relief in the moment
- Often associated with depression, OCD, eating disorders
- 20% of women/14% of men have participated in some form of self-injury.

## Red Flags:

- May wear long sleeves or long pants even on warm days
- Frequent “accidental” injuries





**It's not that they want  
to die....**

**They can't  
figure out how  
to go on living**



# 91%

of adults in the U.S.  
believe that suicide can  
be prevented, at least  
some of the time

NATIONAL  
ACTION   
ALLIANCE  
FOR SUICIDE PREVENTION



Suicide Prevention  
Resource Center



American  
Foundation  
for Suicide  
Prevention

[suicidepreventionnow.org](https://suicidepreventionnow.org)

# Suicide



- **Fenway Park, E. Coli**
- **Leading causes of death in USA,  
by age/gender**
- **At-risk populations**
- **Gender differences**
- **Kevin Hines**
- **Facts vs. Myths**
- **Terms, the Mantra, and 3 important  
words**

# Suicide Data: Massachusetts



Suicide is a public health problem and leading cause of death in the United States. Suicide can also be prevented – more investment in suicide prevention, education, and research will prevent the untimely deaths of thousands of Americans each year. Unless otherwise noted, this fact sheet reports 2020 data from the CDC, the most current verified data available at time of publication (March 2022).

## 15th leading cause of death in Massachusetts

### 2nd leading

cause of death for ages 10-24

### 2nd leading

cause of death for ages 25-34

### 4th leading

cause of death for ages 35-44

### 6th leading

cause of death for ages 45-54

### 10th leading

cause of death for ages 55-64

### 19th leading

cause of death for ages 65+

## Suicide Death Rates

	Number of Deaths by Suicide	Rate per 100,000 Population	State Rank
Massachusetts	618	8.35	48
Nationally	45,979	13.48	

See full list of citations at [afsp.org/statistics](https://afsp.org/statistics).

**67.79%** of communities did not have enough mental health providers to serve residents in 2021, according to federal guidelines.

Almost **six times** as many people died by suicide in 2019 than in alcohol related motor vehicle accidents.

The total deaths to suicide reflected a total of **11,685 years** of potential life lost (YPLL) before age 65.

