



Welcome to the 2018 FRPA
Conference!
Mental Health: Let's Talk
About It

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Learning Objectives

- Understand the dimensions of wellness/wellbeing
- Identify the relationship between recreation and wellbeing
- Identify internal training needs and understand stress and growth potential
- Describe employee engagement and understand its value
- Understand how wellbeing and culture are smart business strategies
- Define EAP and it's benefit to employees

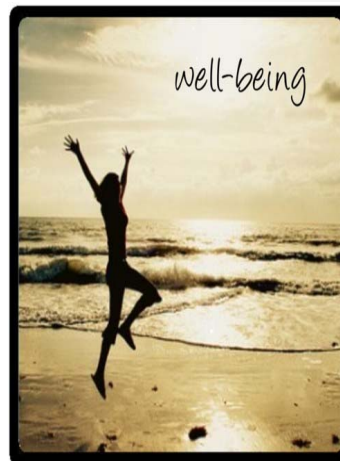


Well-Being Defined

Centers of Disease Control and Prevention defines it as:

- Positive emotions and moods
- Satisfaction with life
- Fulfillment
- Positive functioning
- Thriving

Integrates mental and physical health-holistic approach to prevention and health promotion



Dimensions of Wellness

- Direct links to health and productivity
- Sound in body AND mind
- Impacts work environment
- Whole person approach
- Aligns personal and professional growth



National Wellness Institute:
http://www.nationalwellness.org/?page=six_dimensions

Dimensions Defined

- Occupational: career you are passionate about; personal growth and development, financial security
- Physical: nutrition, physically active, sleep, preventive care, abstain from substance abuse
- Social: contribute positively to community, meaningful relationships
- Intellectual: challenge yourself, expansion of knowledge and skills, creativity, sharing talents
- Spiritual: understand your values and beliefs and respect others
- Emotional: understand and accept your feelings, living optimistically, a sense of direction

National Wellness Institute

Health Continuum of Wellness

Traditional Wellness:

- Disease management
- Reducing risk (prevention)
- Keeping healthy people healthy



Let's rethink this.....what about??

- Thriving, resilience, optimism and creativity
- Emphasizing purpose and development opportunities
- Energy management strategies
- EAP services
- Creating a place where employees can flourish

Mental Health

- 1 in 5 adults AND 1 in 5 children have a mental health condition
- Leading cause of disability in the workforce
- Opioid epidemic
- Suicide #10 cause of death in US

3 most common mental health concerns

1. Anxiety
2. Depression
3. Substance abuse

Michael Thompson, 2017, National Alliance of Healthcare Purchaser Coalitions

Breaking the Stigma

What if we talked about physical health the way we talked about mental health?

<https://www.youtube.com/watch?v=0B5nfkaeplc>

Depression

<https://www.youtube.com/watch?v=XiCrniLQGYc>

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Integration of Dimensions

Why is mental health important?

Meaning and purpose in life, a sense of belonging and security is related to better health, well being and health related behavior.

When emotional, mental and social wellness are good, people tend to

- Engage more in preventive care
- Have better physical health
- Have a lower risk of death
- Experience greater life enjoyment
- Realize better health outcomes
- Have stronger immune systems



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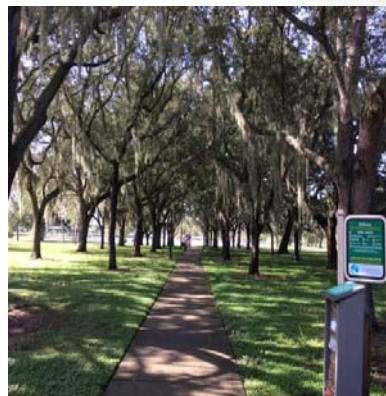
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Recreation's Role in Well Being

- Parks and green space benefit long term mental health and well-being
- Urban areas see higher levels of depression, anxiety and stress vs more rural areas or where park density is higher

Parks and recreation departments help provide:

- Engagement in nature
- Numerous ways to participate in recreation
- Social opportunities
- Opportunities to volunteer
- Community gardens



Colman, A (2015). Parks: Improving Mental Health and Well-Being. NRPA. <https://www.nrpa.org/parks-recreation-magazine/2015/april/parks-improving-mental-health-and-well-being/>.

