

A 3 PART SERIES ON PSYCHOLOGICAL SAFETY FOR PHARMACY LEADERS

Part 1: "How to Talk to Your
Employees About Mental
Health and Why It Matters"



Amy Oliver + co



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Dr. Carly Crewe

Physician, Psychotherapist



Dr. Carly Crewe, MD is a mom to twin toddlers, modern day nomad and family physician specializing in women's mental health. Dr. Crewe is the Founder and Owner of Eunoia Medical Clinic, an innovative and dynamic virtual microclinic that provides comprehensive treatment of mental health disorders in women. Carly believes that when women are well, they have the power to heal and change the world. Her mission is to revolutionize women's mental health care, from fragmented and haphazard to a holistic, comprehensive and integrated approach that meets every woman where she is and addresses the multidimensional reality of mental health.

Dr. Crewe combines her knowledge of eclectic psychotherapy modalities (including CBT, DBT, holding and coaching techniques) with experience in both integrative modalities, nutritional psychiatry and psychotherapeutics (medications for mental illness) to provide a unique and comprehensive approach to the treatment of mental illness in women.

Carly is an author, speaker, content creator and mental health consultant. Her book "You Are Not Your Anxiety" is available on CarlyCrewe.com, Amazon and online retailers worldwide.



HOW TO TALK TO YOUR EMPLOYEES ABOUT MENTAL HEALTH AND WHY IT MATTERS

OBJECTIVES FOR THIS SESSION:

WHY IT IS IMPORTANT FOR YOU TO TALK TO YOUR
EMPLOYEES ABOUT MENTAL HEALTH

REVIEW COMMON REASONS WHY WE DON'T ASK ABOUT
MENTAL HEALTH (AND HOW TO OVERCOME THEM)

PROVIDE RESOURCES FOR LEARNING MORE

MENTAL ILLNESS IS VERY COMMON



- According to CAMH, nearly 6 million people (1 out of every 5) suffer from mental illness in any given year in Canada.
- By the time Canadians reach 40 years of age, 1 in 2 have—or have had—a mental illness.
- Mental and physical illnesses are often connected.

MENTAL
ILLNESS IS
NO LONGER
JUST A
“PERSONAL”
PROBLEM



Mental illness
impacts more than
the person who is
suffering



Personal, family,
financial, economic
impacts



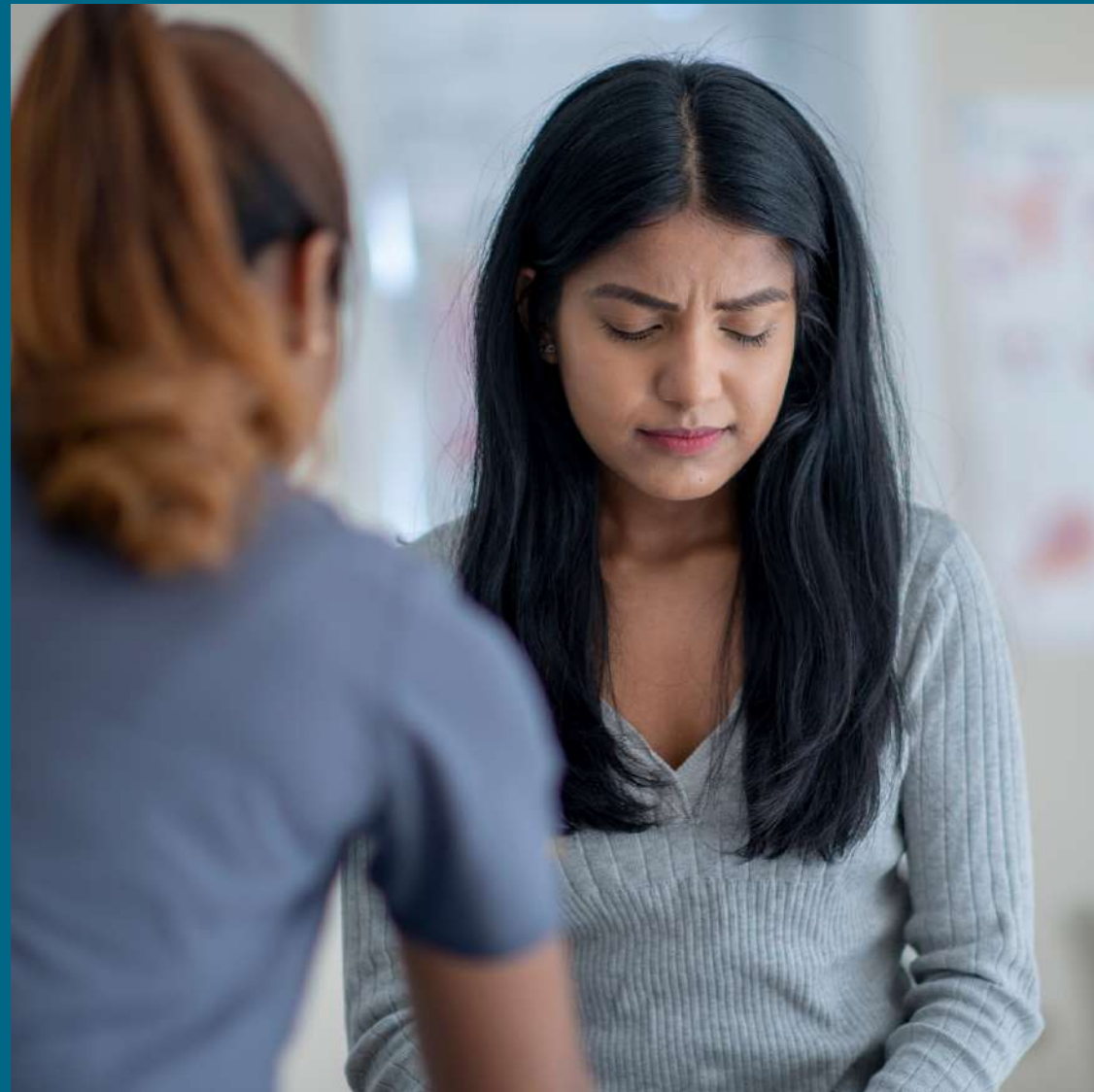
Mental illness the
largest untreated
epidemic affecting
Canada's workforce
(CAMH)