**50%** of firearm deaths were suicides.

**22%** of all suicides were by firearms.



# MASSACHUSETTS VIOLENT DEATH REPORTING SYSTEM

## SUICIDE 2022

	MALE <sup>1</sup>			FEMALE <sup>1</sup>			TOTAL		
	Count	Percent <sup>4</sup>	Rate per 100,000	Count	Percent <sup>4</sup>	Rate per 100,000	Count	Percent <sup>4</sup>	Rate per 100,000
<b>AGE GROUP</b>									
0-14	2	0.4	--	0	0.0	0.0	2	0.3	--
15-24	58	12.0	12.2	18	12.6	3.8	76	12.1	8.0
25-34	75	15.5	14.7	22	15.4	4.4	97	15.5	9.6
35-44	79	16.4	18.5	18	12.6	4.1	97	15.5	11.2
45-54	71	14.7	16.0	32	22.4	6.8	103	16.5	11.2
55-64	109	22.6	23.4	31	21.7	6.2	140	22.4	14.5
65-74	39	8.1	12.2	15	10.5	4.0	54	8.6	7.8
75-84	32	6.6	21.8	6	4.2	3.0	38	6.1	11.0
85+	18	3.7	32.5	1	0.7	--	19	3.0	11.6
<b>Total</b>	<b>483</b>	<b>100.0</b>	<b>14.2</b>	<b>143</b>	<b>100.0</b>	<b>4.0</b>	<b>626</b>	<b>100.0</b>	<b>8.9</b>
<b>RACE/ETHNICITY<sup>2</sup></b>									
White, non-Hispanic	390	80.7	16.7	117	81.8	4.7	507	81.0	10.5
Black, non-Hispanic	28	5.8	12.1	7	4.9	2.9	35	5.6	7.3
Asian, non-Hispanic	12	2.5	4.9	7	4.9	2.6	19	3.0	3.7
Hispanic	46	9.5	10.5	8	5.6	1.8	54	8.6	6.1
Other race/ethnicity	3	0.6	--	4	2.8	--	7	1.1	--
Unspecified race	4	0.8	--	0	0.0	--	4	0.6	--
<b>Total</b>	<b>483</b>	<b>100.0</b>	<b>14.2</b>	<b>143</b>	<b>100.0</b>	<b>4.0</b>	<b>626</b>	<b>100.0</b>	<b>8.9</b>
<b>CIRCUMSTANCES<sup>3</sup></b>									
Current mental health problem	299	61.9	--	121	84.6	--	420	67.1	--
Current treatment for mental health/substance use problem	229	47.4	--	98	68.5	--	327	52.2	--
Alcohol/Substance use problem	179	37.1	--	45	31.5	--	224	35.8	--
Left suicide note	149	30.8	--	67	46.9	--	216	34.5	--
History of suicide attempts	88	18.2	--	47	32.9	--	135	21.6	--
Intimate partner problem	111	23.0	--	23	16.1	--	134	21.4	--
Physical health problem	57	11.8	--	24	16.8	--	81	12.9	--
Job/Financial problem	57	11.8	--	13	9.1	--	70	11.2	--
<b>METHOD</b>									
Firearm	135	28.0	4.0	11	7.7	0.3	146	23.3	2.1
Hanging	203	42.0	6.0	50	35.0	1.4	253	40.4	3.6
Poisoning	73	15.1	2.1	67	46.9	1.9	140	22.4	2.0
Sharp	23	4.8	0.7	1	0.7	--	24	3.8	0.3
Fall	24	5.0	0.7	5	3.5	--	29	4.6	0.4
Other method	25	5.2	0.7	9	6.3	0.3	34	5.4	0.5
<b>Total</b>	<b>483</b>	<b>100.0</b>	<b>14.2</b>	<b>143</b>	<b>100.0</b>	<b>4.0</b>	<b>626</b>	<b>100.0</b>	<b>8.9</b>
<b>TOTAL</b>	<b>483</b>	<b>100.0</b>	<b>14.2</b>	<b>143</b>	<b>100.0</b>	<b>4.0</b>	<b>626</b>	<b>100.0</b>	<b>8.9</b>

# SUICIDE MYTHS & FACTS

- **Myth** No one can stop a suicide...it is inevitable
- **Fact** **If a person in a crisis get the help they need, they may never be suicidal again**
- **Myth** Confronting a person about suicide will only make them angry and increase the risk of suicide
- **Fact** **Asking someone about suicidal intent lowers anxiety, opens up communication, and lowers the risk of an impulsive and destructive act**
- **Myth** Only experts can prevent suicide
- **Fact** **Suicide prevention is everybody's business, and anyone/everyone can help prevent suicide**



# SUICIDE MYTHS & FACTS

- Myth Suicidal people keep their plans to themselves...
- **Fact** **Actually, most suicidal people communicate their intent at sometime preceding their attempt**
- Myth Those who talk about suicide don't do it...
- **Fact** **Actually, people who talk about suicide may try, or even complete, an act of self-destruction**
- Myth Once a person decides to complete suicide, there is nothing anyone can do to stop them...
- **Fact** **Actually, suicide is very often a preventable kind of death, and almost any positive action may save a life**

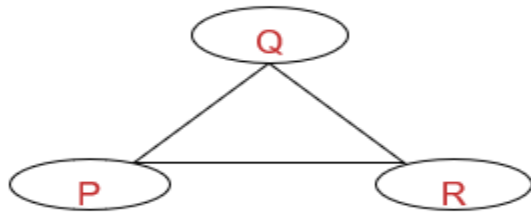






**It's not that they want  
to die....**

**They can't  
figure out how  
to go on living**

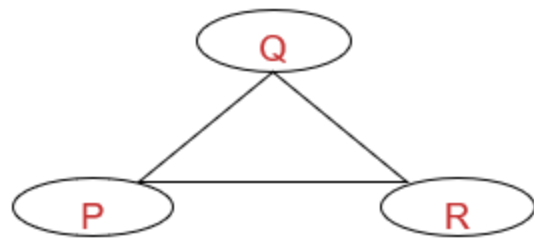


# QPR

## Suicide Clues and Warning Signs

The more clues and signs observed,  
the greater the risk...