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Recreation's Role in Well Being

- Participating in sports clubs and organized recreational activity= better mental health, more alert and more resilient
- Social support reduces stress, anxiety and depression
- Violent crime down when increased participation in community activities
- Physical activity can be as effective as medication for mild to moderate anxiety and depression
- Participation in group recreation provides a sense of value, belonging and attachment

Gillian Street and Ray James (2007). The relationship between organized recreational activity and mental health. Mentally Healthy WA Centre for Behavioral Research in Cancer Control, Curtin University.

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Recreation's Role in Well Being

- Physical Benefits: decreased chronic disease, boosts immunity, increases life expectancy
- Mental: reduces depression and stress, improves quality of life, personal and spiritual growth, and life satisfaction
- Social: strengthens community, reduces crime, encourages volunteerism, promotes stewardship, social bonds (unites families, cultural diversity, inclusivity) and supports youth (develops positive behavior and deters negative behavior)

What does this mean to your community?
What does this mean to your employees?

California State Parks (2015). The Health and Social Benefits of Recreation: An Element of the California Outdoor Recreation Planning Program.
https://www.parks.ca.gov/pages/795/files/health_benefits_081505.pdf

Stress: Burden and Impact

- 80% of employees are stressed out by work, and 77% of these report higher fatigue levels
- ¾ of employers rank stress as their number 1 health concern

The result of unmanaged stress:

- Burnout
- Poor Performance
- Poor health
- Low morale
- Higher levels of absenteeism

Why should I care?

These are your employees
AND
the people utilizing your facilities and programs.

Stress: Perception and Growth Potential

Our perception of stress determines how our health is impacted.

Can stress be used as a tool for improved performance?

Training Stress/Creating Resilience

- Intentional deviation from normal stresses
- Designed to challenge us and allow growth and development
- Result=build resilience IF recovery occurs

Example: Physical Performance

- Athlete pushes limits
- Rest allows healing and ability to focus and visualize success
- Performance improves with repeated, incremental and intentional pushing past “limits” and then resting
- Improved strength and endurance allow higher level performance

IF our athletes do NOT get proper rest and recovery:

- BURNOUT
- Injury
- Illness

Training Gone Wrong

- More accidents
- Higher absenteeism and presenteeism
- Poor performance
- Poor health
- **Employee leaves organization**

Signs of Burnout

- Chronic fatigue
- Insomnia
- Forgetfulness
- Physical symptoms
- Increased illness
- Loss of appetite
- Anxiety
- Depression
- Anger
- Cynicism and detachment (loss of enjoyment)
- Feelings of apathy
- Irritability
- Lack of productivity
- Diminished performance



Carter, S. B. (2013). The Tell Tale Signs of Burnout...Do You Have Them? Psychology Today

How do you Respond?

What to do	What NOT to do
Ask	Minimize feelings
Be respectful	Avoid belittling
Articulate concern	Avoid patronizing
Listen and avoid judgment	Do not trivialize their experience
Be supportive-how can I help	Do not counsel-out of your scope
Provide access to professional services	

Reflection Questions

1. How do you feel about employees taking sick and vacation leave?
2. Do you use your sick and vacation leave?
3. Are you mentally and physically engaged in your work?

Relevant Training Options

- Conflict Resolution
- Healthy Relationships
- Stress/Resiliency
- Dealing with difficult people/de-escalating
- Communication Made Easy
- Different Personalities-how to get along
- Sleep topics
- Stress series
- Workplace issues (managing expectations, lack of control in workplace, work life balance, lack of resources, etc)

Invest in your employees!

Employee Engagement

Engaged employees are:

- Passionate about their job
- Committed to the organization
- Giving their best every day
- Understanding and will commit to goals and values of the organization
- Understanding their role/purpose
- Motivated to contribute to success
- Engaging in their own well-being



<http://engageforsuccess.org/what-is-employee-engagement>

Actively Dis-engaged Employees

Compared to engaged employees, actively dis-engaged:

- Experience more physical pain on a daily basis
- Experience more stress on a daily basis
- More likely to be diagnosed with high blood pressure, high cholesterol, obesity and depression

They will bring down the morale of your team.

Gallup-Healthways Well-Being Index
Harter and Adkins, 2015

When Employees are NOT Engaged

- “Checked out”
- Trading time for money
- No passion

Employees who are actively disengaged are unhappy and are making it known, affecting engaged employees and the overall environment.