MENTAL HEALTH IS SOMETHING WE CANNOT AFFORD TO IGNORE ANY LONGER

Most people face mental illness during their prime working years, when they are trying to create income for their families, build and support businesses.

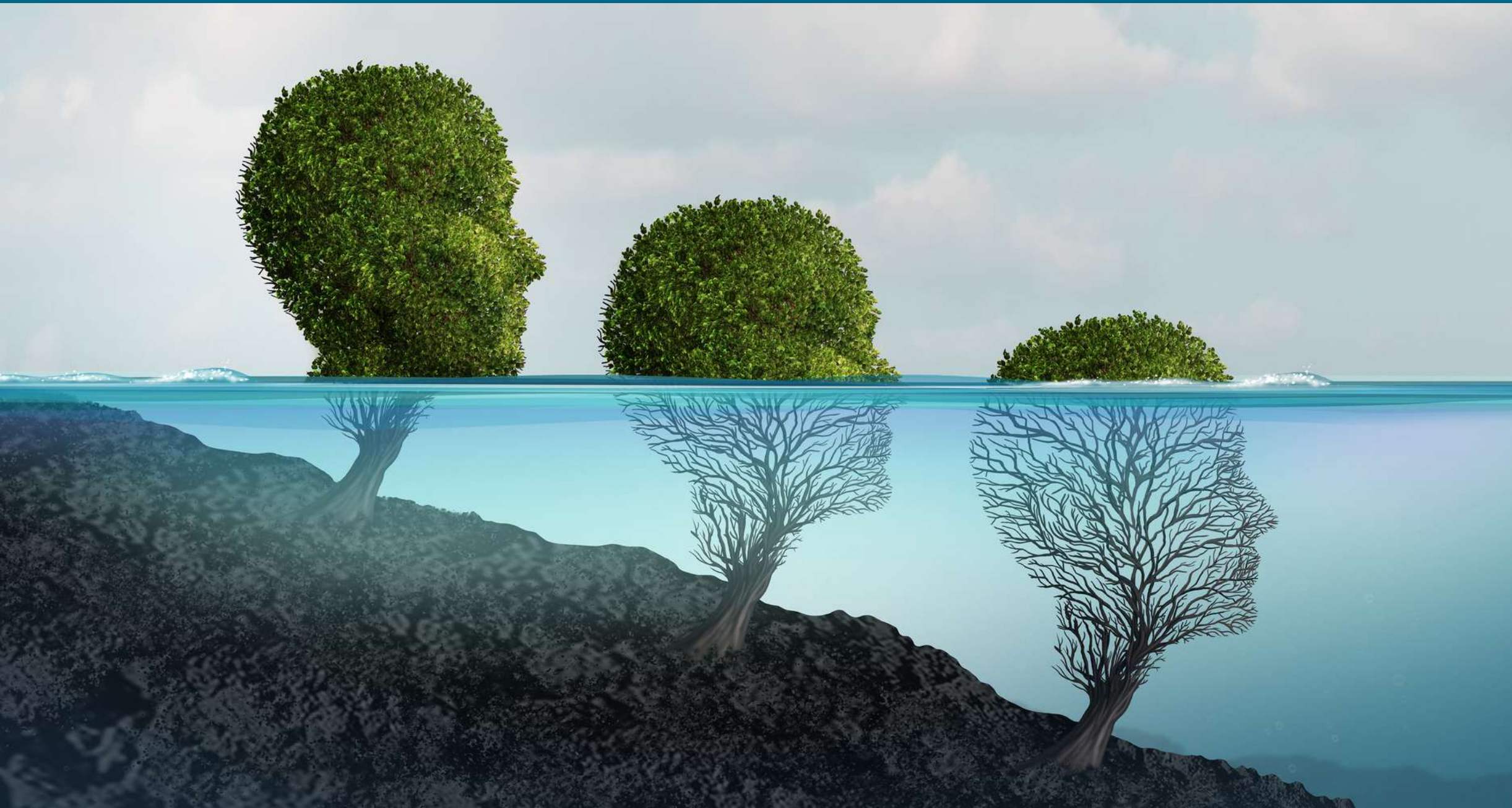
Mental illness is the leading cause of disability in Canada.



The economic cost of mental illnesses to the Canadian healthcare and social support system was projected as \$79.9 billion for the year 2021.

