Welcome to

Mental Health, Stress, and Resilience

To join the audio portion by phone, please dial: 888.603.7041
Passcode: 5175380

While you wait, share in the chat box:
What do you hope to learn from today’s session?
Connecting to Audio

- Audio broadcast
- Call in via phone (number and passcode listed on each slide)
- View Closed Captions in the Media Viewer panel
Tips for Participating

- Share comments and ideas in the Chat panel (send to “All Participants”)
- Ask questions in the Q&A panel (send to “All Panelists”)
- Some WebEx features are not available on mobile devices
- Links and recording will be available after the session
Welcome to
Mental Health, Stress, and Resilience
Today’s Speaker

Kari Stevens
Veterans Administration
Today’s Webinar Topics

- Mental health
- Mental health conditions
- Myths and facts
- Stigma
- Stress and compassion fatigue
- Self-care
- Resilience
- Helpful resources

National Alliance on Mental Illness (NAMI) Helpline
1-800-950-NAMI (6264)
Poll Question

How often is mental health, stress, and resilience brought up in your work?

A. All the time
B. Some of the time
C. Not often
D. Never
Mental Health
What is Mental Health?

- Emotional, psychological, and social well-being
- It affects how we think, feel, and act
- Impacts how we respond to, handle and cope with stress
What Does Good Mental Health Look Like?

The ability to...

- feel, express and manage a range of positive and negative emotions
- form and maintain good relationships with others and
- cope with and manage change and uncertainty
Mental Health Conditions
What is a Mental Health Condition?

- A medical condition
- May change how you think and feel
- Can be managed with proper treatment
- Is NOT the result of one event
What do Mental Health Conditions Look Like in the U.S.?

- Millions of adults (1 in 5) in the U.S. experience mental health conditions in a given year
- Most common mental health conditions:
  - Depression
  - Anxiety disorder
  - Substance use disorder
Myths vs. Facts
Chat Question

What are the most common misconceptions you have heard about mental health?
Myth vs. Facts

Myth: There is no hope for people with mental illness.
Myths vs. Facts

Myth: There is no hope for people with mental illness.

Fact: There are more treatments, strategies, and community supports than ever before.
Myth: Mental illness cannot affect me.
Myths vs. Facts

**Myth:** Mental illness cannot affect me.

**Fact:** Mental illnesses do not discriminate; they can affect anyone.
Myths vs. Facts

Myth: Mental illness is caused by personal weakness.
Myths vs. Facts

**Myth:** Mental illness is caused by personal weakness.

**Fact:** Mental illness is caused by environmental and biological factors.
Myths vs. Facts

**Myth:** I can’t do anything for someone with mental health issues.
Myths vs. Facts

Myth: I can’t do anything for someone with mental health issues.

Fact: You can do a lot, starting with the way you act and how you speak.
Stigma
What is Stigma?

- When someone, or even you yourself, views a person in a negative way.
- Can create huge challenges to reaching out and getting needed support.
- May cause feelings of shame or judgment.
### Does Language Matter?

<table>
<thead>
<tr>
<th>Preferred</th>
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<tr>
<td>She is a person with schizophrenia.</td>
<td>She is schizophrenic.</td>
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<tr>
<td>He was diagnosed with bipolar disorder.</td>
<td>He was mentally ill.</td>
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<tr>
<td>She has a mental health illness.</td>
<td>She suffers from mental illness.</td>
</tr>
<tr>
<td>She has a substance use disorder.</td>
<td>She’s a drug user.</td>
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Source: American Psychiatric Association
What Have We Covered So Far?

- Mental Health
- Mental Health Conditions
- Myths and Facts
- Stigma

NAMI Helpline
1-800-950-NAMI (6264)
Stress and Compassion Fatigue
What is Stress?

- Affects everyone!
- How the brain and body respond to any demand
- Can affect your health
What is Your Experience?

I find it difficult to separate my personal life from my life as a helper.

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What is Your Experience?

STEP 1: Click on the pen in the upper right corner of the screen

What is Your Experience?

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What is Your Experience?

STEP 2: Click on the SQUARE.
Do not use the arrow, letters, line, or pen.
Select the X or checkmark.
What is Your Experience?

I find it difficult to separate my personal life from my life as a helper.

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What is Compassion Fatigue?

