

RUOK?™

Mental Health First Aid at Caterpillar

Agenda

- **What is R U OK? And Why Should We Care?**
- **Introduction to Mental Health First Aid**
- **Signs Someone is Struggling**
- **How to Ask... R U OK?**

What is R U OK? And Why Should We Care?

- Sometimes, all of us run into circumstances in our lives that challenge us at work and in our personal lives (like stress, relationship problems, depression, anxiety, financial problems, problems at work, or health problems).
 - Sometimes those circumstances can become disruptive or even overwhelming.
 - Sometimes we could use a little extra support to get past them.
 - Sometimes we don't know where to turn.
 - Sometimes it's those around us who notice our struggles even before we do—or before we can ask for help.
 - Sometimes we all need support. We need connections, and we need conversations.
 - At work, sometimes we benefit from a culture that is supportive of us as individuals, who sometimes struggle.

Ask R U OK?



Ask R U OK?

- By giving someone the opportunity and the time to share what they're feeling, we're giving that person something truly invaluable. We're giving that person a sense of connection and a sense of belonging.
- We are opening the door and giving that person an opportunity to “get out of their head,” voice their struggle, and perhaps get support finding help.

Emotional and social problems are:

- Common
- High impact
- Costly
- Disruptive
- ... **and Treatable!**

Unfortunately, only a small percentage of those in need get the available care.

COMMON

14.5%

Yearly global prevalence of mental health conditions

Suicide is the **10th** leading cause of death in the U.S., **17th** worldwide, & the **2nd** leading cause for ages 15-20.

6%

Of all deaths are attributable to alcohol consumption.

25% of all deaths ages 20-39.

COSTLY AND DISRUPTIVE

Those with Depression use **48% more** healthcare.

Depression is the leading cause of disability worldwide.

Depressed employees miss twice as much time from work. Those who abuse alcohol miss **32% more** work.

OUR OPPORTUNITY



57% of those with Major Depression received treatment in the last year, but only **22%** of those received even minimally adequate treatment.

7% With a MH disorder globally receive treatment



Depression by the Numbers

350 million have Depression worldwide

<p>7% Americans suffering from Depression per YEAR</p>	<p>#1 Cause of disability worldwide</p> 	<p>Of those who experience an episode of Depression</p> <ul style="list-style-type: none">60% will experience a 2nd70% will experience a 3rd90% will experience a 4th
<p>3 to 17%</p>  <p>Americans</p> <p>Global Lifetime Prevalence</p>	<p>Suicide</p> <p>10th leading cause of death in the U.S.</p>	<p>Nearly 500,000 Americans attempt suicide each year</p>






...But less than **15%** received evidence-based care.*

Introduction to Mental Health First Aid

- **R U OK?** is an easy, memorable approach to Mental Health First Aid, which is the initial help offered to a person developing a mental health or substance-use problem or experiencing a mental health crisis.
- Just like medical first aid, support is given until appropriate treatment is received or until the crisis resolves.



