

While we wait to get started...

Please take a moment to enter some brief comments into the chat.

Tell us by way of the chat:

Something good that happened to me this week is.....

I am here today because.....



Mental Health Champions Depression and LAER

Life matters Mental Health Committee



Agenda

- Section 1: Overview & introductions
- Section 2: Depression
- Section 3: LAER technique and examples
- Section 4: EAP update
- Section 5: Discussion and Q&A



Ground rules

This is not a therapy session – but we want everyone to participate fully

- The conversations can get real and raw, and that's OK
- This could bring up triggers or memories, that's OK too
- The sessions will not be recorded, as these conversations are confidential: what is said in the room stays in the room
- One conversation at a time
- Be respectful of others in the room
- It is OK to leave the room and take a break if you need to
- It's OK if you don't want to share
- Turn off mobile phones/electronic devices



Ground
rules

Warning: *the contents of this presentation may include sensitive topics. If anyone feels uncomfortable, they are welcome to leave the session.*

Purpose of our Session

EDUCATE

Provide you with a baseline knowledge of some mental health conditions and techniques to deal with them



PROMOTE

Discussion and networking, an opportunity to share experiences, ask questions and grow your network



SUPPORT

You as a Mental Health Champion as you support our people

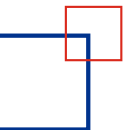


The invisible illness





Educate: Depression



What is Depression?

*Defined as “persistent sadness or low mood and/or marked loss of interests or pleasure, and a range of associated symptoms”**

- Depression is a common mental illness recognized around the world which affects your ability to take part in everyday activities.
- A person may be depressed if, for more than two weeks, he or she has felt sad, down or miserable most of the time or has lost interest or pleasure in most of his or her usual activities.
- It is not a sign of weakness; anyone can be affected by depression.
- Depression doesn't last forever but requires treatment.

Depression: Facts and Figures

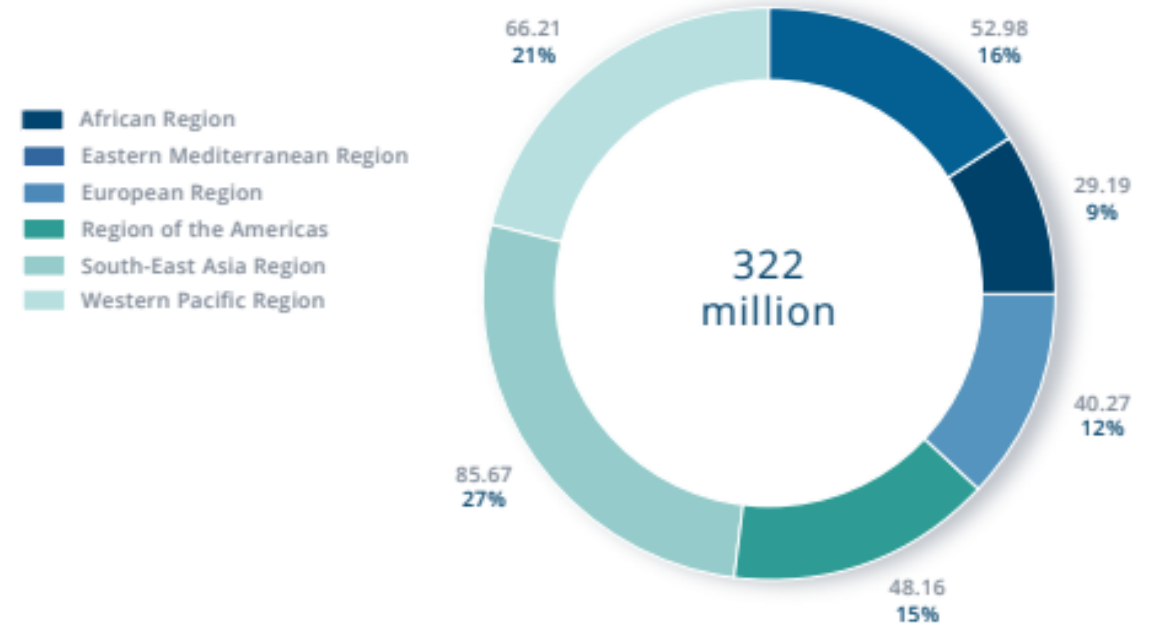
One in six people will be diagnosed with depression at some point in their life. [National Institute for Health and Care Excellence (NICE), 2015]

In Australia, 54% of people with mental illness do not seek treatment. As support services become more accessible, demand is increasing rapidly.