Workplace Impacts: higher rates of absenteeism, turnover, reduced productivity, disability claims, workplace compensation claims, lower employee morale and productivity, lower employee job satisfaction, customer satisfaction.

IT'S ONLY GOING TO
GET WORSE IF WE
DON'T DO SOMETHING



In 2011, estimated costs on lost productivity alone was \$6.3B, estimated \$16B in 2041



The mental health impact in the workplace is bidirectional



Thankfully, evidence shows that workplace interventions help and that doing something can do something



13 KEY PSYCHOSOCIAL RISK FACTORS

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WE ALL HAVE A ROLE TO PLAY



Our employees spend a large portion of their time at work - so the chance of early detection of mental illness at work is high (and recovery rates are higher when detected early)



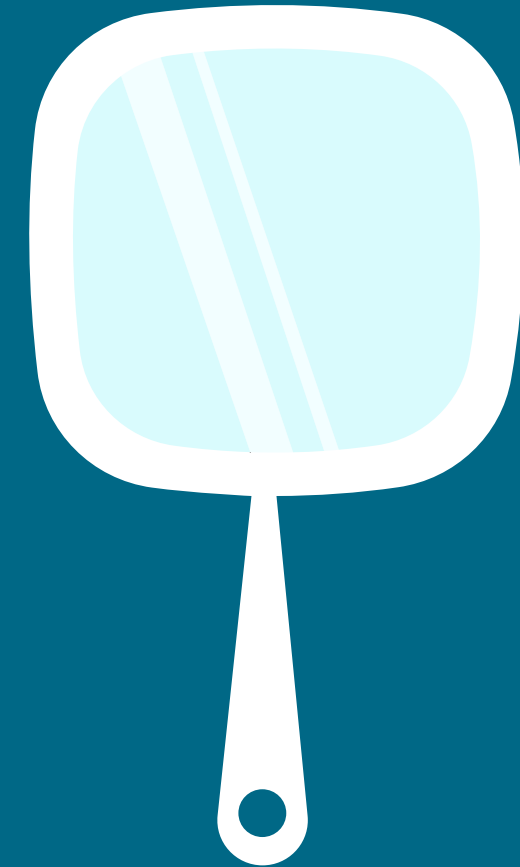
As leaders, we have a responsibility to address the impacts of mental illness in our businesses

We can start by simply changing our approach to it and how we talk to our employees about it.



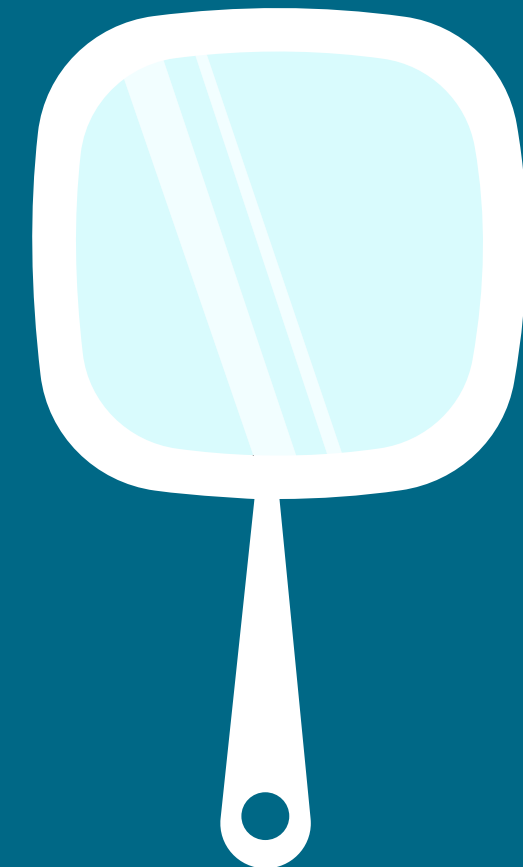
REFLECTION

- Reflect on your own personal comfort level for talking about mental health in your workplace.
- What are some of the reasons you personally avoid asking your employees or colleagues about their mental health?
- What benefits do you anticipate could follow from increasing your comfort in discussing mental health topics?
 - For yourself
 - For your colleagues
 - For your organization



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SO WE KNOW IT IS
IMPORTANT TO
ASK ABOUT
MENTAL HEALTH,
SO WHY DON'T WE
DO IT?



Some of the most common reasons why we don't ask about mental health:

- »» Feeling uncomfortable, stigma
- »» Not knowing when to talk about it
- »» Not knowing what to say
- »» Not knowing what to do after a disclosure is made



OBSTACLE 1

FEELING UNCOMFORTABLE/MENTAL HEALTH STIGMA

- Mental health stigma - Thinking of someone else in a negative way due to their having a mental illness
- Despite our best efforts and significant progress in this area, stigma about mental health remains a huge barrier
- In the workplace especially, employees struggling with mental illness may avoid disclosing symptoms, asking for or seeking help due to fears of being seen as weak, less competent to do their job, less fit for promotion, etc.

SO HOW DO WE COMBAT MENTAL HEALTH STIGMA?



