

RETURNING TO WORK

WellLife Network
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THANK YOU SAMHSA!



SAMHSA

Substance Abuse and Mental Health
Services Administration

COORDINATED BEHAVIORAL CARE

Coordinated Behavioral Care (CBC) is a not-for-profit organization dedicated to improving the quality of care for New Yorkers with serious mental illness, chronic health conditions and/or substance use disorders, through a Health Home, an Independent Practice Association (IPA) and other innovative programs, such as Preventative Case Management (PCM) services.

CBC seeks to create a healthcare environment where New Yorkers—especially those most impacted by social determinants of health—receive coordinated, individualized and culturally competent community-based care that is effective in preventing and managing chronic physical and behavioral health conditions.



CBC TRAINING INSTITUTE

Coordinated Behavioral Care's Training Institute provides innovative, interactive, culturally sensitive training and professional development to New York State's mental health providers. With an eye on adult learning theory, our trainings are cutting-edge, and delivered with compassion for and understanding of the complex demands on mental health professionals. It is our mission to ensure that we provide evidence-based training on a variety of topics to assist providers in supporting the service recipients on their caseload. With a love of learning ourselves, we create our trainings to be the scaffolding upon which a successful, rewarding career of service can be built.

Here are some previous trainings:

- Supporting LGBTQIA+ Clients
- HIPAA and Working from Home
- Pathway Home Model Panel Discussion
- Anti-racism Training
- Interview: This is How I Recovered From Mental Illness
- Working with Clients with Borderline Personality Disorder
- Medication Management for Non-Prescribers
- Helping Your Participants Reach Their Dreams
- Treating Seasonal Affective Disorder



Another presentation will be offered this week on Thursday, February 11th by Well Life Network on the topic of burnout--How to Avoid and Build Resilience.

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Resources and references will be shared with everyone participating in this presentation.

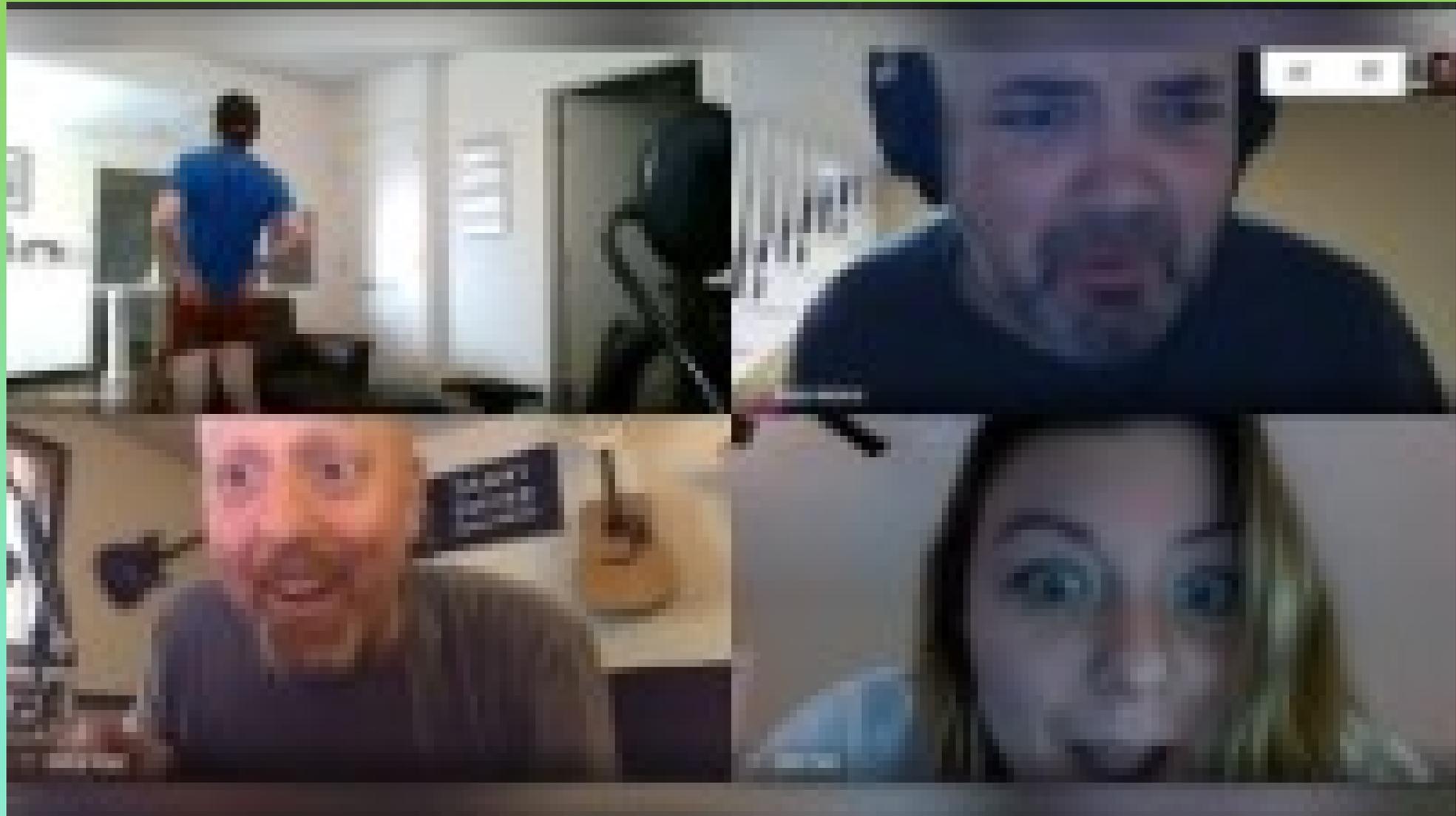
What we will try to cover in our short time together?