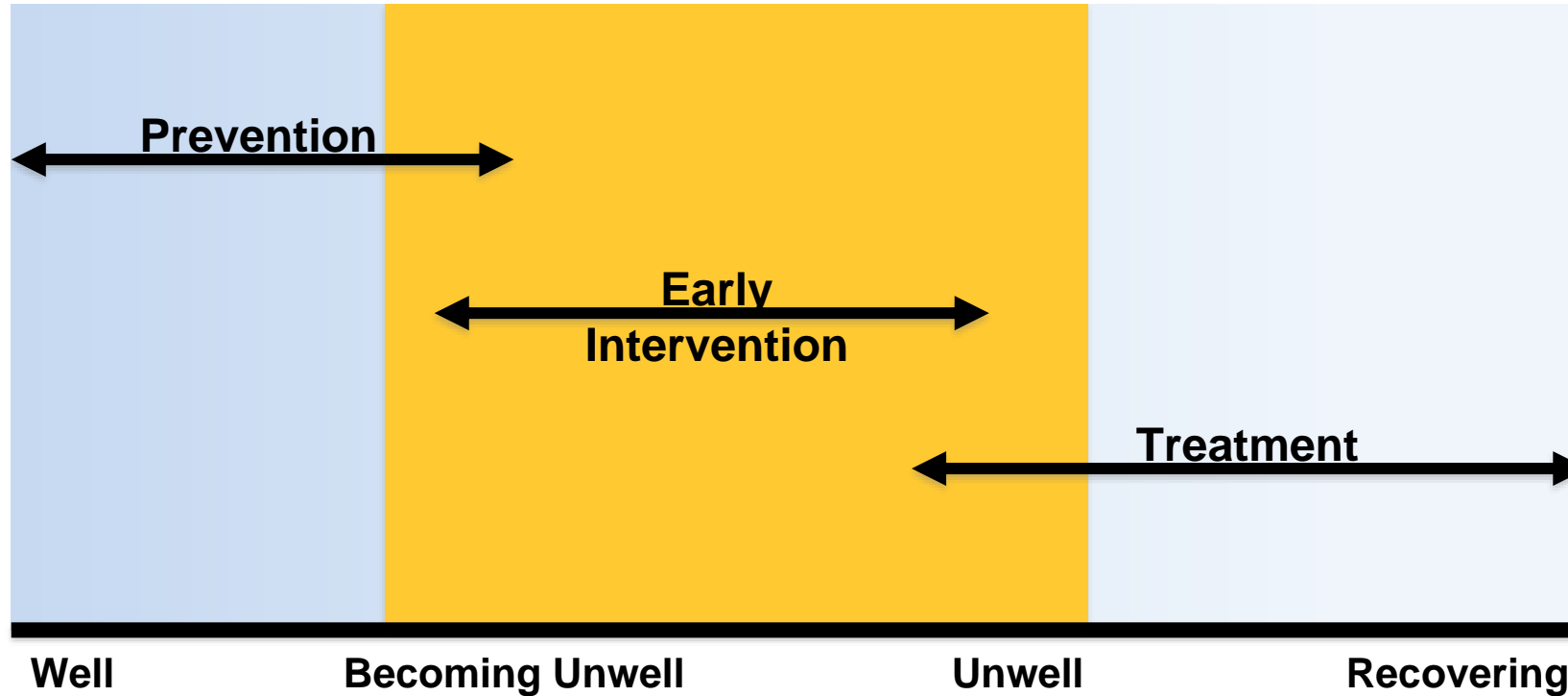
Mental Health First Aid Action Plan

-  Assess for risk of suicide or harm
-  Listen nonjudgmentally
-  Give reassurance and information
-  Encourage appropriate professional help
-  Encourage self-help and other support strategies

RUOK?TM

Gives us some simple, memorable guidelines that all of us can use to intervene early and help those around us.