- Work on our own biases first
- Mental health as a challenge, rather than a weakness
- See mental illness as the same as physical illness
- Encourage open conversation and non-judgement as the norm
- Share your own experiences

WORK ON OUR OWN BIASES FIRST



MENTAL HEALTH AS A CHALLENGE, RATHER THAN A WEAKNESS



SEE MENTAL ILLNESS AS THE SAME AS PHYSICAL ILLNESS



SHARE YOUR OWN EXPERIENCES



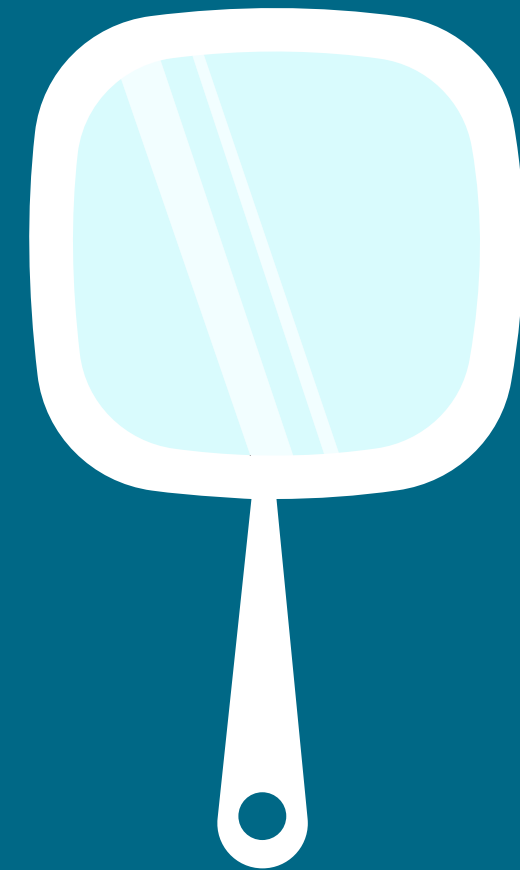
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ENCOURAGE OPEN CONVERSATION AND NON- JUDGEMENT AS THE NORM



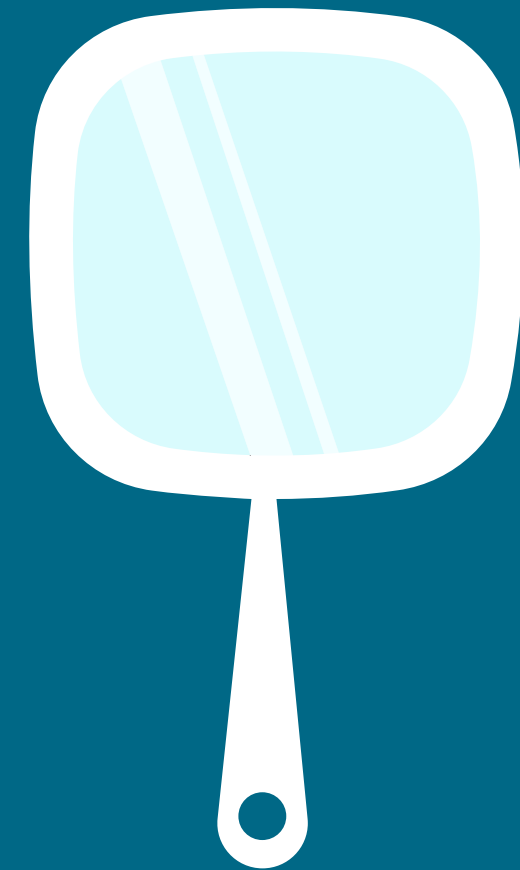
- Ask yourself honestly if you view someone who struggles with a mental illness negatively, and whether that impacts how you treat them.
- Reflect on whether you consider mental illnesses equivalent to physical illnesses, when it comes to their severity, impact or legitimacy.
- How comfortable are you sharing your own stories or experiences at the workplace?
- Consider how you can intentionally create a culture of openness and non-judgment in your organization.

REFLECTION



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REFLECTION





OBSTACLE 2

WE DON'T KNOW WHEN TO ASK

Signs of worsening mental health:

- Changes in work habits
- Changes in appearance
- Changes in mood, affect or demeanor
- Changes in attendance/absenteeism



SIGNS OF WORSENING MENTAL HEALTH:

Changes in work habits



SIGNS OF WORSENING MENTAL HEALTH:

Changes in appearance



SIGNS OF WORSENING MENTAL HEALTH:

Changes in mood, affect or demeanor



SIGNS OF WORSENING MENTAL HEALTH:

Changes in attendance/absenteeism



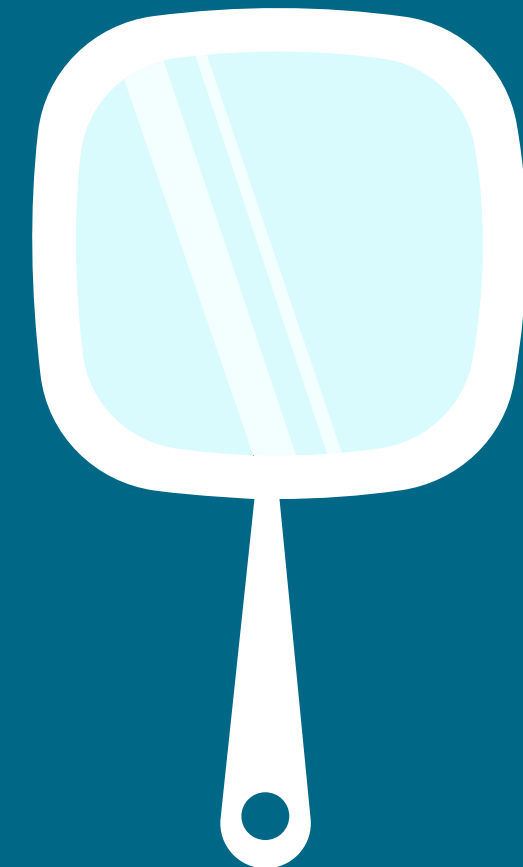
TWO IMPORTANT TIMES TO TALK ABOUT MENTAL HEALTH

The two most important times to talk about your employees mental health is:

- When they talk to you about it
- When your gut tells you something is up

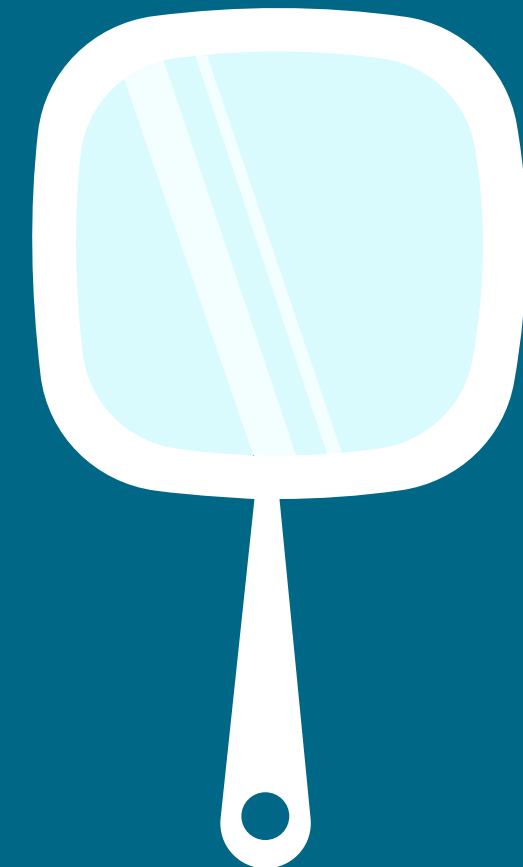
REFLECTION

- Consider how often you pay attention to changes in your colleagues or employees behaviours. Do you simply ignore them, or do you pay attention?
- Be mindful of your ability to attribute changes in work behaviour to something other than mental health. Can you work to shift this tendency?
- Have you ever had a gut feeling that someone wasn't doing well? What actions did you take (if any) and how did it go?



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OBSTACLE 3

NOT KNOWING WHAT TO SAY

- It can feel intimidating to figure out what is the right thing to say
- It's much easier than you think
- If in doubt, listening is better than talking
- Taking an open, non-judgmental approach

SOME PHRASES TO START THE CONVERSATION

"I'VE NOTICED X LATELY. I'M NOT SURE IF THIS IS SOMETHING YOU'VE NOTICED, BUT I JUST WANTED TO CHECK IN THAT YOU'RE DOING ALRIGHT?"

"IS THERE ANYTHING HERE THAT IS REALLY MAKING YOUR LIFE CHALLENGING LATELY?"

"WHAT WOULD BE MOST HELPFUL TO YOU RIGHT NOW?"

"WHAT CAN I TAKE OFF YOUR PLATE?"

"HOW CAN I SUPPORT YOU WITHOUT OVERSTEPPING?"

"LET'S DISCUSS THE RESOURCES WE HAVE AVAILABLE HERE, AND WHAT ELSE YOU MIGHT NEED."

"I'VE BEEN THROUGH SOMETHING SIMILAR. AND WHILE I DON'T WANT TO MAKE THIS ABOUT ME, I'M OPEN TO SHARING MY EXPERIENCE WITH YOU IF AND WHEN IT WOULD BE HELPFUL."

CREATING A SAFE SPACE FOR THE DISCUSSION



Be mindful of your own judgmental thoughts



Remember we are here to be supportive and listen, not get lost in the details, fix the problems or give advice



If you find yourself thinking, "What do I do?", recognize that you are no longer listening and instead, stepping into fix mode