Between 76% and 85% of people in low and middle income countries do not receive treatment. [World Health Organization, 2020].

Depression is the leading cause of disability in the U.S. for people aged 15-44. [Anxiety and Depression Association of America, 2020]

The amount of people in the UK reporting moderate to severe depressive symptoms has doubled during the COVID pandemic. [The Pharmaceutical Journal, 2020]



Cases of Depressive Disorders (millions) [World Health Organization, 2017]

Signs of Depression

Experiencing 5 signs of depression for more than two weeks is cause for concern*

Physical and Behavioural Changes

Changes in physical appearance

Less energy

Sleeping more or less

Overeating or undereating

Avoiding or withdrawing from other people

Increased use of drugs or alcohol



Changes in your Mind

Feeling worthless, sad, irritable or angry

Loss of confidence

Inability to concentrate

Recurrent thoughts of death and suicide



Changes at Work

Loss of motivation

Drop in performance

Working short/long hours

Increased sickness absence

Changes in social behaviour at work



*American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders

Causes of Depression

There is no single cause for depression, however some factors may increase your risk:

- **Hormones and chemicals:** Changes in your hormones can affect your mood, you are more at risk of depression if you have problems with your thyroid or low levels of B vitamins. Medications or supplements can trigger depression.
- **Family history:** Depression can run in families, which may be due to genetic predisposition or exposure to depression when growing up.
- **Your background:** Problems during your childhood may increase your chance of developing depression. Stressful events during your life, such as financial issues, job loss, and relationship problems can trigger depression. Loss of friends or family. Victim of a crime or traumatic event.
- **Lifestyle:** Legal and illegal drugs can impact your mental health. If you drink regularly you Having a balanced diet and exercising regularly can reduce your risk.
- **Physical illnesses:** Risk may be higher if you have long-term or life-threatening illnesses.

Depressed brains have fewer neurotransmitters, typically, which is why serotonin levels are important.



Common Depression Disorders

Clinical Depression

A common term which means a doctor has given you a diagnosis of a form of depression.

Depressive Episode

Formal name given to depression when doctors make a diagnosis. Can be mild, moderate or severe.

Recurrent Depressive Disorder

Diagnosis meaning you have had at least 2 depressive episodes. Can be mild, moderate or severe.

Reactive Depression

Depression which was caused by stressful events in your life.

Dysthymia

A continuous state of feeling low for several years.

Manic Depression

Now usually known as bipolar disorder. It is a different illness to depression which causes people to have manic and depressive episodes.

Psychotic Depression

Severe depression resulting in hallucinations or delusions. You may see, hear or believe things that aren't real.

Post-Natal Depression

Symptoms are similar to other types of depression. It affects woman who have recently given birth.

Seasonal Affective Disorder (SAD)

This affects you at the same time of year, usually winter. You may sleep more and eat more carbohydrates.