- A state experienced by those helping people in distress
- Can create a secondary traumatic stress for the helper
Physical Symptoms

- Headaches
- Changes in sleep
- Changes in appetite
- Muscle aches
- Fatigue
Emotional Symptoms

- Anxiety
- Difficulty concentrating
- Feeling overwhelmed
- Lack of motivation or focus
Behavioral Symptoms

- Changes in eating
- Changes in sleep
- Increased alcohol or substance use
- Social withdrawal
Self-Care
How Does Self-Care Help Us?

- Manage and reduce stress
- Care for physical and psychological health
- Fostering and strengthening relationships
What Does Self-Care Look Like?
What Does Self-Care Look Like?

- Physical
What Does Self-Care Look Like?

- Physical
- Psychological
What Does Self-Care Look Like?

- Physical
- Psychological
- Emotional
What Does Self-Care Look Like?

- Physical
- Psychological
- Emotional
- Spiritual
What Does Self-Care Look Like?

- Physical
- Psychological
- Emotional
- Spiritual
- Relationship
What are Natural Supports?

- Colleagues and/or supervisors
- Mentors
- Friends/family
- Peer group
Self-Care
Chat Question

What types of self-care do you practice?
Resilience
What is Resilience?

- Process of adapting well in the face of significant sources of stress
- Having the ability to bounce back from a distressing experience
- An ordinary trait, not an extraordinary one
When Do You Ask For Help?

- Changes in physical symptoms
- Emotional symptoms
- Behavioral symptoms
How Do You Find Help?

▪ Through your supervisor, colleagues or peer groups
▪ Mental health providers
▪ State and national hotlines
▪ National Alliance for Mental Illness (NAMI)
How Can I Help Others?
How Can I Help Others?

▪ Listening
How Can I Help Others?

- Listening
- Being a supportive presence
How Can I Help Others?

- Listening
- Being a supportive presence
- Asking open-ended questions
How Can I Help Others?

- Listening
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- Asking open-ended questions
- Non-judgmental approach
How Can I Help Others?

- Listening
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- Asking open-ended questions
- Non-judgmental approach
- Seek to understand
How Can I Help Others?

▪ Listening
▪ Being a supportive presence
▪ Asking open-ended questions
▪ Non-judgmental approach
▪ Seek to understand
▪ Accepting that asking for help is okay and normal
How Do I Find Local Resources?

▪ Contact the Department of Human Services Division of your local county/state

▪ Ask a local university or college about counseling services

▪ Call the Substance Abuse and Mental Health Services Administration (SAMSHA) at: 1-800-662-4357 for local services/providers

▪ Contact local hospice organizations about their grief and loss support groups
National Resources

The National Alliance on Mental Illness (NAMI)
1-800-950-6264 (NAMI)
https://www.nami.org/Find-Support

Suicide Prevention LifeLine
1-800-273-8255 (TALK)
https://suicidepreventionlifeline.org/

Veterans Crisis Line 1-800-273-8255 (TALK)
Press 1
https://www.veteranscrisisline.net/

Substance Abuse and Mental Health Services Administration 1-800-662-4357 (HELP)
https://www.samhsa.gov/find-help

U.S. Department of Health and Human Services Mental Health
https://www.mentalhealth.gov/get-help/health-insurance/index.html

Warmlines
http://www.warmline.org/
VISTA Benefits and Resources

- VISTA Healthcare Allowance can reimburse members for eligible co-pays and prescriptions
- VISTA Health Benefit Plan covers three outpatient mental health visits
- Telehealth
- VISTA Campus forum
- Resources to Support Opioid Programming
Chat Question

What’s one mental health topic you would like to learn more about?
Evaluation

▪ Please take a few moments to share your feedback through the quick poll on the right side of the screen.
▪ How can we improve these sessions? What topics should we include in future webinars?
▪ Thank you very much for your time and participation!
Questions

- To ask a question verbally, call in using the number on this slide and press *1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”
Thank You for Your Participation!

If you have further questions or for more information, contact us: VISTAwebinars@cns.gov

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<tr>
<th>Next member and supervisor webinar:</th>
<th>Upcoming VISTA member webinar:</th>
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<tbody>
<tr>
<td><strong>Supervisor and Member Q&amp;A:</strong> Mental Health, Stress, and Resilience</td>
<td><strong>VISTA Benefits and Taxes:</strong> Just the Basics</td>
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<tr>
<td>December 19, 2017 2:00pm Eastern</td>
<td>November 20, 2017 2:00pm Eastern</td>
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Visit the Webinars page on the VISTA Campus for a schedule of upcoming webinars and recordings of past webinars