Where R U OK? and Mental Health First Aid Can Help

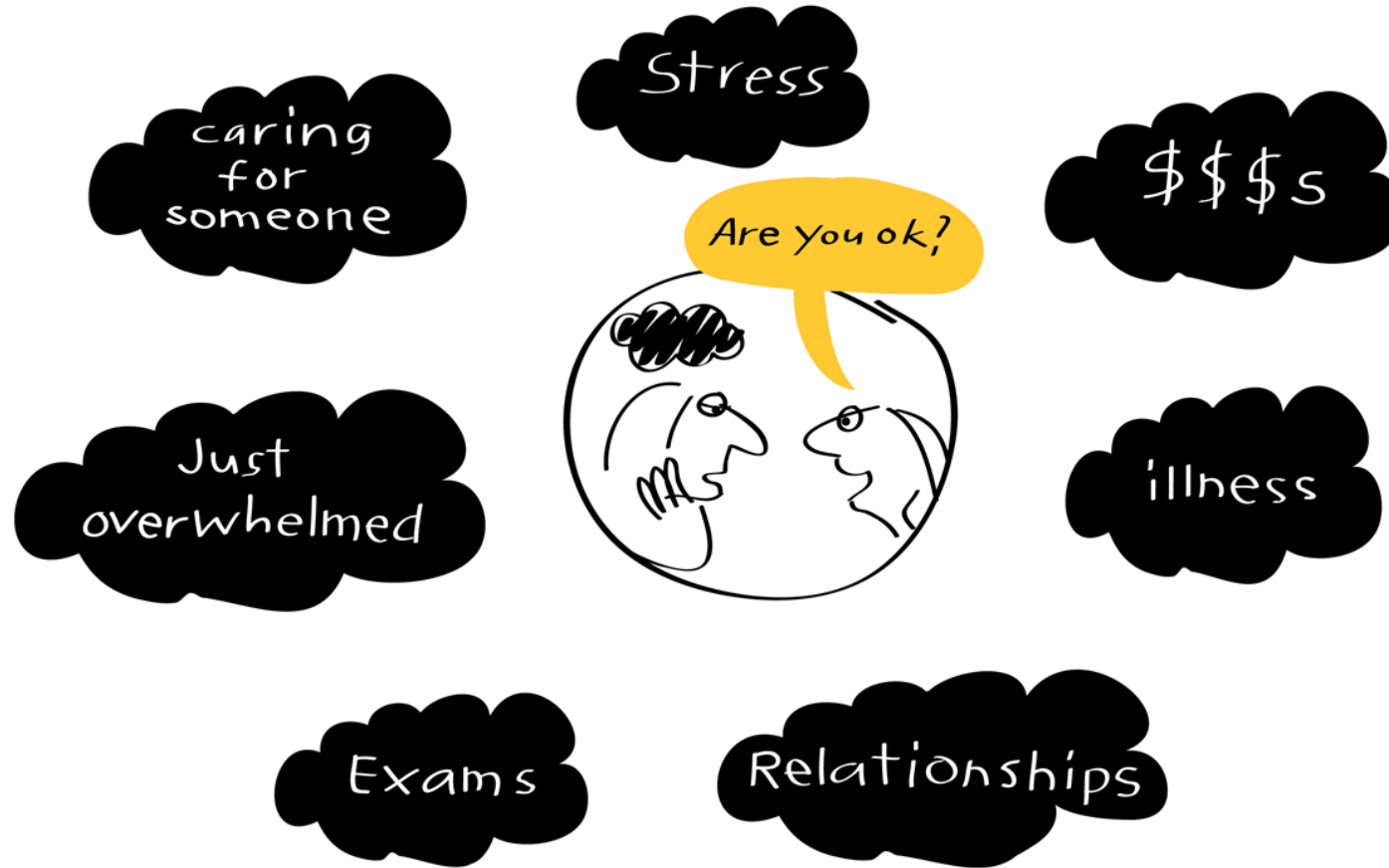


 Where **R U OK?** can help on the spectrum of mental health interventions

RUOK?TM

A conversation could change a life.

Ask someone who's having troubles



Who Can We Ask?

- **We can ask anyone who seems not-themselves.** That's why friends and family can play such a valuable role.
- You see much of the same people every day. You hear about their stresses and know when things may not be going well. You know what is “normal” for them and when they have changed from their usual appearance. The key phrase here is “usual.” We're well-placed to notice the small changes that might suggest someone isn't coping or needs a bit of extra support.
- Many people experience emotional problems, even serious mental health and substance abuse concerns. But as a peer, friend, co-worker, or supervisor, we don't need to know about someone's health status to step in and help. In fact, in most cases we don't want or need to pry into private health issues.

Signs Someone Is Struggling

Over the past two weeks, have you noticed...

1. Changes in physical appearance?

- Look more tired than usual
- Seem “flat” or drained of energy
- Have had a pattern of illness or being constantly run down
- Complaining of physical health issues such as headaches or migraines
- Eating much more or much less than usual
- Drinking more alcohol than usual
- Seem more fidgety and nervous than usual

Signs Someone Is Struggling

Over the past two weeks, have you noticed...

2. Changes in mood?

- Seem more irritable when they didn't use to be
- Appear more anxious and worried (about work and personal things)
- React more emotionally than the situation deserves
- Quick to anger
- Seem depressed
- Appear to be overwhelmed by tasks they previously found manageable

Signs Someone Is Struggling

Over the past two weeks, have you noticed...