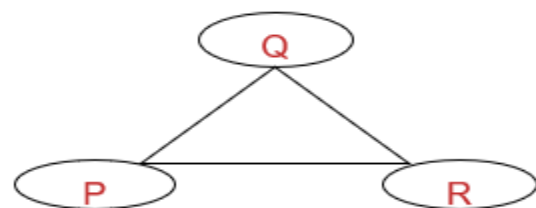
Take all signs seriously



## Direct Verbal Clues...

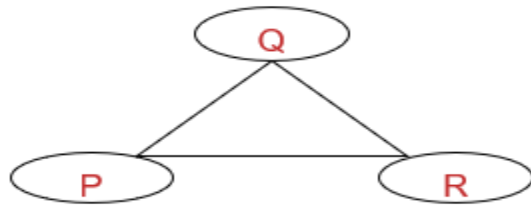
- “I’ve finally decided to kill myself”
- “I wish I were dead”
- “I’m going to commit suicide”
- “I’m going to end it all”
- “If (such and such) doesn’t happen, I’ll kill myself”





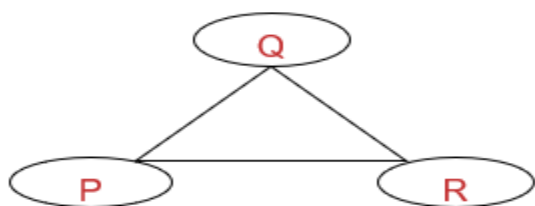
## Indirect or “Coded” Verbal Clues

- “I’m tired of life, I just can’t go on”
- “My family would be better off without me”
- “Who cares if I’m dead anyway”
- “I just want out”
- “I won’t be around much longer”
- “Pretty soon you won’t have to worry about me”



## Behavioral Clues

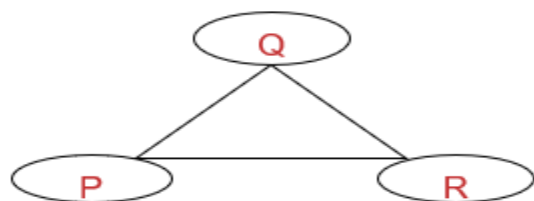
- Any previous suicide attempt
- Acquiring a gun or stockpiling pills
- Co-occurring depression, moodiness, hopelessness
- Putting personal affairs in order
- Giving away prized possessions
- Sudden interest or disinterest in religion
- Drug or alcohol abuse, or relapse after a recovery
- Unexplained anger, aggression, and/or irritability



## Situational Clues

- Loss of any major relationship
- Being fired or being expelled from school
- A recent unwanted move
- Death of a spouse, child, or best friend --- especially if by suicide
- Diagnosis of a serious terminal illness
- Sudden unexpected loss of freedom/fear of punishment
- Anticipated loss of financial security
- Loss of a cherished therapist, counselor, or teacher
- Fear of becoming a burden to others



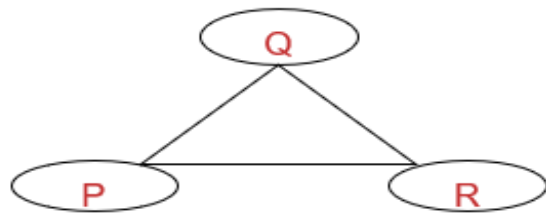


# Tips for Asking “The Question”

- If in doubt, don't wait, ask the question
- If the person is reluctant, be persistent
- Talk to the person alone in a private setting
- Allow the person to talk freely
- Give yourself plenty of time
- Have your resources handy; phone numbers, counselor's name, and/or any other information that might help

## Remember:

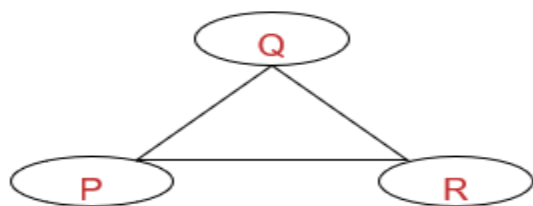
**How you ask the question...  
is less important than the fact that...  
you ask it**



## How To Ask the Suicide Question...

### Less Direct Approach:

- “Have you been unhappy lately?” “Have you been very unhappy lately?” “Have you been so very unhappy lately that you’ve been thinking about ending your life?”
- “Do you ever wish you could go to sleep and never wake up?”