BE MINDFUL OF YOUR OWN JUDGMENTAL THOUGHTS

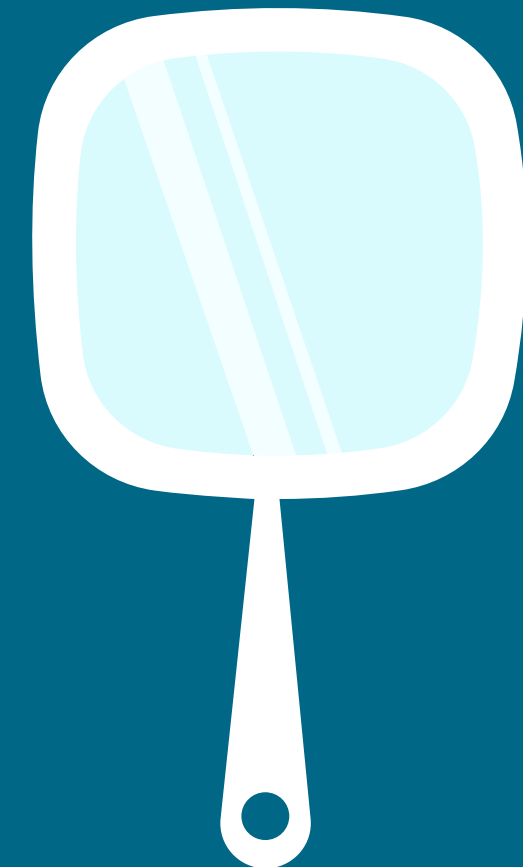


REMEMBER WE ARE HERE TO BE SUPPORTIVE AND LISTEN, NOT GET LOST IN THE DETAILS, FIX THE PROBLEMS OR GIVE ADVICE

IF YOU FIND YOURSELF THINKING, "WHAT DO I DO?", RECOGNIZE THAT YOU ARE NO LONGER LISTENING AND INSTEAD, STEPPING INTO FIX MODE

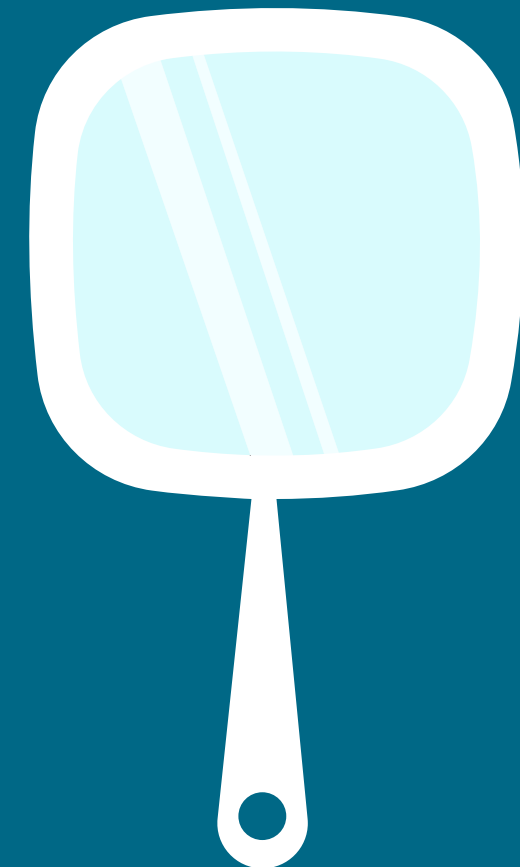
REFLECTION

- When it comes to asking someone about their mental health, do you struggle to know what to say?
- Which of the phrases on the previous slide feel genuine or authentic to you? If none of them, what would feel more comfortable for you?
- Consider whether you are someone who typically talks a lot or listens a lot. Is this something you could shift in the interest of creating a safe space for disclosures?



REFLECTION

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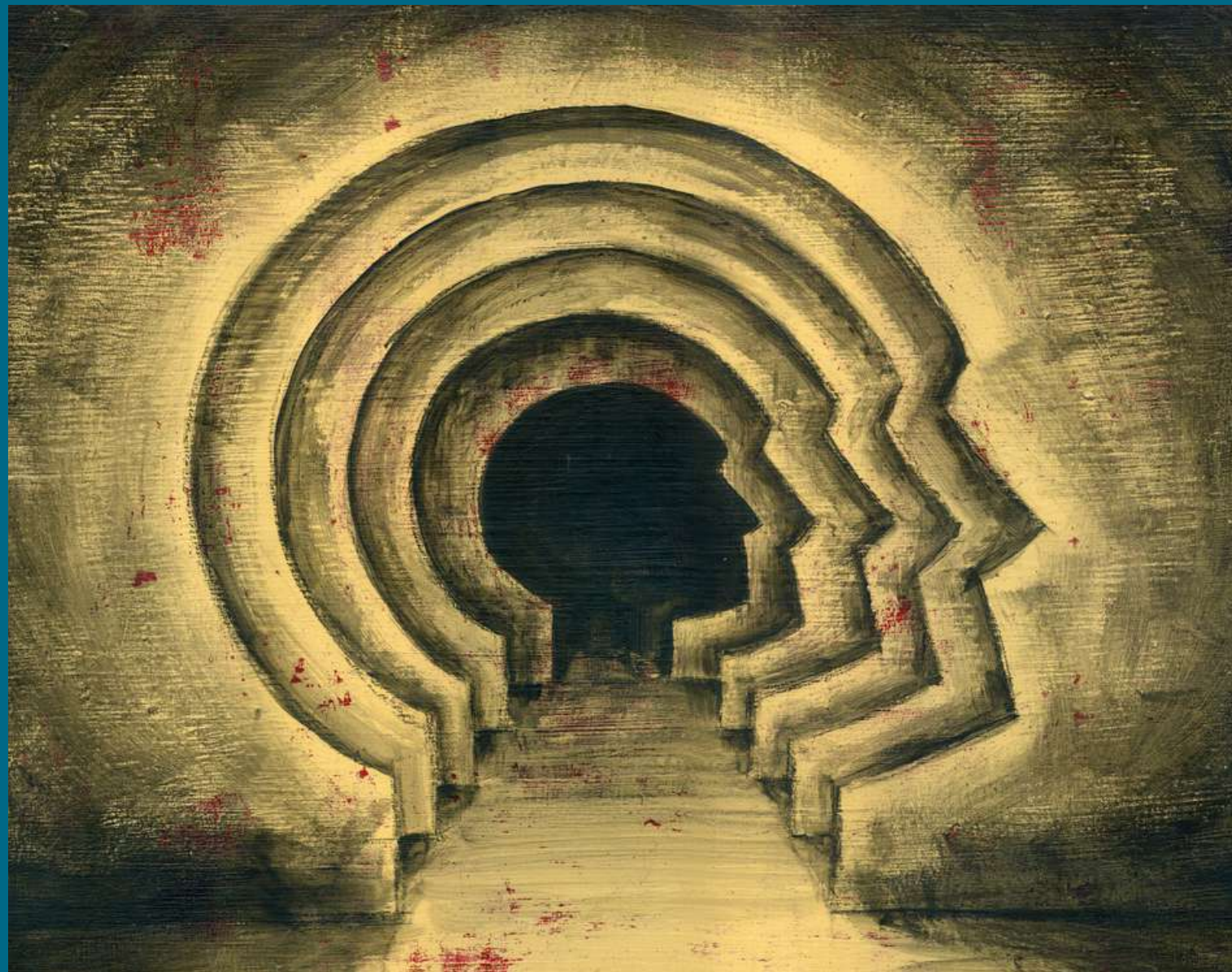