Treatments for Depression

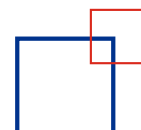
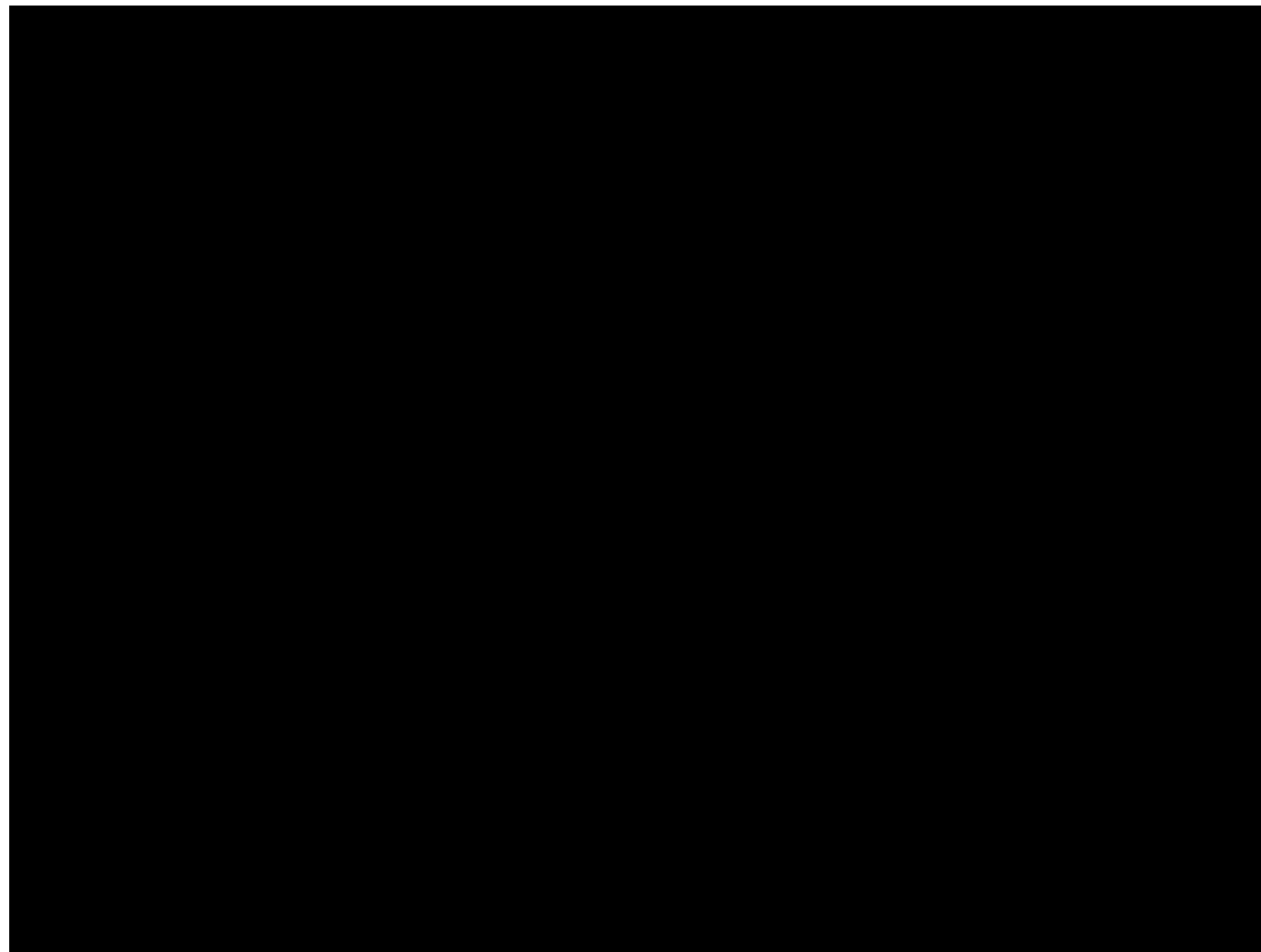
The first step to getting help is to see your doctor who may suggest one, or a combination of, the following:

- **Talking Therapies:** Meeting with a trained therapist on a one-to-one basis or with a group of people suffering depression. The experience can be tailored to suit the severity of your depression.
- **Cognitive Behavioral Therapy (CBT):** This therapy focusses on how your thoughts affects your feelings and behaviours. It equips you with the techniques needed to cope with your depression and prevent it from returning. Sessions can often be done online as well as face to face.
- **Antidepressants:** Your doctor may recommend antidepressant medication. There are several forms available and it may take some time to find one that works for you.
- **Exercise Therapy:** Good physical health and exercising regularly can improve symptoms.
- **Diet:** Eating a balanced diet can help as part of your overall treatment.
- **Complementary/Alternative Therapies:** Complementary therapies are treatments which are not part of mainstream healthcare such as massage, acupuncture, meditation and yoga.

Treatment options for depression varies, speak to a professional to discuss the best options for you.



