



## **Chat Transcript: The WELCOA Pulse Beneath the Surface - Why Mental Well-Being is Critical in the Workplace**

14:01:57 - Lori Thomas (WELCOA):

Check out WELCOA's Premier Provider Network and browse by product or service here:

<https://www.welcoa.org/providers/>

14:02:01 - Lynn:

Cape Cod

14:02:03 - Nichelle:

Tulsa, OK

14:02:04 - Angie:

Hello from Austin, Tx

14:02:04 - Derek:

Hello! Omaha

14:02:04 - Krystal:

New Hampshire

14:02:05 - Marla:

Cherry Hill, NJ

14:02:05 - Leonardo:

Hi from São Paulo – Brazil

14:02:06 - Lacey:

Hello from Texas

14:02:06 - Lynn:

Cheyenne Wyoming

14:02:06 - Nick:

Hello from Boston

14:02:06 - Rachel:

Cincinnati!

14:02:06 - Heather:

Hello from Rhode Island

14:02:06 - Amy:

Tennessee



14:02:07 - Emily:  
Maumee, OH

14:02:07 - Stephanie:  
Whitewater WI

14:02:07 - Bill:  
Portland OR

14:02:07 - Brittany:  
Burlington, VT

14:02:08 - Amanda:  
Green Bay

14:02:08 - Heidi:  
Minnesota

14:02:08 - Shawn:  
New Haven, CT

14:02:08 - Michelle:  
Port Clinton, Ohio

14:02:09 - Mary:  
New Jersey

14:02:09 - Rachal:  
Colorado

14:02:09 - Haley:  
Abilene, TX

14:02:09 - Rachel:  
Orlando

14:02:09 - Jan:  
Hello! Madison, WI

14:02:10 - Maria:  
Hi South Orange, NJ

14:02:10 - Jackie:  
Hello! I am Zooming in from Florence, AL

14:02:10 - Lisa:  
St. Louis



14:02:11 - Stacy:  
Hi Brillion, WI

14:02:11 - Sheri:  
Texas

14:02:12 - Cibennie:  
Orange County, CA

14:02:12 - Amy:  
Hello from Sioux Falls, SD

14:02:13 - Tianna:  
Marshfield WI

14:02:14 - Amy:  
Wisconsin

14:02:14 - Shelley:  
Minnesota

14:02:14 - Kellie:  
Chicago!

14:02:14 - Heather:  
Hi from Denton Texas

14:02:15 - Josephine:  
Tucson, AZ

14:02:16 - Haley:  
Chicago

14:02:16 - Sara:  
Hello - working remotely - Brownsville, WI

14:02:17 - Teri:  
Wisconsin

14:02:17 - Rebekah:  
Northern MN

14:02:17 - Lyndsey:  
Jasper, Indiana

14:02:17 - Scott:  
Tacoma, WA



14:02:18 - Lyn:  
Ludlow MA

14:02:18 - Sandy:  
Neenah, WI

14:02:20 - Aimee:  
Milwaukee, Wisconsin

14:02:21 - Mariah:  
Hello from Los Angeles!

14:02:22 - Kari:  
Wisconsin

14:02:23 - McKayla:  
Rudolph, WI

14:02:23 - Samantha:  
Hi - Vail, Colorado!

14:02:24 - Nereida:  
Hello from Sacramento, CA!

14:02:33 - Susan:  
Minneapolis, MN

14:02:36 - Julee:  
Paris, IL

14:02:36 - Dolly:  
AZ!

14:02:57 - Audrey:  
Richland, WA

14:02:59 - Jamie:  
Maryland

14:03:02 - Rhonda:  
Good afternoon from Morgan, Minnesota

14:03:05 - Stacey:  
Indianapolis, IN

14:03:20 - Janet:  
Janet from Michigan



14:04:12 - Ronda:

Hello from little town Las Animas, CO in the Southeast corner of the state.