Challenges and new realities for front line workers, managerial staff, and organizations adjusting to what is caused by COVID-19 and the PANDEMIC.

A MICROSCOPIC VIRUS, THAT WE CAN NOT SEE WITH OUR NAKED EYES, DISRUPTED LIFE ON THE GLOBE CAUSING TRAGEDIES AND A NEW REALITY.

If working remotely: “you are not working at home, you are at home during the crisis trying to work”.

What’s it **REALLY** been like working at home?



FOR THE LOVE OF GOD

**PLEASE GO BACK TO WORK
ALREADY SO I CAN HAVE MY HOUSE BACK**



How has the pandemic affected everyone's approach to their personal and work life?

- Are you focusing on your physical, mental and emotional health?
- If so, think about what you did to care about yourself pre-pandemic. Has the pandemic and the varying guidelines impacted your patience in this area? To what extent?
- How did you compensate for this? What have been the barriers and maybe achievements?

Please take a few minutes considering the following:

A. List ways that you were taking care of yourself prior to the pandemic:

1.

2.

3.

B. List ways that either changed or adjusted your ways of coping or taking care of yourself after the pandemic:

1.

2.

3.

Finding the right way of coping for yourself, your staff, and your organization:

1. How often do you have staff speak about what they are experiencing?
2. Have there been patterns and themes?
3. What actions have you been able to encourage?

Please list a couple:

- 1.
- 2.

The continuation of the Pandemic, worsening of the global picture with the introduction of the variant of the virus--and slower introduction of vaccines--have further dampened every one's hope for recovery.

More questions to ponder...

1. Have you experienced increased fear as the pandemic continues to go on?
2. What do we do about it?
3. Has there been a positive response to the vaccine?
4. What do you and your agency do to educate your staff about the vaccine?

5, How is work different depending on whether you are front line workers, first responders, managers, supervisors, work totally remotely, your schedule is blended or never stopped going to work?

6, How has your perspective changed and what is everyone experiencing?

This impact is felt the same and differently depending your position and responsibilities at your place of work.

7. How have you been preparing and protecting for the physical, mental and emotional health of you, your loved ones and the workers and coworkers ?

**What did we learn about ourselves during
this pandemic?**

(Besides that we have a very unhealthy relationship with toilet paper!!)





**The scarcity and the long lines at the stores--
DID IT TEACH US SOMETHING?**

If so, what is it that we've learned....?

Please take a couple of minutes to answer the following two questions related to your experiences with and since the PANDEMIC:

1. What did you learn in your personal life?

A:

B:

C:

2. What did you learn about your work life?

A:

B:

C:

If you said some of the following you are not alone...

- 1: Don't take things for granted
- 2: Ask what matters the most to you
- 3: What work means to us
- 4: Changes/transitions can be very challenging
- 5: Human connections are essential
- 6: We are all adaptable
- 7: We can learn to become more resilient
- 8: Work/life balance may be more of a focus
- 9: Crisis times are opportunities for thoughtful change/advancement/ growth and innovation

**Crises forces everyone to look mostly on the
negative.**

What the world of work looks like--what have employers done differently?

There is anticipation that the impact of the Pandemic will be having not only a temporary but permanent impact in the work environment and work force.