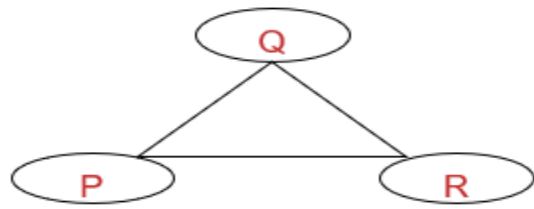


## How To Ask the Suicide Question...

### Direct Approach:

- “You know, when people are as upset as you seem to be, they sometimes wish they were dead. I’m wondering if you’re feeling that way, too?”
- “You look pretty miserable, I wonder if you’re thinking about suicide?”
- “Are you thinking about killing yourself?”

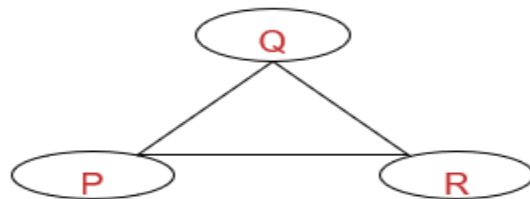
**NOTE: If you can not ask the question,  
find someone who can**



## How To Persuade a person...

- Listen to the problem and give them your full attention
- Remember, suicide is not the problem, only the solution to a perceived insoluble problem
- Do not rush to judgment
- Offer hope in any form



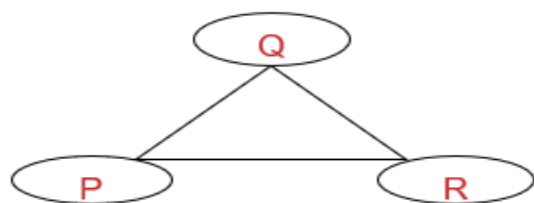


## How To Persuade a Person

- “Will you go with me to get help?”
- “Will you let me help you get help?”
- “Will you promise me not to kill yourself until we’ve found some help?”

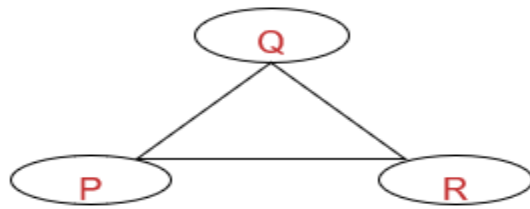
**YOUR WILLINGNESS TO LISTEN AND  
TO HELP CAN REKINDLE HOPE...**

**AND YOU...  
CAN MAKE ALL THE DIFFERENCE**



## How To Refer a Person

- Suicidal people often believe they cannot be helped, so you may have to work hard...
- The safest option involves taking the person directly to someone who can help...
- The next safest option is getting a commitment from them to accept help, then making the arrangements to get that help...
- Another option is to give referral information and try to get a good faith commitment not to complete or attempt suicide...
- Any willingness to accept help at some time, even if in the future, is a good outcome...



## For Effective QPR

- Say: “I want you to live,” or “I’m on your side...we’ll get through this.”
- Get Others Involved...Ask the person who else might be of help
  - Family?
  - Friends?
  - Brothers?
  - Sisters?
  - Pastors? Priest? Rabbi?
  - Physician?

# **Mental Health Awareness for Staff:**

**Giving staff tools to identify their own challenges, and how insights into mental health issues not only benefits them personally, but also in working with residents**