Black Dog





Support: Depression

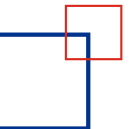
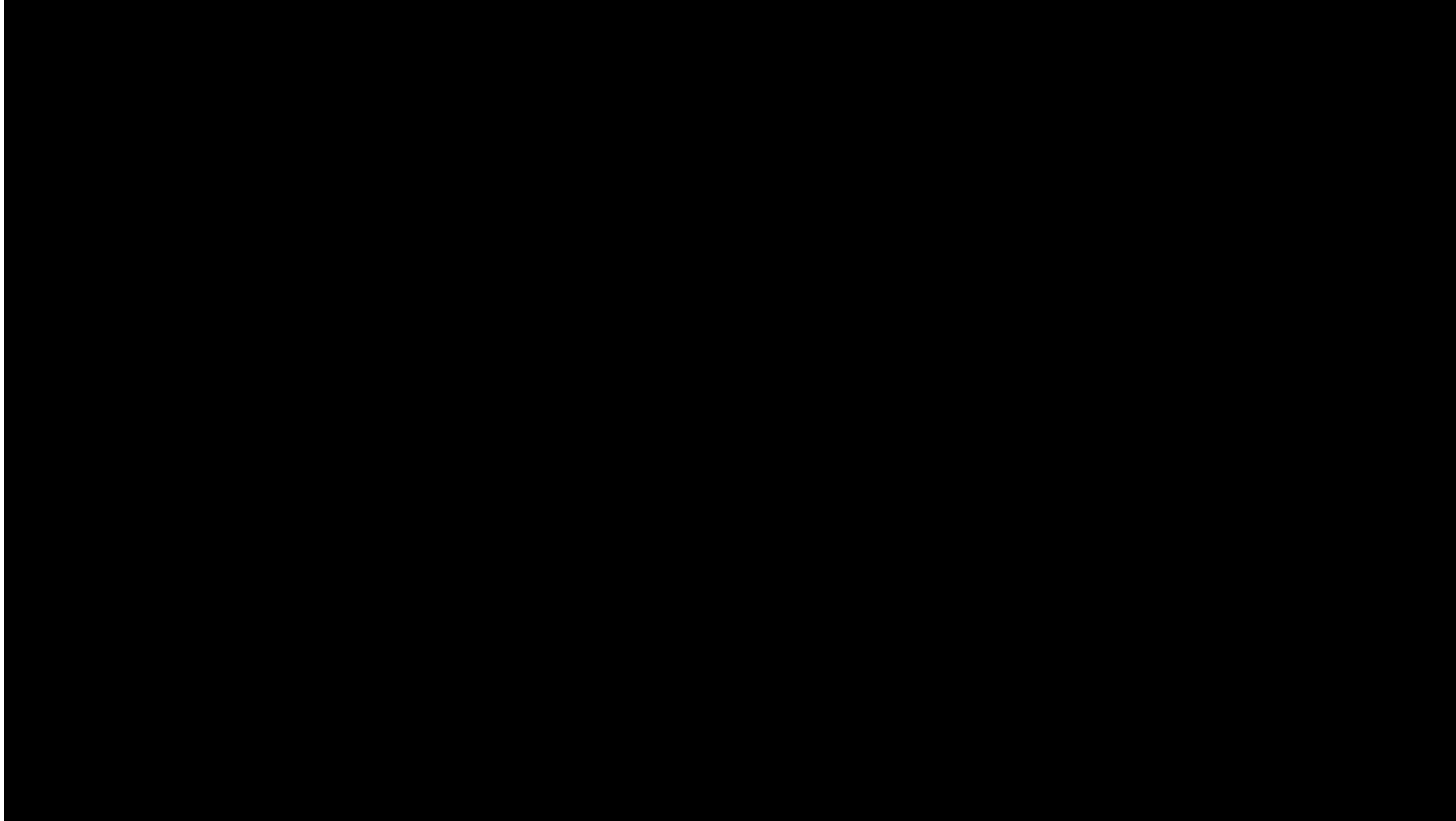
How can we support people with Depression?

Learn about triggers and symptoms – look out for changes in behavior.

- **Communicate.** Speak honestly and kindly. Make specific offers of help and follow through. Ask how they feel and don't judge them for negative thoughts.
- **Allow time.** Understanding and patience is needed
- **React calmly and rationally.** Even if the individual is in a crisis, it's important to remain calm. Listen to them and make him feel understood, then take the next step in getting help.
- **Help them to help themselves.** Encourage them to:
 - Become an expert – know about medication and treatment options.
 - Partner with their health care providers. Work with mental health care professionals to develop a plan that works for them.
 - Be healthy - Regular exercise can reduce many symptoms. Diet is also an important factor, so try to eat healthy, balanced meals.