What is some of the data we have learned initially?

A: About 60% work from home after the pandemic

B: An 88% increase in concern than before about safety and health

C: 50% expect flexible work arrangements

D: As many as 85% have been formally been provided education about working from home

E: 65% expect and anticipate general employees to have more stress and anxiety in the work environment

F: 60% have made adjustments to an onboarding process as part of the HR Process

G: 35 % believe changes are going to increase productivity

H: 65% believe that the changes they have made are having a positive effect on their work culture

**Compared to the start of the Pandemic
MANY WORK PLACES
are preparing
for longer periods of time
where COVID changes are necessary.**

Companies are reviewing some of the following as the result of COVID:

Staffing, schedules, liability, fiscal retention, data and security.

Recession and bankruptcy is a concern for at least 50%, fearing not being able to recover or have severe cut backs.

Additionally decisions about furloughs, layoffs, pay issues, health plans, and COVID related coverage engage many industries.

79% considering remote work

60% considering staggered work schedule

50% changing office layouts and consider needs for less REAL ESTATE

What are the psychological factors related to considering going back and/or adjustments already made?

The primary concerns reported by workers/staff is fear and despondency along with consequences of profound grief and losses related to COVID--

what have we seen so far ?

- There is a 30 to 50% increase in use of psychotropic medications.
- There is significant increase in report of anxiety and depression
- Increase in suicides and attempts.
- With profound increase in legal and other uses of substances. The early phase of COVID saw two to three fold increase in sale of alcoholic beverages.

What to keep in mind with regard to signs and indications that stress and other emotional consequences bring:

- Feeling irritated and angry
- Lack of motivation and concentration
- Feeling overwhelmed and anxious
- Sad, trouble sleeping and problems with appetite
- Worsening of health conditions
- Using drinking and other substances more than before the pandemic?

**What we may be worried about
related to and actually going
back to work?**

Am I exposing myself and my loved ones to COVID?

Will there be enough safety at work?

Will my job be cut?

Will I be able to take care of my family?

How will others respond if I said I had COVID?

Will I be able to handle work or additional work with possible layoffs and furloughs?

**What are employee concerns to be considered
by the EMPLOYERS and managers?**

- 1: Safety
- 2: Others coming to work sick
- 3: Do I want to work remotely
- 4: What happens if I do not want to return to work
- 5: My kids are remote learners and I need to be home for them
- 6: PTO
- 7: Job and responsibility changes
- 8: Redesigning work and work schedules

As more changes and adjustments are made, we need to regularly take our physical and **EMOTIONAL** temperature.

Chronic stress, uncertainty, and threats to our lives takes it's toll in many different ways.

Both employees and employers need to keep this mind. Worsening of some physical conditions is not uncommon.

**How are the work force and the agencies
reacting and coping?**

**As fear and anxiety as well as uncertainty are
primary in everyone's minds...**

Do you believe The PANDEMIC was traumatizing ?

Take a moment to be mindful of how it affected you emotionally?

How did you and loved ones cope ?

How did your work place weather this adverse global event?

Please take a minute to rate your work place on a scale of 1 to 5 as 5 being most effective in coping with the COVID and weathering all the ongoing changes:

A: What did your agency do well?

1:

2:

B: What do they need to still work on?

1:

2:

What are employers and managers worried about and should take into account in terms of communication and consideration?

What concerns remain foremost on EMPLOYEES minds?

Finances: 80%

Health 56%

Family: 25%

Work: 20%

Job security continues to be at the top of list along with Health, but increasingly sustained stress and emotional health issues are gaining more prominence.

**How do we ADDRESS THESE NEEDS
WITH ALREADY LIMITED RECOURCES
IN THE COMMUNITY. And what impact is
there with more remote work?**

Having trust mutually has always been fundamental from Human Resources point of view and employees themselves.

COVID has more notably highlighted emotional trust as essential where people's physical health and life is at stake.

Communication about emotional issues is now necessary.

So how to provide this support to your employees?