As a supervisor, how would you handle both of these types of employees?

Gallup Poll

Driving Engagement

- Meaningful and positive work: autonomy, solid teams, down time
- Hands-on management: clear goals, coaching, development
- Positive work environment: flexible, humanistic, culture of recognition
- Growth opportunity: training, culture of learning, promotions
- Trust in leadership: transparency, honesty, inspiration



Deloitte University Press, DUPress.com

Well-Being and Business Sustainability

Are your employees an integral part of your success as a city?

Is there an economic impact to poor health and poor safety?

Recruitment and Retention-how do you get AND keep the best employees?

Are we more concerned with being customer centric or employee centric? Are they related?

Connecting Well-Being and Performance

New business trend: recruit, develop and retain the best talent by focusing on the employee experience.

A healthy and productive workforce is essential to a successful business and serves as a competitive advantage.

Healthy workforce as a top strategic priority-**How do we stay competitive in our market?**

Part of investing in human capital is connecting employees to what they do and making them feel good about it-**What purpose do I serve?**

How can supervisors and organizational culture provide a great employee experience?

- Can employees weigh out strategies before implementation?
- Are we open to innovation?
- Are our employees willing to learn new tasks?
- Do we (do I) listen and understand the thoughts and feelings of colleagues (employees)?
- Do we (do I) support the development of employees?
- Do we (do I) provide quality feedback?
- How is our customer service
 - to the public?
 - to our internal customers (other city departments)?
 - to each other?

Lessons from Google

A 2016 New York Times article "What Google Learned from its Quest to Build the Perfect Team"

"What distinguished good versus dysfunctional teams was psychological safety.....a sense of confidence that the team will not embarrass, reject or punish someone for speaking up."

The Google logo is displayed in its characteristic multi-colored font (blue, red, yellow, green, blue) with a slight 3D effect and shadow.

Culture of Health

When there is a strong culture of health at work employees are:

- More likely to say they have control over their health
- Less likely to say stress negatively impacts their work
- More likely to report being happy with their lives
- More likely to report that direct managers support them in reaching health goals

The top 5 barriers to staying healthy include: lack of time, affordability, WORK ENVIRONMENT, not willing to sacrifice, and confusing coverage

The Consumer Health Mindset Survey; National Business Group on Health, Aon Hewitt, The Futures Company, 2014

Culture

Organizational culture-subcultures and microcultures

Ex: City of Clearwater (organization)
Parks and Recreation (subculture)
Aging Well Center (microculture)

Police Department (subculture)
Com center (microculture)
Economic crimes (microculture)

Fire Department (subculture)
Station 48, C shift (microculture)



Components of Culture

What happens in our sub and microcultures?

- Culture of recognition
- Values and priorities
- Relationships
- Confronting problems
- Recruitment/promotion
- Orientation
- Training and development
- Communication
- Resources
- Rituals



Leadership Role

Functions	Actions
Share the vision	<ul style="list-style-type: none"> • Understand and explain resources and purpose • Show enthusiasm
Serve as role model	<ul style="list-style-type: none"> • Participate • Share goals • Explain personal benefits
Align touch points	<ul style="list-style-type: none"> • Address what impacts the culture • Remove barriers • Provide autonomy and ability to participate in a well culture
Monitor and celebrate success	The sky is the limit!
Support your employees	How do YOU support your employees?

What does Support Entail?

- Culture
- Leadership
- Environmental Support
- Policies

When it comes to behavior change and creating a healthy culture, awareness has very little to do with change.

1. Skills (25%)
2. Motivation (30%)
3. Opportunity-a supportive environment (40%)-do I have access to an environment that makes choosing healthy behaviors the norm?

Hunnicut, 2010

Employee Assistance Program (EAP)

- Not exclusive to diagnosable mental health conditions
- Counseling for marriage, grief, stress, depression, etc.
- Elder/pet/child care
- Legal and financial services



City of Clearwater's EAP plan

- Eligible for 5 free face to face visits, per issue, per year
- \$10 copay per visit once free sessions exhausted
- Large network of providers through Cigna Behavioral Health
- Benefits extend to everyone in household
- Free webinars monthly
- Optional onsite (wellness programs, critical incidents)

Do your employees realize that they do meaningful work?



How do you inspire your employees? What inspires you?



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For more information about the Florida Recreation and Park Association visit www.frpa.org.