14:07:14 - Maria:

Thank you for sharing this

14:07:49 - Rebekah:

wow...hugs to you. you are one strong woman! we have a lot in common!

14:08:27 - Momoko:

Thank you so much for sharing this. I appreciate the genuineness of this conversation.

14:11:51 - Liz:

I wonder if Covid exacerbated it, and in some ways allows us to talk more openly about it?

14:13:03 - Haley:

Great point, Liz! I agree

14:16:43 - Cibennie:

PLEASE do share!

14:16:58 - Lynn:

It's good water. Meditation, daily walks in nature and TURNED off the news! :)

14:17:25 - Fred:

I was one of the 92%— yes, Covid changed my sense of well-being: it made me stronger (in the long run)

14:17:58 - Ben:

The news has been some of the biggest offenders of causing more mental health issues.

14:18:36 - Michelle:

I chose to really embrace the quality of family time that we had previously never had! I got to spend my son's last year at home WITH him, every day, instead of all the hustling that goes with normal life. I really appreciated all the opportunities that came out of this time in life.

14:18:54 - Maureen:

I focused on the positives. My girls came home from school and the time I had with them was a gift. We had more time at home, doing things as a family with adult children. My daughter got a puppy, and we all enjoyed his energy. We spent lots of time outside on the back patio. I also continued to go into the office, which was probably a good thing.

14:19:50 - Kathleen

What does that look like for the bigger companies bringing on MH from outside?

14:20:16 - Kellie:

About to push a Be Kind to Your Mind Campaign for next month!



14:20:19 - Lacey:

I think HR is blind to their own need to be mentally well with owning their own burdens as well as the workforce

14:20:35 - Nichole:

I work in a healthcare organization - besides communicating our EAP, what else can we do to encourage mental health?

14:21:08 - Julee:

I work in healthcare, and we have the EAP.

14:21:48 - Andrea:

Our Behavioral Health Manager is leading small group forums with leaders to share with them how to identify distress in their employees and how they can normalize checking in - then he opens it up to allow them to share specific experiences and talk it through with their peers as he guides and advises

14:21:48 - Ronda:

Country living and working from home already. We don't have many businesses or places to shop or eat at. We plan shopping trips. Cooked at home most of the time and only ate out when we went shopping in the bigger towns or cities. So, when COVID hit I learned to shop more online than I already was. My life really didn't change, and my home is in a setting that people would vacation to.

14:22:13 - Lacey:

We are running a comms campaign in Sept/Oct to support mental health day Oct. 10: Defining it, Mediations, Tea & Talks by team, walking/charity challenge, etc.

14:22:20 - Julee:

We also have added outdoor tables with umbrellas, massage chair, provided lunches and encouraged outdoor walks on breaks.

14:22:24 - Fred:

The parents of the bright young workers wanted to see a better workplace, and they talked about it to their kids— that's why the kids are so adamant

14:23:13 - Shawn:

Nichole, EAP doesn't mean much to many people. Employees don't know how to use it and it doesn't help long term. Most companies boast about an EAP and think that is a fix all.

14:24:01 - Lynda:

Can we get the reference on ROI for mental health programs that was quoted?

14:24:09 - Rebekah:

I am working on creating a Relaxation Room onsite and organizing a "Stomp on Stigma" fun run/walk event with health fair



14:24:31 - Nichole:

We have a relaxation room with snacks and sadly, it is not getting used for much more other than the snacks :(

14:25:26 - Shawn:

Only now after having an episode last fall.

14:25:38 - Kellie:

Got it! Wish you all good vibes and positive thoughts :)

14:29:37 - Janet:

I love that quote "finally putting the head back on the body". Even today there are challenges against legislative efforts to work on improving insurance coverage for behavioral health needs of individuals... people wanting to continue to keep coverage separate... when indeed mental health is a huge part of our overall health!