Helping those living with a Black Dog



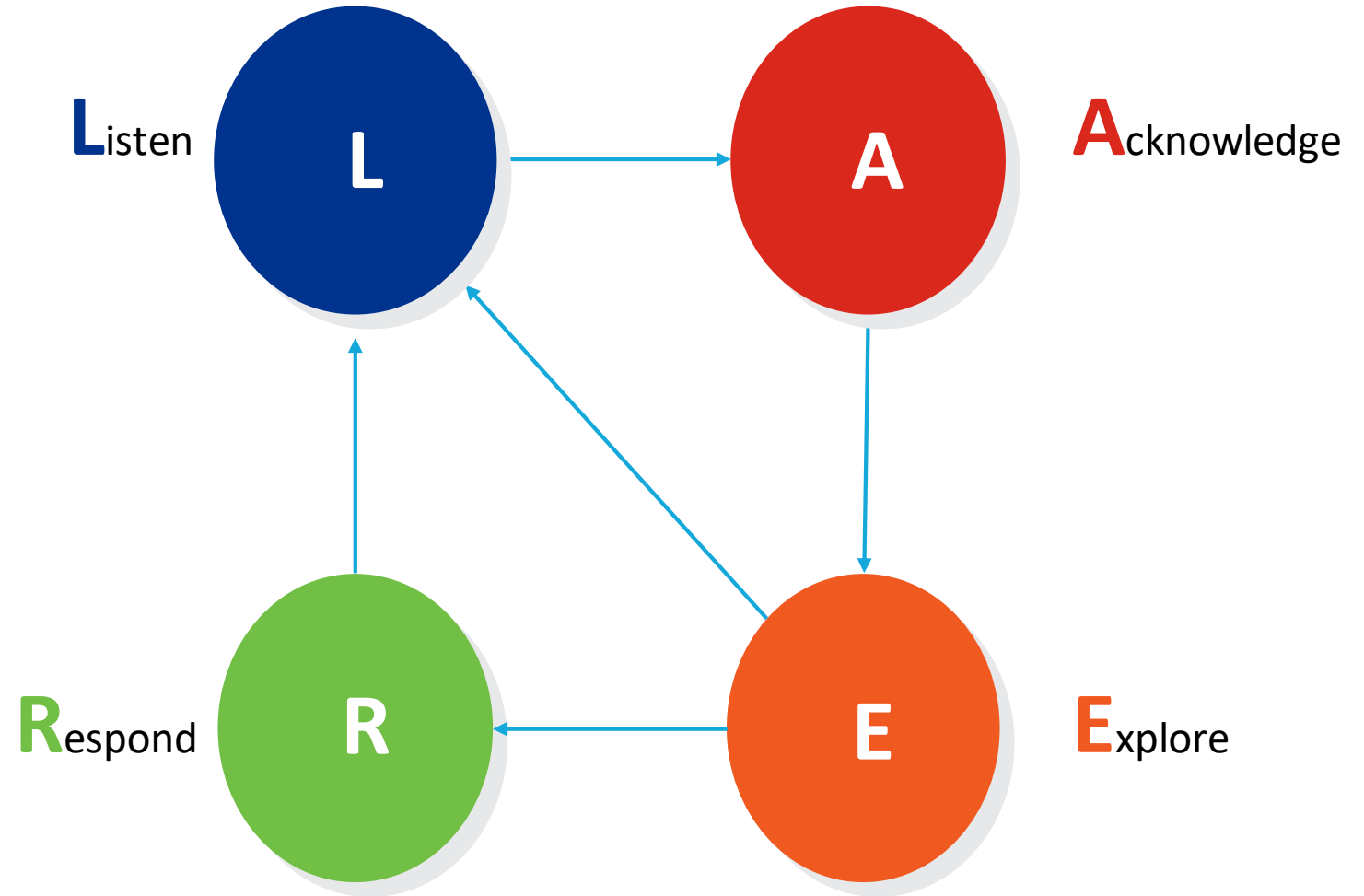


LAER technique and examples

One of the greatest things we can do is to Listen

LAER is a tool that can put yourself in the other person's position and gain understanding by:

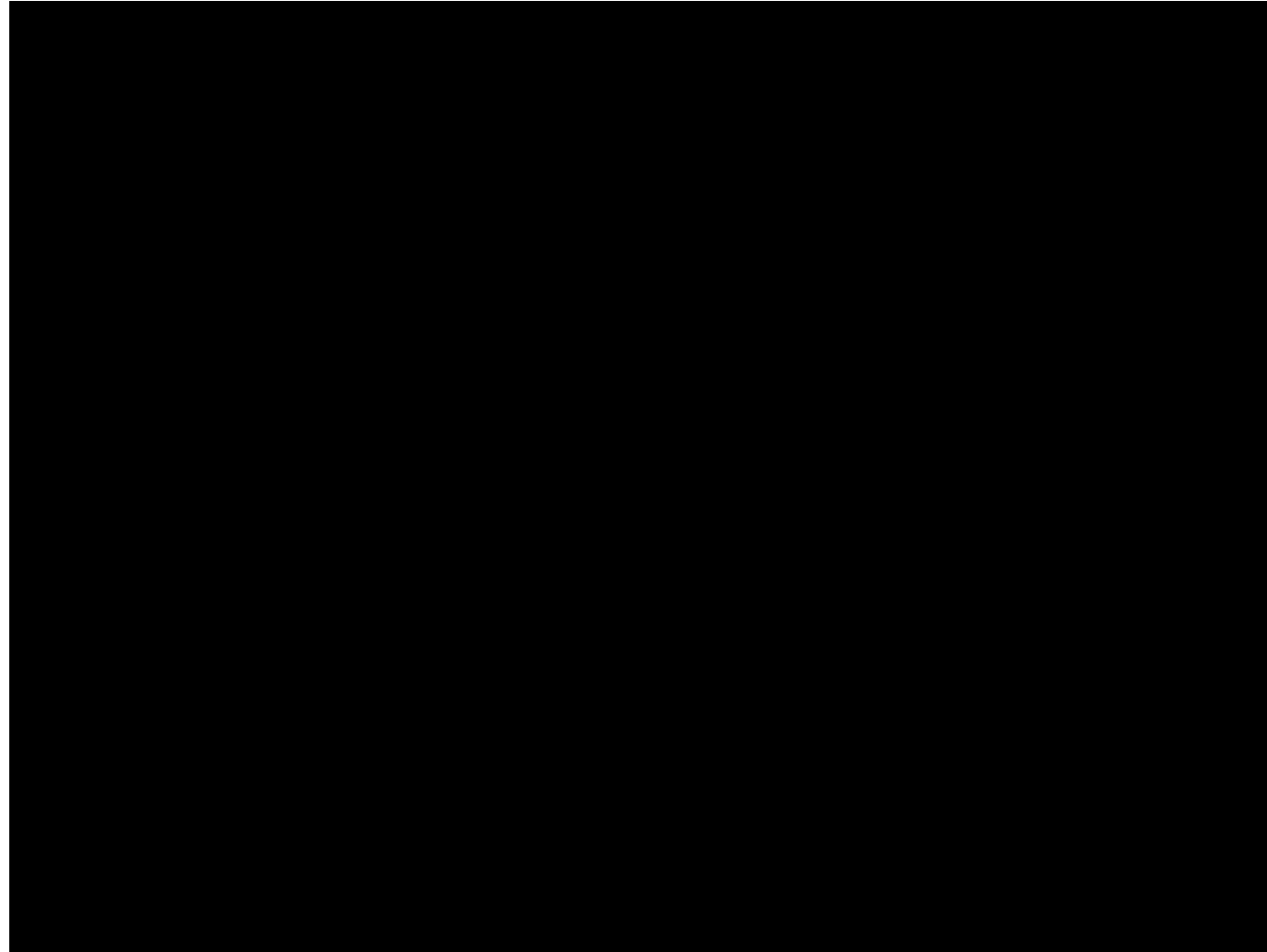
- listening, not talking
- focusing the conversation on what the other person wants to talk about
- Acknowledging the feelings or emotions
- Exploring causes and solutions
- Responding with empathy and understanding