OBSTACLE 4

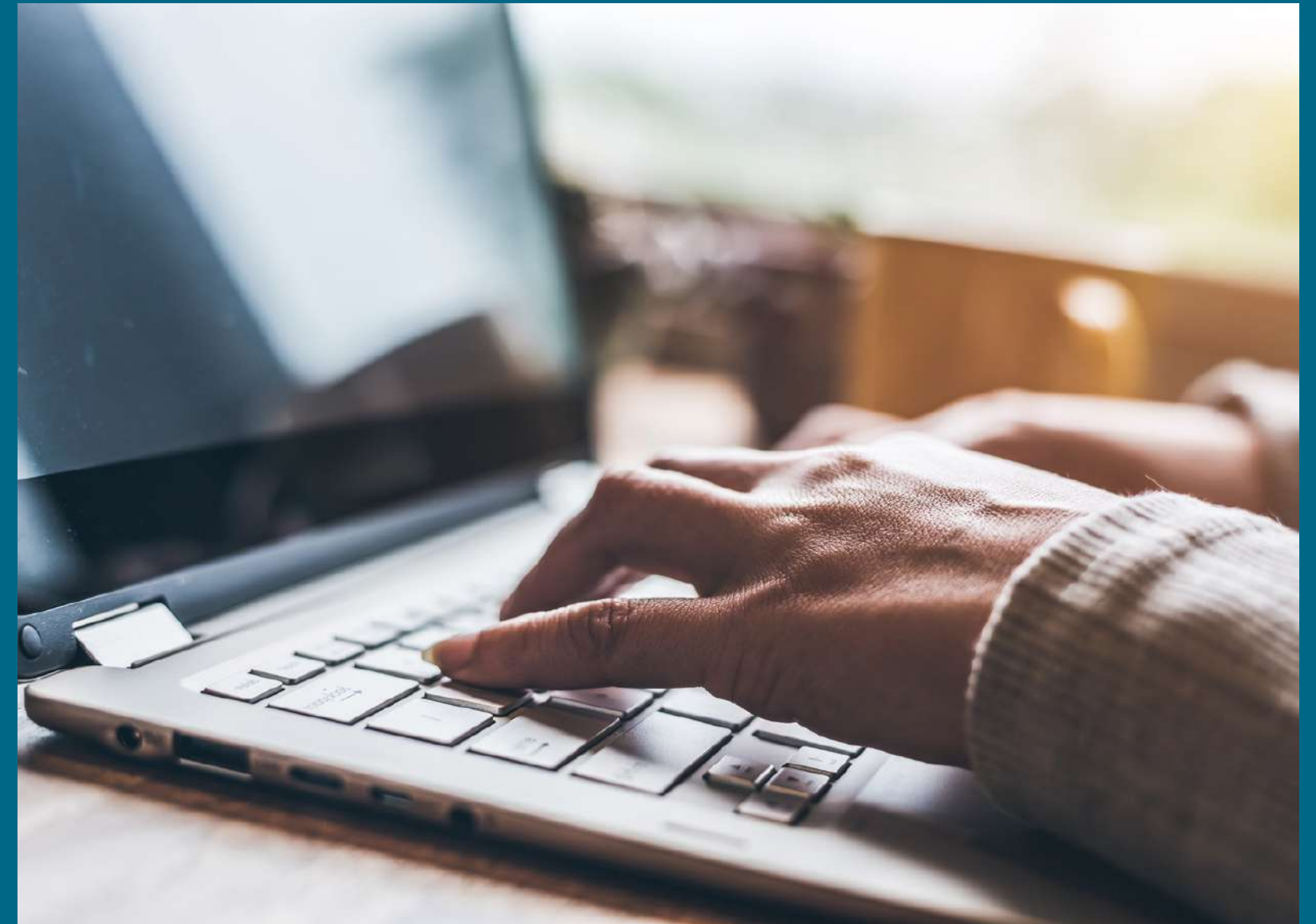
NOT KNOWING WHAT TO DO AFTER THE DISCLOSURE IS MADE