**Jon Mattleman**

**Email: [jonmattleman@gmail.com](mailto:jonmattleman@gmail.com)**

**Website: [www.jonmattleman.com](http://www.jonmattleman.com)**

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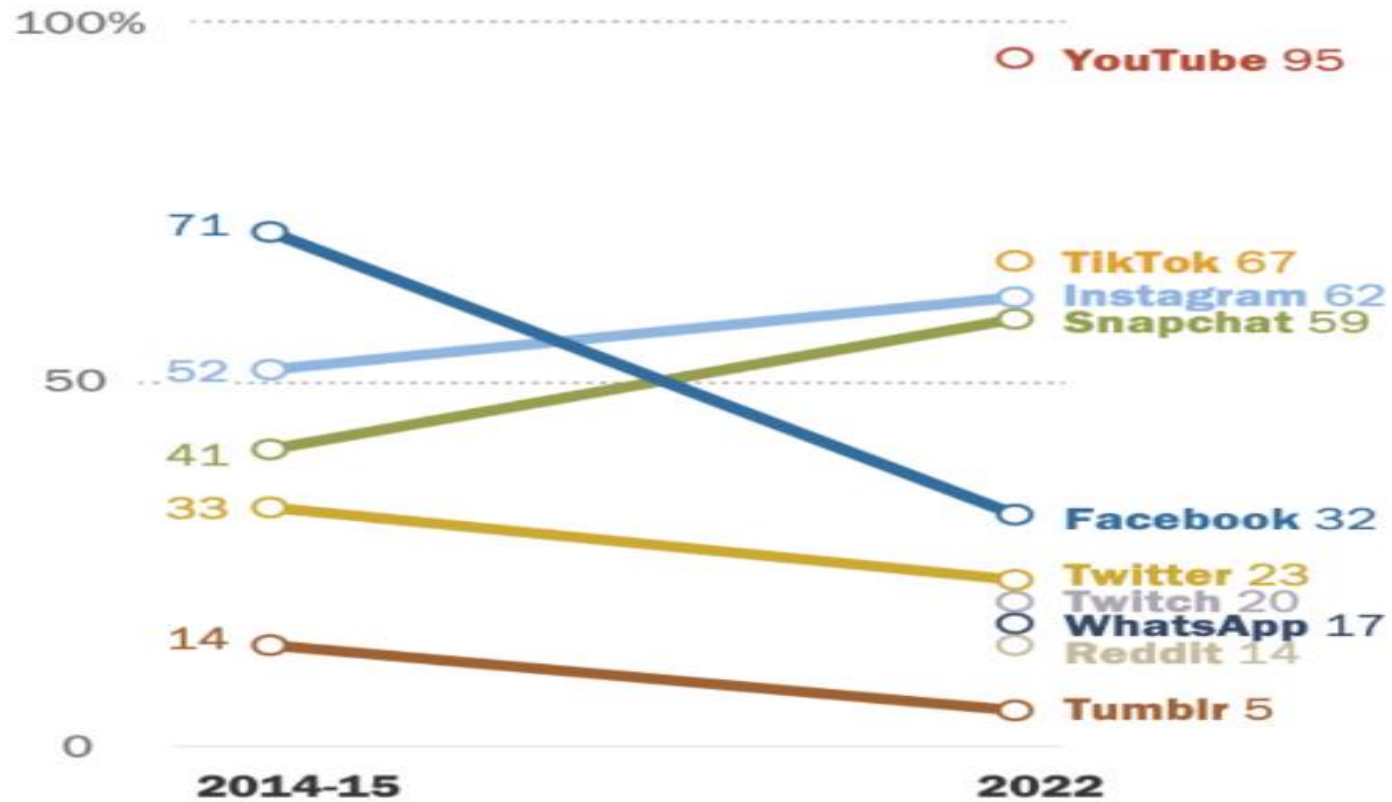
A photograph of four children lying on their stomachs on a grassy lawn, each focused on a smartphone. The scene is brightly lit, suggesting a sunny day. The children are wearing casual clothing like t-shirts. The image is used as a background for the presentation slide.

## **Internet and Social Media:**

## **Impact on Anxiety, Depression, and Suicide**

- **Studies about Facebook/Instagram/Snapchat/TikTok, etc...**
- **The relationship between time online and anxiety, depression and suicide**
- **Bullying behaviors online**
- **Things for parents and educators to consider about how youth use the Internet**

# Social Media Sites and the Relationship with Mental Health



## The Good...

- **Means of expression**
- **Gives voice to the silent, isolated, and disconnected**
- **Connection and a sense of belonging and community**
- **Support and acceptance**
- **It's fun and entertaining**
- **Brings awareness and insight**
- **Breaks down stigma**
- **Normalizes mental health challenges**
- **Relatable**

## The Bad...

- Largely unmonitored
- Inaccurate messages/information
- Dangerous messages/information
- Relationship to anxiety, depression, and suicide
- Bullying, harassment
- Digital self harm
- Usurps time
- Safety – physically and emotionally
- Tech is unforgiving
- Magnifying the hardest parts of life





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

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# **Top 14 Things for those who work with the public to know**

