



Workplace Mental Health

- Emergencies & Resources

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What is a Healthy Workplace?



- A supportive culture that fosters well-being and employee health
 - Starts with listening to employees
 - Creating a support system
 - Sharing healthy resources employees
 - Building a culture of well-being
 - Work-life balance
 - Lead by example with empathy and inclusion

What is an Unhealthy Workplace?



- An environment that makes people feel disengaged and demoralized.
 - Ignores employees
 - Unfair Treatment
 - Orders employee to complete tasks
 - Puts unrealistic timeframes on projects
 - Blames employees for shortcoming/missed goals/non-productive work
 - No work-life balance

Outside Factors for Field Staff



- Outside Factors that contribute to an unhealthy workplace
 - The Public
 - Traffic
 - Homeless
 - Drugs & Alcohol
 - Psychological Illnesses

Outcomes of Unhealthy Workplace



- Most Common Stress Disorders
 - Post Traumatic Stress Disorder (PTSD)
 - Violence in the workplace
 - Being repeatedly subjected to negativity or harassment
 - Repeated stress that does persist.
 - Burnout
 - Unmanageable workload
 - Unreasonable time pressure
 - Lack of clarity
 - Lack of communication
 - Unfair Treatment
- Can't retain employees

Workplace Violence



What to do if you experience workplace violence.

- Remain calm and courteous while emphasizing nonviolent ways to resolve the conflict.
- Do not respond with aggressive behaviors that will escalate or intensify the incident.
- Terminate the contact with the individual as soon as possible and immediately report the incident to your supervisor.
- In serious emergency situations, report the incident to 911 center for police and/ or medical assistance, prior to notifying your supervisor.

What to do if there is an Active Shooter



- If there is an accessible escape route, leave your belongings and get out. Always have a couple of escape routes planned out while on the project.
- If evacuation is not possible, find a hiding place where you won't be trapped should the shooter find you, lock and blockade the door, and silence our phone. Do not hide in areas that contains hazards, such as an unprotected excavation.
- As a last resort and only when your life is imminent danger, attempt to incapacitate the shooter by throwing items, improvising weapons, and yelling.

Situation Identification



- What is the difference between a mental health emergency and a police emergency?
 - Do you feel that you are in harms way or threatened?
 - Is someone trying to hurt themselves or others?
- Do you know when to walk away/get help/call for help?
 - Examples
- How to identify a mental health emergency.
 - Self harm or Suicide

Escalation vs. De-escalation



- How does someone who is escalating in affect act?
 - Becoming hostile, threatening, or assaultive
- What actions would I want to avoid?
 - Confronting the person, overreacting, quick movements
- How does someone who is de-escalating in affect act?
 - Becoming calm, talking about triggers, and listening
- What actions would I want to use to help de-escalate?
 - Be mindful of personal space, listen, be silence, flat tone, deliberate movements

- What is the difference between suicidal ideation vs. suicidal intent vs. suicidal attempt?
 - Suicidal Ideation
 - Is someone who has the idea of suicide without a clear plan.
 - Suicidal Intent
 - Is someone who has a clear plan to commit suicide.
 - Suicidal Attempt
 - Is someone who has attempted suicide.

Suicide Resources



- National Lifeline Call 688 or Text CONNECT to 741741
 - Philadelphia – (215) 685-6440 or (215) 686-4420 The City of Philadelphia
 - Harrisburg – (717) 780-7052 Dauphin County
 - Pittsburgh – (412) 350-4472 Allegany County
- CRC – Crisis Response Center
- MCRC – Mobile Crisis Response Center
- Community Outreach
- Emergency Services *911

Planning and Training



- Ask employees what they have been exposed to or believe they may become a mental health emergency.
- Evaluate what types of mental health situations your employees were exposed to or may be exposed to.
- Tailor trainings around the feedback from your employees and their location.
 - How to identify a mental health emergency
 - What to do in a mental health emergency
 - When/Where to get to safety
 - Always have a way out
 - Follow-up and address the situation in the safety meeting.
 - Plan for another mental health emergency.
 - Role play different situations.

- Emergency Response – Call 911
 - List other emergency response numbers
- List the Suicide Lifeline Call 688 or Text CONNECT to 741741
- List the local Crisis Response Centers and Mobile Crisis Response Centers
- List the Community Outreach Centers.
- List the Outpatient Facilities.

Mental Health Self Care



- What steps should be taken to insure healthy mental health?
 - Exercise
 - Stress Management
 - Healthy Eating/Hydration
 - Healthy Sleep
 - Relaxation
 - Positivity
 - Stay Connected
 - Healthy Achievable Goals
 - Work-Life Balance

Questions

