Fact vs. Fiction: *Mental Illness in the Workplace*

Raising Awareness • Increasing Sensitivity • Building Strategies

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CPI
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Objectives

Participants in this *Prepare Training*® Presentation will be empowered to:

- Describe CPI’s working definition of mental illness and related terminology.
- Discuss realities and myths about people living with mental illness.
- Intervene in difficult situations.
- Refer individuals who may be experiencing a potential mental health crisis to appropriate resources.
Objectives

What this presentation is *not*:

• A debate about internal policies and procedures.
• A forum for determining changes in internal policies and procedures.
• A medical, clinical, or legal seminar.
• A seminar addressing the diagnosis or treatment of mental illness.
• A forum for discussing any confidential issues.
• A comprehensive course that teaches everything there is to know about this sensitive topic.
• An individual or group counseling session.
Examining Beliefs

Activity 1

What terms do you think of when you hear the term “mental illness” or “mental disorder?”
## Mental Health Continuum

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<tr>
<th>HEALTHY</th>
<th>Mental Health Problems</th>
<th>UNHEALTHY</th>
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<tbody>
<tr>
<td>Mental Wellness</td>
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<tr>
<td>Occasional to mild distress Stress is manageable</td>
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Adapted from Regents of the University of Michigan, 2009.
Mental Health Continuum
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Definition: **mental illness** is a **medical condition** that may significantly impair or disrupt a person’s:

- **Thinking**.
- Feeling.
- **Mood**.
- Ability to **relate** to others.
- Daily **functioning**.
- Routine living tasks.
Mental Health Continuum

Frequently diagnosed mental illnesses:

- Depressive disorders.
- Schizophrenia.
- Bipolar disorder.
- Obsessive-compulsive disorder (OCD).
- Posttraumatic stress disorder (PTSD).
- Personality disorders.

... and many others.

Exploring Realities and Myths

Activity 2
 Violence Risk Factors

- Working with the public.
- Working alone.
- Working late night or early morning hours.
- Exchange of cash.
- Delivery of passengers, goods, or services.
- Presence of alcohol.
- Working in high-crime areas.
### CPI Crisis Development Model℠

#### Integrated Experience

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<th>Responses</th>
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<td>Directive</td>
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<tr>
<td>Physically Violent</td>
<td>Violence Response Procedures</td>
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**Tension Reduction**
Review: CPI *Crisis Development Model*™
Personal Space (Proxemics)
Body Language (Kinesics)
Paraverbal Communication
Behavior Intervention Toolbox

Activity 3
Definition: A mental health crisis involves a situation or event that is **experienced** or **perceived** as an intolerable **difficulty**. This may exceed a person’s own resources and coping mechanisms.

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Mental Health Crisis Response Procedures

**Definition:** Mental Health Crisis Response Procedures involve an organization’s plan to **maximize** safety and regain **control** of a situation when any person may become **unsafe** due to a mental health crisis.

It is not necessary to wait until a situation is unsafe before initiating Crisis Response Procedures.
Keep Yourself Safe
Assess the Situation
Summon Assistance
Make the Environment as Safe as Possible
Definition: Tension Reduction involves a decrease in physical and emotional energy that occurs when a person regains control of rationality and behavior.

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Tension Reduction

Respect, Service, and Safety at Work®
Postvention After a Mental Health Crisis

**Examples:**
Debriefing provides an opportunity to learn:

- What factors may have contributed to this crisis?
- What was done well in resolving the crisis?
- What could have been done better?
- What changes should be considered to help prevent future crisis or improve future responses?
CPI Resources

Provide business card or contact information to Receive Free Resource Packet
Thank you!

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