**1. When a person is not achieving/doing what you tell then to do....**

**Can't vs. Won't**

**2. Using better language “what do you need...”**

**3. The importance of “previewing”**

**4. Teach/practice breathing exercises**

**5. Stressful/anxious moments and places**



# **Top 14 Things for those who work with the public to know**

- 6. Areas to unwind and take a break**
- 7. Think about: What does this trigger in you?**
- 8. Debrief**
- 9. Don't box yourself in**
- 10. Laugh and cry (at the appropriate time and place)**





# **Top 14 Things for those who work with the public to know**

**11. Don't hold a grudge --- every day should be a new day**

**12. Listen...don't fix**

**13. Change only happens when...**

**14. Everything a person does, they do for a reason....**

**and actually, a good reason**



# **25 Ideas to Consider When Dealing with a Challenging Youth, Adult, Organization, Colleague, Resident ...**

- 1) Observe and think before acting.**
- 2) Listen carefully to the person's questions, requests, or complaints before responding.**
- 3) If the person seems emotional, don't respond immediately until you have gotten yourself together.**
- 4) Be aware and communicate clearly.**
- 5) Use simple to understand language.**
- 6) Always be respectful.**
- 7) Don't take things personally.**
- 8) Be calm both in your voice level and tone.**
- 9) Approach the person as nonjudgmental as possible.**

# **25 Ideas to Consider When Dealing with a Challenging Youth, Adult, Organization, Colleague, Resident ...**

- 10) Repeat your request if necessary.
- 11) Only use humor when appropriate, but mostly, avoid humor.
- 12) Keep remarks professional and not personal --- use “I “statements.
- 13) Try to resolve the problem, if you cannot, know who to call for assistance and support.
- 14) Don't attempt to restrain or detain a person forcefully.
- 15) Do not argue with outrageous statements.**
- 16) Stay pleasantly calm...but firm.
- 17) Don't argue



# **25 Ideas to Consider When Dealing with a Challenging Youth, Adult, Organization, Colleague, Resident ...**

**18) Keep remarks focused upon the issue (don't get sidetracked).**

**19) Don't touch the person, don't yell**

**20) Offer options and choices whenever possible.**

**21) Do not allow the person to manipulate you.**

**22) Encourage the person to make a complaint in writing if you can't satisfactorily resolve the issue.**

**23) Always "debrief" after an incident.**

**24) Don't gossip to others about it**

**25) Talk to other people who witnessed it --- in other words, attend to everyone who might have been impacted**





**WHEN THEY GO LOW**



**WE GO HIGH**

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# Signs of Burnout

- **Exhaustion**
- **Lack of energy**
- **Negative feelings about work**
- **Mental disconnect from tasks**
- **Reduced productivity**
- **Decrease in work quality**
- **Sleeping too much or not enough**
- **Irritability**
- **Constant feelings of stress**

# What you can do

- **Establish clear boundaries between work and personal life.**
- **Encourage realistic working hours, discourage overworking, and support the use of vacation days.**
- **Focus on self-care and mental health -- help employees utilize your EAP**
- **Check in regularly**
- **Build a culture of recognition and reward achievements**
- **Practice open communication with your team**
- **Be inclusive and empowering**
- **Ask about work happiness**





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# What is workplace bullying?

Workplace bullying refers to repeated, unreasonable actions of individuals (or a group) directed towards an employee (or a group of employees), which is intended to intimidate and creates a risk to the health and safety of the employee(s). Workplace bullying often involves an abuse or misuse of power.




# A Bully Lives in Many Workplaces

**60 million**

Americans are affected by workplace bullying.



 the balance

**29%** of employees who are targets of bullies remain silent about their experiences.



**40%** of people targeted by a bully experience stress-related health problems



**60%** of the target's coworkers' reactions are harmful to the targets of a bully.



**61%** of Americans are aware of abusive conduct that takes place in the workplace.



**71%** of employer reactions are harmful to the workplace targets of bully behavior.



# **10 things a person can do about workplace bullying**

- 1) Be a role model**
- 2) Don't ignore**
- 3) Never use humor**
- 4) Respect the target**
- 5) Document**
- 6) Report to HR**
- 7) Get outside advice (e.g. from HR, upper management)**
- 8) Don't gossip**
- 9) Follow up**
- 10) Show that this is important and act swiftly**



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# PUBLIC EMPLOYEES EXCEL AT...