14:30:19 - Kayla:

We offer a lot of great mental well-being resources and programs to support employee's mental well-being, and have been doing things to address stigma around mental health – including listening sessions, panel discussions, meditation and mindful movement breaks, resiliency sessions, EAP promotions, having a large group of employees from HR and Wellness departments attend Mental Health First Aid training, etc. Our company has publicly discussed the importance of mental well-being, but what do you do when many employees are expressing that company practices don't always align with that priority? For example, some employees and people leaders are expressing that they are being overworked, and often don't have time to take breaks and participate in the programming that's available. Any thoughts on a strategy that well-being professionals can take to help address some of these root causes of stress?

14:31:23 - Nick:

I work for EXOS providing human performance resources to employees at site-specific locations. We have been offering webinars on mindfulness, breathing, visualization, how to get better sleep and other topics. We focus on 4 pillars of human performance including Mindset, Nutrition, Movement and Recovery. During COVID our members have been asking us to prioritize Mindset & Recovery programming

14:31:36 - Penny:

The way Jesus taught us how to pray - The Lord's Prayer, but put in personal pronouns - My Father who art, give me this day, etc. Also personalize Psalm 23 - The Lord is My Shepherd.

14:32:21 - Martha:

Love your boldness Penny!

14:35:07 - Haley:

Many don't believe it is real... blame the employee for "just wanting a day off"

14:35:55 - Fred:

Kayla- you mentioned Mental Health First Aid. Excellent program. Everybody in an organization should be trained in it.



14:36:39 - Tina:

I wanted to compliment you on the way you are conducting this presentation. The interactive dialogue has made this presentation interesting and engaging. Thank you for presenting in this fashion! I love it!

14:36:44 - Nichole:

Who provides the training for leaders for Mental Health First Aid? That is a good idea for Leadership training to help their employees!

14:37:18 - Haley:

<https://www.mentalhealthfirstaid.org/take-a-course/>

14:37:38 - Fred:

<https://www.mentalhealthfirstaid.org/become-an-instructor/>

14:38:08 - Nick:

Thanks for sharing Haley and Fred

14:38:26 - Kayla:

It is a great program, Fred! We have Wellness Champions, but we have also thought about having Mental Well-being Champions as a sub-group or separate group. Nichole - our leaders contacted Mental Health First Aid about leading a training for our group. If you follow the above links, you can probably speak to someone about this for your organization

14:38:36 - Rachel:

I think a lot of the reason why mental health is suppressed at the workplace is because leadership knows that there's a good chance mental health is a direct result of their workplace and at that point, once they hear that from employees, they are forced to change the culture and not every leader is ready to do that

14:38:48 - Lacey:

I recently ran across 2 wonderful resources that support a lot of what Sheila is saying ...  
<https://seizetheawkward.org/> and <https://afsp.org/realconvo>

14:39:39 - Haley:

Good point Rachel.

14:39:46 - Fred:

Lacey - interesting links! I'll check them out

14:40:35 - Kayla:

You can also have certain employees become trainers themselves, and then train others within the organization for Mental Health First Aid. For example, our org is having their trainers (who train new hires) become trained in MHFA so they can then lead trainings for managers within the organization

14:41:02 - Cibennie:

Can you repeat those again?



14:41:03 - Nichole:

Thank you for sharing the Mental Health First Aid link!

14:41:50 - Fred:

What about employee resource groups specifically organized around mental-health issues?  
What about formalized peer support groups?

14:42:39 - Pam:

Yes - more because we all need to "advertise" our resources

14:43:20 - Lyn:

It's hard to get c-suite endorsement/involvement when there isn't one  
When there are many managers/supervisors in municipal organizations  
And I, as a (consultant) wellness coordinator, has no bearing on training supervisors. I offered many online trainings for a new virtual mental health program and only 3 participated.

14:44:42 - Janet:

I think mental health has always been one of those topics that no one spoke about. It is only recently that it has started to be recognized as a critical part of everyone's wellness and even something people are willing to speak about...

