

MH workplace

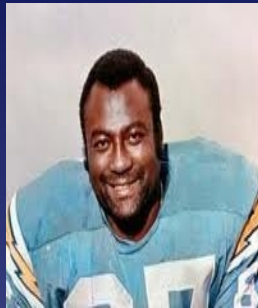
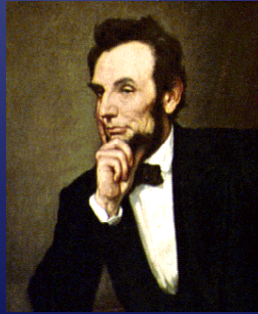
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Mental Health and the Workplace

Gundersen Lutheran
Employee Assistance Program

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Would you hire these people?



A mental disorder or mental illness is a diagnosable and treatable illness that affects a person's thinking, emotional state and behavior, which may disrupt the person's ability to:

- Work
- Carry out daily activities
- Engage in satisfying relationships

Our Mental Health and Work

Our mental health affects our ability to:

- Think and be productive
- Be creative and innovative
- Establish positive relationships with coworkers
- Adapt to an ever-changing work environment
- Cope with adversity

TYPES OF PSYCHIATRIC IMPAIRMENTS

- ☒ Anxiety disorder
 - ▮ Panic disorder
 - ▮ Bi-polar disorder
 - ▮ Depression
 - ▮ Post-traumatic stress disorder
 - ▮ Schizophrenia
 - ▮ Adjustment disorder
 - ▮ Substance use disorders

Cost of Mental Illness to Employers

- ☒ Absenteeism and Lost Productivity
- ▢ Overall Healthcare Costs
- ▢ Comorbidity with other diseases
- ▢ Disability

Mental Health Statistics – *Work Loss Data Institute*

- ⊠ It is estimated that mental disorders are costing U.S. employers \$114 billion a year in lost productivity.
- ▢ Mental Disorders are one of the leading causes of disability in people ages 15 to 44 years.
- ▢ Psychological disability claims have increased 300% within the last decade.

Mental Health Statistics – *Wall Street Journal*

- ▣ Four people in a typical office of 20, 1 out of 5, can be expected to suffer from a mental condition this year.
- ▣ Depression alone costs U.S. businesses \$70 billion a year in lost productivity, medical outlays and other costs.

More than Just a Bad Day

- ☒ Depression is a common mental disorder that presents with:
 - > Feeling of sadness
 - > Loss of interest or pleasure
 - > Feelings of guilt or low self-worth
 - > Disturbed sleep or appetite
 - > Low energy, and poor concentration.
- ▢ These problems can become chronic or recurrent and lead to substantial impairments in an individual's ability to take care of his or her everyday responsibilities

Impact On the Workplace
Return on Investment

Retaining Employees: It is estimated that it costs 100% of an employee's first year wages to replace them due to recruiting/ training costs and lower productivity.

Impact On the Workplace

- ⊠ Managers often intervene when they are “fed up” with the employee, which often leads to termination.
- ▢ The vast majority of employees experiencing a mental health issue should be viewed as valuable assets in need of assistance just as those with physical health issues are viewed.

Impact On the Workplace

- ▮ Identifying the need for treatment as a result of performance problems can save time, money and workplace stress.
- ▮ People with mental health problems are more likely to seek help if someone close to them suggests it, i.e., a colleague.

Impact On the Workplace

For most mental illnesses there is a range of well-tolerated and effective treatments. Current research suggests that the most effective method of treatment combines pharmacological management with psychosocial interventions such as psychotherapy.

What do you think of
when you think of EAP?

EAP:

- ☒ Free Benefit, family members in the household eligible
- ▢ Confidential
- ▢ Professional Staff
- ▢ Easily Accessible
- ▢ Voluntary
- ▢ Help for personal, family, or work-related concerns

What EAP is and is not:

- ▣ EAP is a resource for Management and employees.
- ▣ EAP is not a substitute for personnel policies or exemption from disciplinary action.

Common Reasons for Using EAP

- ☒ Family, Marital, or Relationship issues
- ▢ Children, Adolescents, Parenting Concerns
- ▢ Financial Problems
- ▢ Work-Related Concerns
- ▢ Grief/Loss Issues
- ▢ Depression, Anxiety or Emotional Concerns
- ▢ Stress Management
- ▢ Alcohol and other Drug Misuse
- ▢ Gambling Problems
- ▢ Eldercare

What Can A Supervisor Do?

When Do You Use EAP?