- 1: Time
- 2: Show interest and inquire
- 3: Try to understand that everyone is affected and somewhat differently
- 4: Sharing of experiences and reframing where possible
- 5: Always focus on strengths
- 6: Use trauma based language and communication; language matters
- 7: Encourage social connectedness even if it's through technology because of social distancing
- 8: Help them set clear boundaries

9: Share wellness and mental health resources

10: Educate managers and supervisors about signs of emotional distress

11: Make sure you have a proactive EAP Program that shares information and readily accessible

12: Continue to provide a stigma and discrimination free work environment

13: Instill hope by sharing facts and communicating clearly and directly

14: Maintain privacy

**Employees who are more vulnerable need more reassurance,
direction and guidance.**

Some of the guidance for the employers is found in:

OSHA: Occupational Safety and Health Administration

CDC: Center for Disease Control

Other resources as trainings available to everyone:

A: Mental Health Education

B: Trauma Informed Care

- **Resiliency Training**
- **Stress First Aid**
- **Psychological First Aid**
- **Emotional Intelligence Training**

Teach and remind staff about the importance of healthy coping skills that includes self care (See Emily Grossman's list). We should all think of the following:

- What are some of the healthy habits and routines that support us and our employees
- Normalizing our routines and life to the extent possible and as COVID allows
- Being safe and taking care of one's physical health
- Focus on what is more certain: what we actually have more control over
- Do goal setting and have direction
- Remember, focusing on the negative can be counterproductive and more anxiety producing for everyone.
- Schedule healthy strategies to reduce stress

What are ways that leadership and supervisors can be helpful to the staff and the agency as a whole:

A: Authenticity by acknowledging what has happened and continues to be

B: Empathy/compassion

C: Positive Communication

D: Clear and frequent communication

E: Elicit, listen and respond to concern promptly

F: Be transparent

G: Build more trust by being a good role model

Learn how to be sensitive to mental health/emotional challenges/manifestation in yourself and others

Skills employed by managers that will be particularly helpful in time of COVID and beyond:

- 1: Strong Interpersonal skills-kind, honest, sense of humor
- 2: Positive attitude
- 3: Is responsive to others-flexible and adaptable
- 4: Able to attend to resolve stressful situations
- 5: Ability to build trust and provide privacy
- 6: Good role model

**Fear, anxiety, grief and future uncertainty
derail everyone emotionally: How do we
counteract it?**

A: Eat healthy

B: Sleep well

C: Slow down

D: Be active

E: Spend time with those who are positive limit interpersonal toxicity

F: Practice mindfulness, medication, yoga, visual imagery, etc.

G: Schedule time to PLAY

H: Proactively manage your time

I: Develop strategies

J: Get support and help

**How does self care for emotional health work;
what are some of principles?**

- 1: Know your limits and have self compassion-Minimize negative self talk
- 2: Learn how to reframe how we think about the circumstances
- 3: Gratitude and respect for self and others
- 4: Be mindful and focus on what has meaning for you
- 5: Schedule personal time
- 6: Spirituality aligned with your values
- 7: Forgiveness
- 8: Develop and enhance positive connections

Emotional health in part depends on noticing choices and not just what is hard and not working. This works both individually and organizationally.

POST-TRAUMATIC GROWTH AND FINDING HOPE:

“ Life is not about waiting for the storm to pass, it is about learning to dance in the rain”

I would like you to think of the hardest thing that happened to you in the past. Did you think of one? What did you learn about yourself?

Did you overcome it? How did you cope or adjust to it? Please articulate for yourself your coping mechanisms that worked:

1:

2:

3:

Adam Grant/Professor at Wharton School was interviewed on 4-16-20 about the impact of COVID-19 and the PANDEMIC on the world of work and this is what he had to say:

“We are going to see a lot of employees embrace more flexibility around working from home and having virtual teams. They are going to find out that it was not as impossible as they thought it was, and there are some productivity gains that come from not having to commute and getting to work where you want.”

“On an individual level, unfortunately, there are some people who are going to face Post-Traumatic Stress. The encouraging news, psychologically, is that half of people report a different response to trauma, which is post traumatic growth.

Post traumatic growth is the sense that, ‘I wish this did not happen but, given that it happened I am better in some way’. It might be a heightened sense of **personal strength**. It could be a **deeper sense of gratitude**, it could be **finding new meaning or investing more**

So in which category you feel/think you fall? Not just individuals but also agencies or organizations may respond similarly.

One thing for sure, which we knew before but it came more into focus—is that

**THE EMOTIONAL HEALTH OF ANY ENTITY IS CLOSELY
INTERTWINED WITH THE EMOTIONAL HEALTH OF
INDIVIDUAL EMPLOYEES,
HENCE, ATTENDING TO THE EMOTIONAL NEEDS OF OUR
EMPLOYEES IS GOOD FOR BUSINESS.**

ACTION PLAN
Individual and agency plan

THANK YOU.

ANY QUESTIONS/COMMENTS ?