Supporting Employee Mental Health
Actions for Human Resources
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FirstGroup
Today’s Speakers

Greg DeLapp
CEO
Employee Assistance Professionals Association
COVID – Anxious? Stressed?

- Affecting more aspects of life and work than ever in our history.
- Constant updates on risks and death toll across the US.
- Major changes at home and work.
- Big financial fears / threats.
- Changed global mobility / relations.
- Fear of infecting loved ones.
- Fear of returning to work / losing job.
- Who wouldn’t be anxious-depressed?
Employee Assistance – Focus

• Consultations, programs and services to provide tools, guidance, and **options for employers** to deal with employee and productivity issues

• Consultation, programs and services to provide tools, guidance, and **options for employees** to resolve personal concerns that may affect job performance, health, and/or well-being

• **EA is not just counseling. The key is consultation, options, solutions**
COVID / EA Service Utilization up 33%

- Transition office/home/back is difficult
- “Always on” virtual work setting
- 31% self-report poor quality sleep
- 30% self-report increased level anxiety
- 24% self-report poor mental health
- Anticipatory anxiety re: return to work
- Isolation, depression, risk of suicide
- Increase in alcohol, script med use
- In/Out – presenteeism / engagement
Employee will ask about ...

- Flexibility in scheduling
- Short notice absence flexibility / LOA flexibility
- Requests for cash advance / 401k hardship provisions
- Concerns about testing / disclosing PHI / quarantines if high temp
- Must return vs voluntary / transportation assistance options
- Exposure to others that might come home with me
- Bereavement policy questions?
- FMLA – but it’s my brother? I’m not eligible?
- What assistance is available to me through my employer?

Employee Assistance … a must have.
Today’s Speakers

Terri Rhodes
CEO
Disability Management Employer Coalition
HR Response – Mental Health

- Normalize and Sympathize
- Bold Messaging is needed
- Managing the Workforce
  - Consistent messaging about resources
  - Company intranets should be updated and include a centralized repository for benefits and resources with clearly marked access points
  - Send reminders via email and post reminders on the company login pages
  - Engage vendors to support your workforce-increase outreach and remove obstacles to access issues
HR Response – Supporting Parents

• Back to School Concerns
  • In most jurisdictions there is no legal obligation for employers to accommodate parents who cannot perform their job because of childcare responsibilities.

• Normalize and Sympathize with employees

• Communication from the top

• Direct report check ins

• Remote Work

• Flexible Scheduling and Job Sharing

• Employer-Provided Paid Time Off

• Families First Coronavirus Act (FFCRA)
HR Response – Practices

• **Company Policies**
  • Review and, if necessary, revise work from home policies to encourage work-life balance.

• **Take-aways**
  • Openly discuss barriers to productivity
    • Make sure front-line supervisors are trained and supportive
    • Increase communication on accessing mental health supports for parents and kids
  • Institute meeting best practices
  • Increase communication, increase communication, increase communication
Mental Health Resources

• Stress and Mental Health Playbook
• Mental Health Issue Brief
• Managing Employee Stress and Anxiety (and accompanying webinar)
• More resources at nsc.org/mentalhealth
SAFER Reminders

• Risk Assessment Workshops
  o Future Dates: September 21, October 6, November 10
• Organizational Vulnerability Assessment Tool
• Employee Perception Surveys
• COVID and Technology Webinar Series
Thank you!
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