- ▮ When an employee appears troubled and is experiencing distress beyond what they may be able to handle on their own or with their support system (Informal / Self-Referral)
- ▮ When an employee has job performance problems and is unable to correct the situation with standard supervisory assistance (Supervisory Referral)

Early Warning Signs of a Troubled Employee

- ☒ Increased Absenteeism
 - ▮ “On-the-job” Absenteeism
 - ▮ High Accident Rate
 - ▮ Concentration Problems
 - ▮ Spasmodic Work Patterns
 - ▮ Lowered Job Efficiency
 - ▮ Poor Employee Relations on the Job
 - ▮ Untypical Behavior
 - ▮ Excessive Grievances

Behavior, Not Diagnosis

The Americans with Disabilities Act

(ADA)

- ☒ This law pertains to any company with 15 or more employees.
- ▢ An individual with a disability is a person who:
 - Has a physical or mental impairment that substantially limits one or more of his/her major life activities
 - Has a record of such an impairment *or*
 - Is regarded as having such an impairment.

“REGARDED AS” DISABLED

- ☒ Impairment is not substantially limited, but individual is treated as such
- ☐ Impairment is substantially limited as the result of the attitudes of others
- ☐ No impairment, but employer treats an individual as if he or she has a substantially limiting impairment

PERSONALITY TRAITS NOT COVERED IMPAIRMENTS

- ▮ Poor judgment
- ▮ Chronic lateness
- ▮ Irritability
- ▮ Inability to get along with supervisor or co-workers

IMPAIRMENTS NOT COVERED

- ▣ Pyromania
- ▣ Kleptomania
- ▣ Compulsive gambling
- ▣ Current illegal use of drugs
- ▣ Certain sexual disorders

What is Reasonable Accommodation?

- ☒ A change in the workplace or in the way things are customarily done that provides an individual with a disability with equal employment opportunities
- ▮ **Situation:** A data entry clerk with agoraphobia and had difficulty traveling during peak hours of traffic.
- ▮ **Solution:** The employee's working hours were changed from 8:30 a.m.– 4:30 p.m. to 10:00 am.– 6:00 p.m. Cost of accommodation: \$0.

4 Steps to Supervisor Intervention

- 1) Identify the troubled employee focusing on:
 - Work Performance
 - Reasonable Suspicion
- 2) Document what is observed as specifically as possible. Do not draw conclusions to your observations.

4 Steps to Supervisor Intervention cont...

- 3) Confront with compassion what you have documented and what steps are to be expected.
- 4) Offer Immediate Assistance, remembering the supervisor's role is to:
 - ↓ Monitor work performance
 - ↓ Refer to the identified policy

What Can a Co-Worker do?

Helping Struggling Co-Workers

Listen non-judgmentally: Most people who are experiencing distressing emotions and thoughts want an empathetic listener first, before being offered helpful options and resources. Make it easy for your coworker to speak freely with you.

Helping Struggling Co-Workers

Give reassurance and information:

Once the individual feels he/she has been heard, it becomes easier to offer encouragement and information. This includes empathizing and voicing hope, as well as offering practical help with tasks that may seem overwhelming and information on mental health issues.

Helping Struggling Co-Workers

Encourage self-help and other support strategies: Peer supporters, others who have experienced mental health problems, can provide valuable help in the person's recovery.

Helping Struggling Co-Workers

Encourage appropriate professional help: Encourage the person to get appropriate professional help. Options include counseling, therapy, medication, support for family members, and other types of assistance.

Scenario #1

Tom's wife died in a tragic car accident two years ago. Tom always seemed to center his life around this relationship, and he seems completely different since her death. His normally excellent rate and quality of work is now decidedly substandard. He can no longer be counted upon to report to work on time. Job assignments have been reassigned to ensure the work is done. Tom's co-workers have started to complain. A week ago Tom appeared disoriented at a public meeting and embarrassed the company. The CEO of the company comes to you, Tom's supervisor, wanting something done.

Scenario #2

You receive a call from a customer well known to you who wants to place a complaint about the service from your business. He reports that your employee was rude and continued to joke around with a fellow employee while he waited for assistance. He also indicates that there was a distinct odor of alcohol on the employee's breath. The customer cannot remember the employee's name, but provides a physical description that fits someone that had been working on the day the customer had visited. You also have sometimes wondered about the rumors you have heard about this employee's social life, and have noticed that he/she is often late or absent on Mondays.

Scenario #3

Employees report to their supervisor that they are concerned about a co-worker and fear that “he will explode.” They acknowledge that they haven’t confronted him about his temper and daily moods because they are intimidated by him. The supervisor is not surprised to hear this information, as he felt the same intimidation with the employee. However, it is clear that the problem must be addressed.

Thank You