Video 1



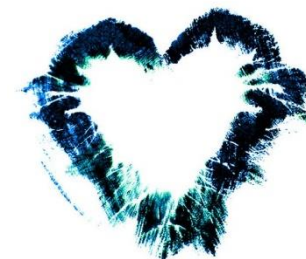
Video 2





**PROMOTE:
DISCUSSION & NEXT STEPS**

Employee Assistance Program Update



• Change in Provider

- We value... **Life** and care. We understand we need a flexible, more comprehensive global EAP service to support our transformation.
- **Workplace Options (WPO)** has been appointed as our new Employee Assistance provider.
- Transition to WPO will be phased as follows:
 - All countries excluding Australia, Canada, UK*, and US will transition on **14 December 2020**
 - Australia, Canada, and US will transition on **01 January 2022**.
- A series of webinar orientations about the new service will start on 17th December 2020. For more information refer: [EAP SharePoint page](#)

• EAP Contacts from 14 December 2020

 <p>Australia / Canada Provider: Optum</p> <p>Website www.livewell.optum.com Code: worley</p> <p>Phone: Australia: 1300 678 861 Canada: 1888 307 0539</p> <p>App Download myLivewell from iOS or Android</p>	 <p>USA Provider: Optum</p> <p>Website www.liveandworkwell.com Code: worley</p> <p>Phone: 1-866-248-4096</p> <p>App Download myLivewell from iOS or Android</p>	 <p>UK Provider: CareFirst</p> <p>Website www.eap-carefirst.com (username = lifestyle1234 password = carefirst)</p> <p>Phone: 0800 0155 630</p> <p>App n/a</p>	 <p>All other countries Provider: Workplace Options</p> <p>Website http://global.resourcesforyourlife.com Code: worley</p> <p>Phone: Per local country telephone grid</p> <p>App Download iConnectYou from iOS or Android</p>
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• WPO Core Features

- ✓ Access to phone counselling and online services 24/7
- ✓ 5 face to face counselling services per issue per year for an employee / family members (ability for location to 'top up', on a case-by-case basis)
- ✓ Manager and employee training webinars across a wide range of wellbeing topics
- ✓ Manager Assist –specialist phone consultations service for managers
- ✓ Crisis management support services
- ✓ Access to mindfulness and computerized CBT programs
- ✓ Provision of service supporting our relevant languages
- ✓ Smartphone application
- ✓ Ability to deliver service in remote locations now and in the future
- ✓ Reporting via a live real time dashboard, with data accessible by location

What can EAP help with?



A **confidential and anonymous** 24/7 service, accessible for you and **any member of your household** (including children living away from home)

*Note – UK remains out of scope due to comprehensive local cover aligned to an existing employee benefit

How can you support our transition?



Be **curious**.

Explore the new providers website and attend the scheduled orientation.

Learning about the new provider and how they offer services will enable you to be better informed to support our people



Promote locally.

Support the global transition with localised promotion.

There will be a variety of materials made available to your location – we will rely on your support to get them to our people.



Be an **advocate**.

Where appropriate, signpost the service in as many interactions as you can.

By continually referencing our service, we remind people of it, encouraging utilisation and supporting our people's wellbeing.



Make it **personal**.

If you have stories of using the EAP you are comfortable sharing, please do.

We know there is a stigma around using the service; the more experience we can share of using the service, the more we normalise it.

Next Steps

EDUCATE

- Continue your learning by using the resources on the next slide
- Practice Active Listening ... on your colleagues, friends and family
- Understand the issue in your own location – what are the depression facts and figures where you are?

PROMOTE

- Have conversations about depression, to help normalise it
- Direct those in need to our EAP service



SUPPORT

- Offer an empathetic ear to those around you
- Practice LAER, offer to partner with another MH Champion to practice together!



Don't forget to sign the Life matters mental health charter and send to mentalhealth@worley.com

Resources

Videos

Depressive and Bipolar Disorders: Crash Course Psychology #30

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

Why Depression Isn't just a Chemical Imbalance

<https://www.youtube.com/watch?v=GAC9ODvSxh0>

Depression isn't always obvious

<https://www.youtube.com/watch?v=1Yq6W7YAHM4>

Mental Illness: What You See / What You Don't See

<https://www.youtube.com/watch?v=54sDdNa9vek>

QA

Worley
energy | chemicals | resources