- Be mindful of your roles and responsibilities
- Do research and know what resources are available to suggest
- Have crisis resources on hand
- Confidentiality and safety



BE MINDFUL OF YOUR ROLES AND RESPONSIBILITIES

DO RESEARCH AND
KNOW WHAT
RESOURCES ARE
AVAILABLE TO
SUGGEST



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HAVE CRISIS RESOURCES ON HAND

CONFIDENTIALITY AND SAFETY



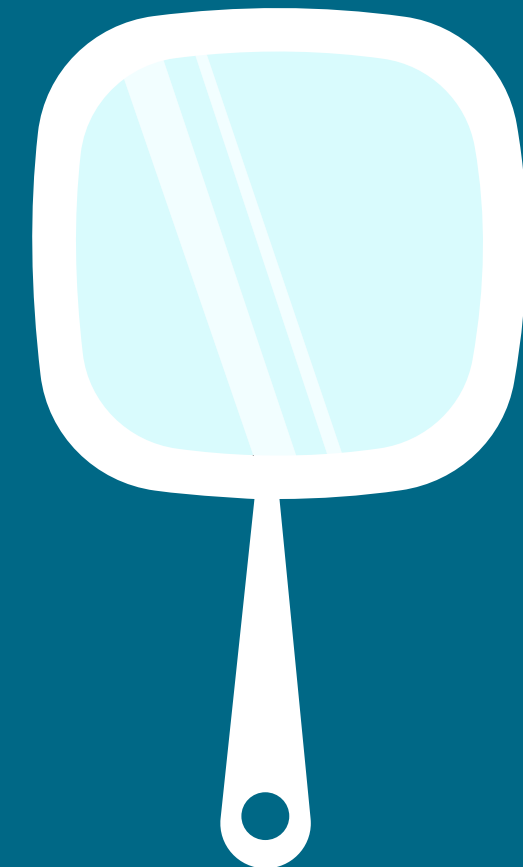


SELF-CARE WHEN TALKING ABOUT MENTAL HEALTH WITH YOUR EMPLOYEES

- Caring for your own mental health matters too
- Be mindful of what you are aware of vs. responsible for
- We must embody the culture that we are trying to create
- Ensure your own support team is in place as well

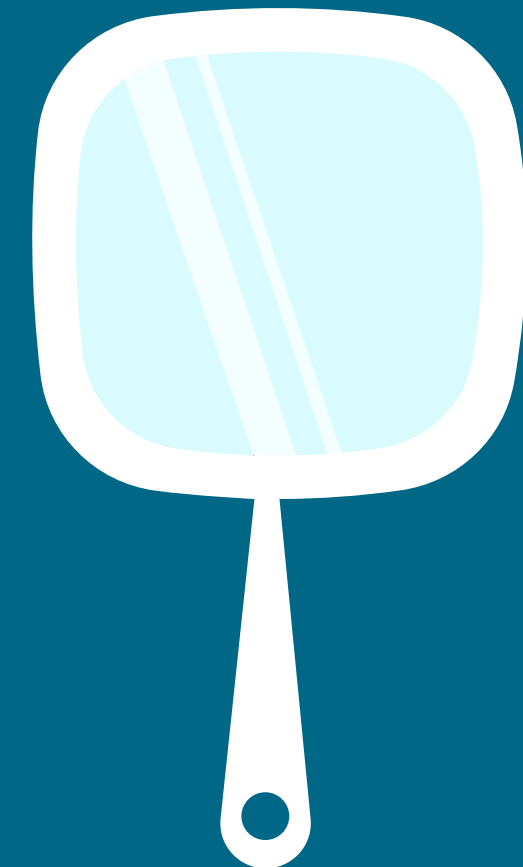
REFLECTION

- What mental health resources do you currently know of in your local area, or that are offered in your organization?
- Make a list of 3-5 resources you could refer someone to.
- Do you "walk your talk" when it comes to mental health? How are you caring for your own mental health?
- What personal steps could you take to ensure you have adequate support for your own mental health?



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HOW TO TALK TO YOUR EMPLOYEES ABOUT MENTAL HEALTH AND WHY IT MATTERS



SUMMARY

- Mental illnesses are common and increasing in frequency
- The burden of mental illness on the workplace is undeniable and expensive
- Creating a mentally healthy workplace culture is everyone's job
- Talking to your employees about their mental health is easier than you think
- This is part of a bigger conversation about workplace mental health

ACTION STEPS

- Take time to audit your beliefs and feelings about mental illness, both in the workplace and in your personal life
- Consider how you can model a safe mental health culture in your workplace
- Research available resources that exist in your organization and local community, including crisis resources
- Consider making a list or binder where you can access the information when needed
- Learn more about mental health in the workplace



RESOURCES FOR LEARNING MORE



- Mental Health Commission of Canada - The National Standard
- Centre for Addictions and Mental Health
- Centre for Applied Research in Mental Health and Addiction (CARMHA)



THANK YOU

Thank you to OPA for sponsoring this session and for your commitment to the professional wellness of the pharmacy community.

TOOLKIT

2022

PSYCHOLOGICAL HEALTH AND SAFETY TOOLKIT FOR PHARMACY LEADERS

By Amy Oliver and Dr. Carly Crewe
Sponsored by The Ontario Pharmacists Association



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Thank You!



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