3. Changes in behavior?

- Seem more withdrawn than usual
- Don't seem to enjoy hobbies/interests like they use to
- Seem to have difficulty concentrating or seem constantly distracted
- Are taking on more work to avoid being in social situations with others
- Are not performing to their usual standard

Signs Someone Is Struggling

Over the past two weeks, have you noticed...

4. Changes in how thoughts are expressed?

- Communicate a tendency to catastrophize everything
- Seem to interpret situations negatively
- Personalize situations
- Have thoughts that sound more confused or irrational
- Are complaining about constant thoughts and difficulty switching them off

If you have noticed 2 or more of any of these, that person might need some extra support.

Here is your opportunity to start a conversation.



NOTE: Peer support and R U OK? are not intended to replace the supervision and performance management of supervisors, HR, or LR. Be supportive, but always seek the guidance of your supervisor or HR if you are concerned about another employee.

How to Ask



Be Ready

- Are you in a the right frame of mind?
- Are you prepared to genuinely listen?
- Can you give as much time as needed?
- Are you prepared for the worst?

Be Prepared

- Remember you won't have all the answers (which is OK).
- Listening is one of the most important things you can do.
- If someone is talking about personal struggles, this can be difficult and they might get emotional, embarrassed, or upset. (That's also OK.)

Pick Your Moment

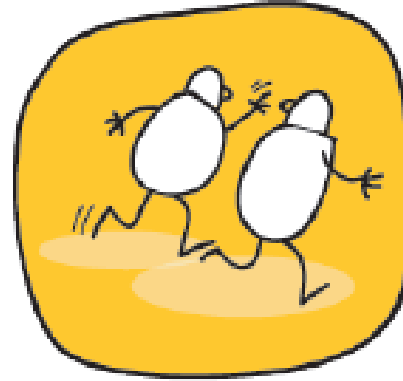
- Have you chosen somewhere relatively private and informal?
- What time will be good for them to chat?
- If they can't talk when you approach them, ask them for a better time.