- Serving the community
- Volunteering
- Supporting colleagues
- Giving of their time
- Planning ahead
- Pre-thinking about obstacles (& how to work around them)
- Being generous with others
- ....and many, many, many, many, others



**BUT MOST ARE NOT  
GOOD ABOUT THEIR  
OWN  
SELF-CARE**







*Instagram: @peopleiveloved*

# Importance of you... the captains of the ship



And when the captain is not right, the ship...





## The below are important to your well-being... and by extension to your family

- Prioritizing and practicing your physical health
- Prioritizing and practicing your mental health
- Identifying what nurtures you, what brings you joy, and what to avoid
- Setting boundaries and time alone
- Seeking support if/when needed



# SELF-CARE IS...

- Not selfish
- More deeply understanding your priorities and needs - what actually makes you feel rejuvenated?
- Implementing boundaries - time, space, money, energy
- Making “peace” with discomfort of saying “No”
- Less tech, unless it’s fun
- Asking for support and/or delegating
- Listening to/trusting your internal voice
- Limiting time with people/places/things that are draining

# What Self-Care May Look Like

Laughing

Mindfulness

Therapy

Medication

Napping

Healthy eating/drinking

Self Generosity

Being in the moment

Exercising

Faith

Volunteering

Being in nature/outside

Showering/taking a bath

Identifying your strengths

Being creative

Emergency Joys (credit to Scott)





A close-up photograph of a sandy beach. In the foreground, the words "Mindfulness" are written in a cursive script using small, dark, pebbly grains of sand. The sand is a light tan color. In the background, the ocean waves are breaking, creating white foam that contrasts with the darker water. The overall scene is peaceful and serene, evoking a sense of calm and connection with nature.

Mindfulness



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**Kevin** ✓  
@forensictoxguy

Has COVID-19 forced you to wear glasses and a mask at the same time?

If so, you may be entitled to condensation.



**Matt Pearce** ✓  
@mattdpearce

op-ed: everyone more worried than me about omicron is a maniac and everyone less worried than me is an idiot



