



# WORKPLACE MENTAL HEALTH: IS YOUR NONPROFIT READY FOR POST- COVID CHALLENGES?

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CHARITY VILLAGE

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INTEGRAL WORKPLACE HEALTH



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20+ years in domestic and international employee support services Fortune 500 companies, NGO's and non profit organizations

Workplace mental health expert.

# AGENDA

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Covid-19: Traumatic experience

Mental Health and Covid-19

Supporting Employees and Volunteers



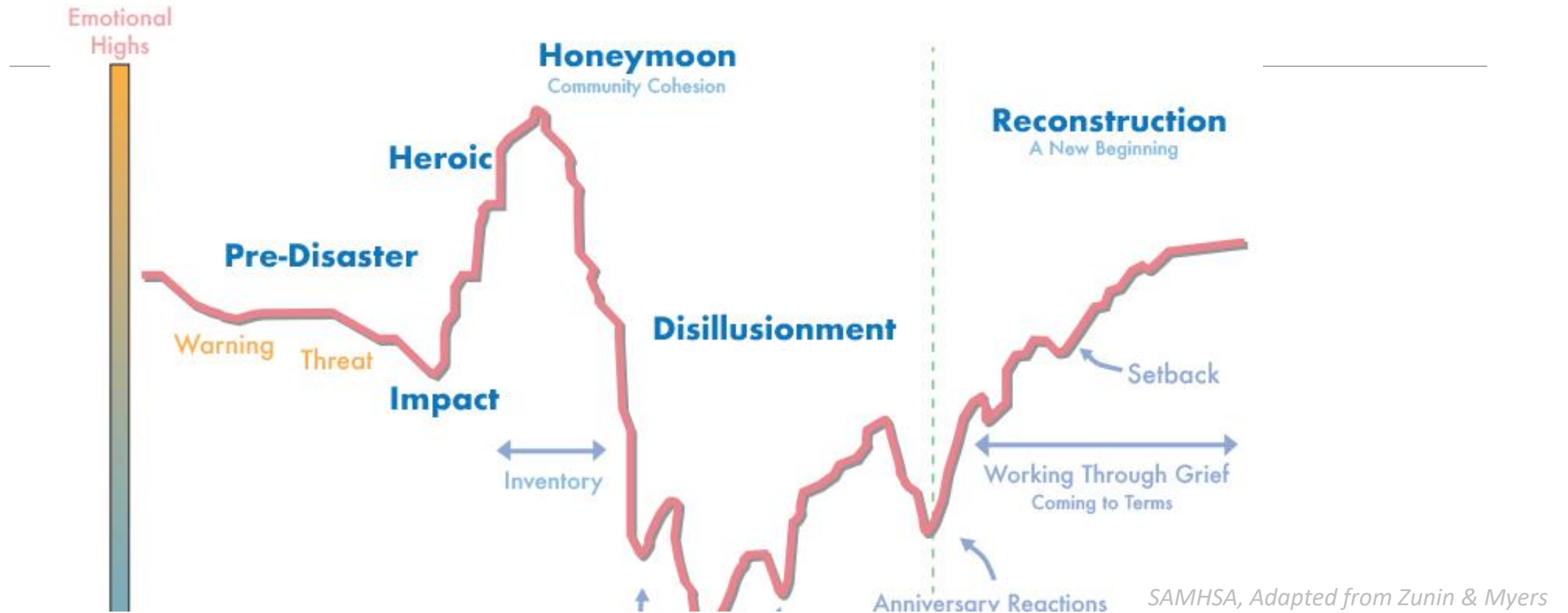
# COVID-19: A GLOBAL TRAUMA

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Characteristics of a traumatic event:

- Unexpected/unprepared
- Extreme stressors
- Disruption
- Challenge what we know: beliefs, values etc.

# PHASES OF TRAUMA EXPOSTURE



Challenged to cope with stressors & minimize distress



# IMPACT OF TRAUMA

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- Severity of exposure
- Individual factors
- Family Context
- Community Characteristics

No Shame, No Blame, No Judgement

# COMMON SYMPTOMS

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- Depressive symptoms
- Anxiety
- Obsessive thinking
- Disturbed eating/sleeping patterns
- Mood – irritability, frustration, withdrawal,
- Difficulty regulating emotions
- Intrusive thoughts etc.



# RESILIENCE & SYMPTOMS

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- 70-75% symptomatic but subthreshold & temporary
- Severe symptoms, impairing functioning, long term
- Delayed response
- No response





# COVID-19 : A UNIQUE STRESSOR

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- Affecting all aspects of life simultaneously
- Blocking access to established coping strategies.

WHO definition of Mental Health:

“A state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.”

# IMPACT FOR NON PROFIT EMPLOYEES/VOLUNTEERS

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- Historic underfunding for capability and capacity building
- Limited access to outsourced mental health support
- High dedication and commitment to organization and cause
- Human services –
  - vicarious trauma and deepened concern
  - exposure to high risk situations
  - emotional labour
- Disruption of social community with shared purpose and mutual support

# GOING FORWARD: EMPLOYEE/VOLUNTEER CHALLENGES

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- Delayed symptoms
- Lingering Anxiety
- Before and after employee are not the same
- Relationships have changed
- Ongoing uncertainty



# SUPPORTING EMPLOYEES/VOLUNTEERS

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- Listen – what is going well/not so well/do different?
- Acknowledge and accommodate
- Own mistakes
- Foster Resilience and Self-care habits (competitions and challenges)
- Foster community
- Offer distraction strategies
- Communicate – provide accurate information(sources)
- (provide mental health resources)



# SUPPORTING EMPLOYEES/VOLUNTEERS

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- Foster awareness and compassion with struggling colleagues
- Leverage management
  - role model resilient & self care behaviour
  - encourage and give staff/volunteers permission
  - Byaf requests
  - Mental health awareness
  - Mental health awareness skills discussion



# GOING FORWARD: ORGANIZATION

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- Before and after organization is not the same
  - Examine de facto culture and envisioned culture
- Focus on **Flexibility** and emerging practise
- Take the long view
- Opportunity for 2<sup>nd</sup> order change

## Strategic Resilience:

the ability to dynamically reinvent business models and strategies as circumstances change, to continuously anticipate and adjust to changes that threaten their core earning power—and to change before the need becomes desperately obvious.

Gary Hamel, *The Quest for Resilience*



# SUMMARY

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- Covid-19 and pandemic measures have undoubtedly had a (normal) impact on individual mental health.
- While people are much more resilient than we think they benefit from compassion and support.
- Covid-19 crisis will pass but not just yet
- Focus on flexible and emergent practise and protocols.
- Take the opportunity to invest in capability and capacity building.



# Q&A

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# Thank You



**INTEGRAL**  
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