14:44:51 - Pam:

Don't be afraid to take a mental health day :)

14:44:57 - Momoko:

I work for a public transit company and although EAP is available, there have been no leadership speaking about this subject. I talk about it to our new drivers as part of the wellness education, but nothing is coming from our leadership themselves.

14:45:13 - Kayla:

I am definitely considering that, Fred - great suggestions. I'd be interested in hearing if anyone has implemented peer support groups at their organizations and what their experience has been. I am thinking about creating a Stress Management Peer Support Group in 2022. NAMI also offers mental health support groups across the country - I was thinking about curating a list of support groups for our employees. Social support is such an important part of mental well-being, and so many employees have been expressing they need and want this

14:45:14 - Martha:

+1 Pam!!

14:46:15 - Fred:

Foundational importance of sleep— great point

14:48:48 - Fred:

Kayla - would love to talk offline with you about your peer support groups



14:49:49 - Martha:  
excellent point - serving up bite size experiences to support mental health!!

14:49:59 - Kayla:  
That would be great, thanks Fred. Look forward to connecting!

14:50:33 - Cibennie:  
@Kayla, We offer a peer-to-peer support group and have slowly, since May when launched, seen a higher uptick each month. It did take time for team members to realize it is 100% confidential. Also, has become a gateway for those using to them reach out to EAP.

14:53:54 - Nichelle:  
I think another barrier is insurance companies. How many times have we been asked if we are taking an anti-depressant or been admitted to a mental health facility on a life insurance policy or other insurance? It is used in rating the premium.

14:54:43 - Kayla:  
Thanks for sharing, @Cibennie, that's helpful!

14:55:35 - Derek:  
right, proactive practices

14:58:38 - Amy:  
Wisdom Labs has the Wise@Work app. We've been using this for the past year, and it's been wonderful. It's a mindful meditation tool. They are doing a free company challenge in October. <https://wisdomlabs.com/mental-fitness-challenge/> and <https://wiseatwork.com/>

14:59:24 - Debra:  
Lori - YES!!!!

15:01:05 - Kellie:  
October 10 is World Mental Health Day!

15:01:09 - Adam @WELCOA:  
Please take a few minutes to give us your feedback on today's WELCOA Pulse:  
<https://www.surveymonkey.com/r/20210928-pulse-hamilton>

15:02:30 - Lacey:  
Thank you, Sheila, and Welcoa

15:02:46 - Maria:  
This was wonderful! Thank you for showing up for so many!

15:03:01 - Haley:  
thank you!

15:03:02 - Audrey:  
This was such a timely and impactful topic!! Lots of things to think about big and small.  
Thank you!!



15:03:08 - Wendy:  
thank you so much!

15:03:10 Jan:  
This was awesome!

15:03:12 - Mary:  
Thank you!!

15:03:13 - Nereida:  
Thank you Sheila! This was great!

15:03:18 - Katie:  
Thank you!

15:03:19 - Amy:  
This was truly amazing!!!! Thank you so much!

15:03:21 - Wendy:  
Finally we are putting our heads back on "amen"

15:03:23 - Lauren:  
thank you so much!

15:03:27 - Tianna:  
Thank you!

15:03:28 - Jan:  
Thank you so much for this! It was wonderful and so helpful!

15:03:28 - Rachelle:  
Thank you!

15:03:29 - Lacey:  
Thank you Sheila!

15:03:30 - Melissa:  
thank you

15:03:31 - Jody:  
THIS WAS AWESOME! Thanks Sheila and Welcoa!

15:03:35 - Susan:  
Thank you so much!

15:03:36 - Kellie:  
An amazing webinar! Thank you thank you



15:03:36 - Kayla:  
Thank you!

15:03:38 - Kate:  
Thank you so much!

15:03:39 - Derek:  
Appreciate you Lori and Sheila.

15:03:42 - Sarah:  
Thank you!

15:03:42 - LaDonna:  
Wonderful information shared. Thank you!

15:03:50 - Nichole:  
Thank you!

15:03:53 - Julee:  
Thank you