**Alison Agosti**  
@AlisonAgosti

congrats to covid on its season three

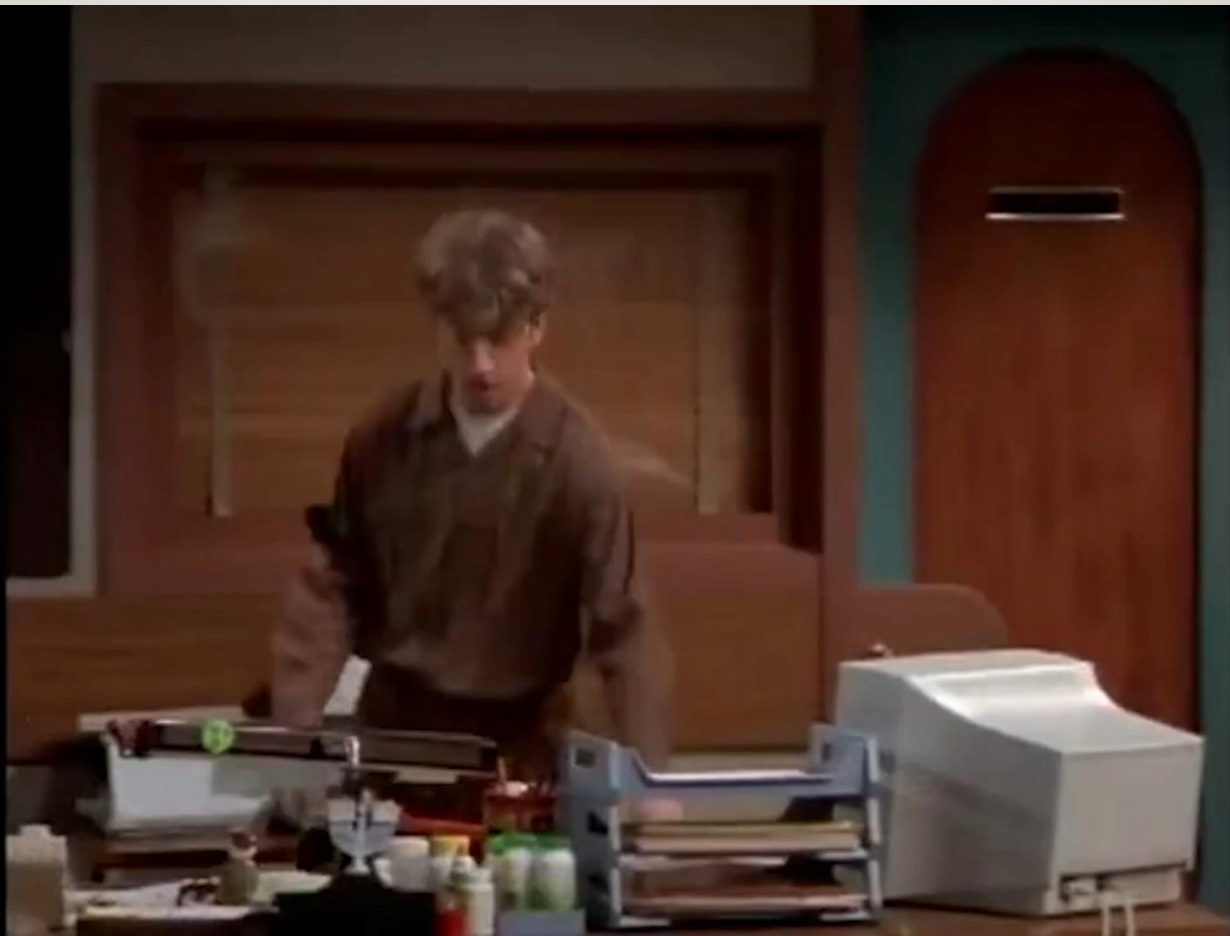
**COVID-19 Vaccination Record Card**

Please keep this record card, which includes medical information about the vaccines you have received.  
Por favor, guarde esta tarjeta, que incluye información médica sobre las vacunas que ha recibido.

First Name: Dan  
Last Name: [REDACTED]  
Patient number (medical record or IIS record number): [REDACTED]

Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 <sup>st</sup> Dose COVID-19	Pfizer EW0158	04/12/21 mm dd yy	GARY, IN
2 <sup>nd</sup> Dose COVID-19	Pfizer EW0173	05/05/21 mm dd yy	GARY
3 <sup>rd</sup> Dose COVID-19	Pfizer EW0198	05/10/21 mm dd yy	GARY
4 <sup>th</sup> Dose COVID-19	Pfizer EW0131	05/13/21 mm dd yy	GARY, IN
5 <sup>th</sup> Dose COVID-19	Pfizer EW0319	05/15/21 mm dd yy	GARY
6 <sup>th</sup> Dose COVID-19	Pfizer EW0319	05/16/21 mm dd yy	GARY, IN
7 <sup>th</sup> Dose COVID-19	Pfizer EW0419	05/26/21 mm dd yy	Gary Indiana
8 <sup>th</sup> Dose COVID-19	Pfizer EW0521	06/02/21 mm dd yy	GARY, IN
9 <sup>th</sup> Dose COVID-19	Pfizer EW0718	06/12/21 mm dd yy	GARY, IN

Just got my 15th dose







# What Self-Care May Look Like

Laughing

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Medication

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Healthy eating/drinking

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Being in the moment

Exercising

Faith

Volunteering

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Being creative

Emergency Joys (credit to Scott)





# Jon's Emergency Joy – Brigham's Chocolate Chip Ice Cream



# What Self-Care May Look Like

Laughing

Mindfulness

Therapy

Medication

Napping

Healthy eating/drinking

Self Generosity

Being in the moment

Exercising

Faith

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Being creative

Emergency Joys (credit to Scott)



# ACTIVITY

What self-care strategies  
do you use?

What might your self-care  
look like?



# **Top 10 Thoughts About Self-Care**

- 1. Get enough sleep**
- 2. It can take work to identify what self-care is best for you**
- 3. Prioritize your mental health**
- 4. Get your thoughts out and practice gratitude**
- 5. Eat well and limit alcohol/drugs**
- 6. Get moving/get outside**
- 7. Never be ashamed to practice what nurtures you**
- 8. Indulge/pamper yourself**
- 9. Laugh...and cry**
- 10. Unplug**



# Constructs to Consider...

- Expectations can be crushing...
- The little things are big things...
- It can be hard to ask for help...
- Intentions vs. Actions...

Questions  
Comments  
Concerns  
Thoughts  
Feedback



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