1. Ask, "R U OK?"



2. Listen

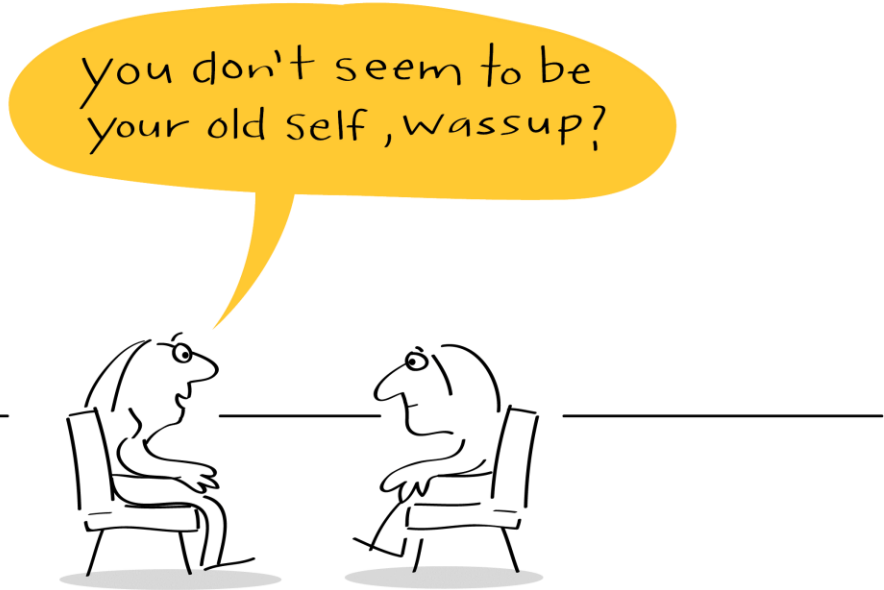


3. Encourage
Action



4. Check in

Starting the Conversation

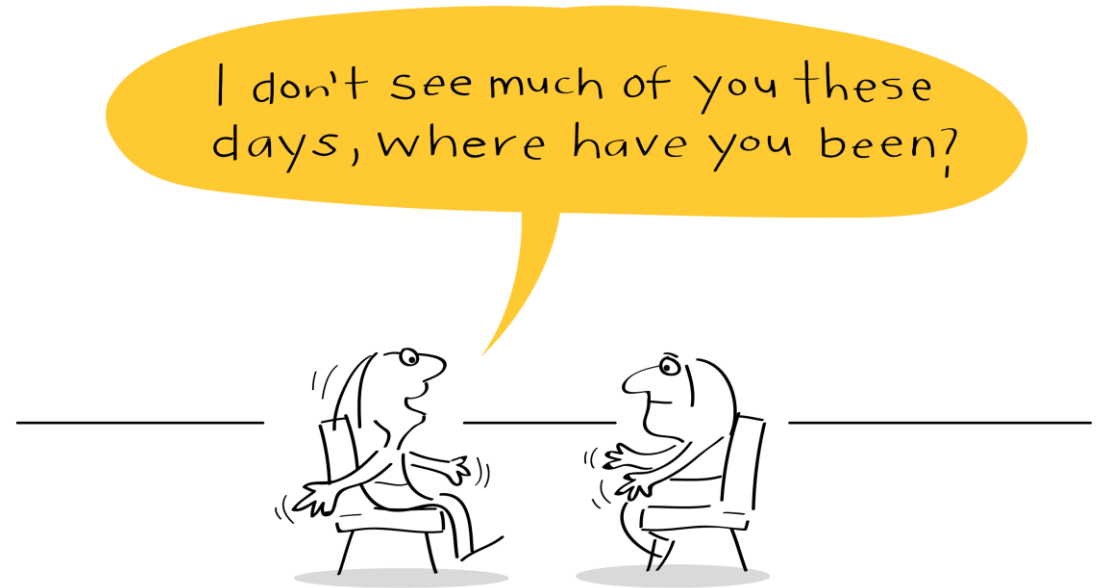


you don't seem to be
your old self, wassup?

Let's say you notice something's up and you decide to check in with them. Here's how you might like to approach it:

- Find a quiet, private place where there will be no demand to end the conversation quickly and ask, "Are you OK?"
- Comment on the specific changes you've noticed and let them know you're concerned for them.
- For example, "I've noticed you seem more [sad, tired, distracted, withdrawn] than usual. How are you doing? R U OK?"

- Be relaxed in your approach. You don't want them to feel like they're under investigation.
- Use casual language and tone. Questions that start with "Anything going on?" or "What's up?" can help the person open up.
- If they do say they're not OK, what do you do next?





Listen without judgement

This can be the hardest thing to do. We all have strong opinions, particularly about others, and we have our own experiences that inform us how to resolve problems.

- Take what they say seriously.
- Don't interrupt or rush the conversation.
- If they need time to think, try and sit patiently with the silence.
- Encourage them to explain.
- If they get angry or upset, stay calm and don't take it personally.
- Let them know you're asking because you're concerned.

Don't say...

I know what
you're going through



- Avoid saying things like, “I know what you’re going through.”
 - Often we have experienced similar problems, and we just want to demonstrate that we understand or they are not the only person to feel this way.
- It can be really tempting to share our own stories, but this isn’t helpful because it makes us the focus of the conversation.
- The first goal is to comfort the other person and show your attention is on them.

- Other phrases that aren't very helpful are "Look on the bright side" or "Just focus on the positives" or "It could be a lot worse" or "Others have it just as bad."
- We might think we're helping them by being upbeat or giving them alternative ways to look at the problem, but it can make them feel worse and invalidate their experience.
- We can also make them feel like what they're going through isn't that important. At this stage, people want to be heard and understood.



Do say...

you're not alone



- Take what they say seriously.
- Use your body language to show you are engaged.
- Use active listening: make eye contact, lean forward, and gesture affirmatively to show you understand.
- Say, “You’re not alone.”

- You can also say...
 - “That sounds really stressful/difficult.”
 - “How can I help you?”
 - “I’m sorry to hear about this. I’m here for you and I want to listen to what you have to say.”
- Or don’t say anything at all—listen first.
 - Avoid rushing the conversation and try not to be afraid of sitting with silence (this can be VERY hard). Give that person some space and quiet to find the words to express what they’re going through.
 - Being with someone who is struggling is difficult and can make us feel uneasy. Remember: the conversation is not about you. It’s about them. Focus on their struggle.

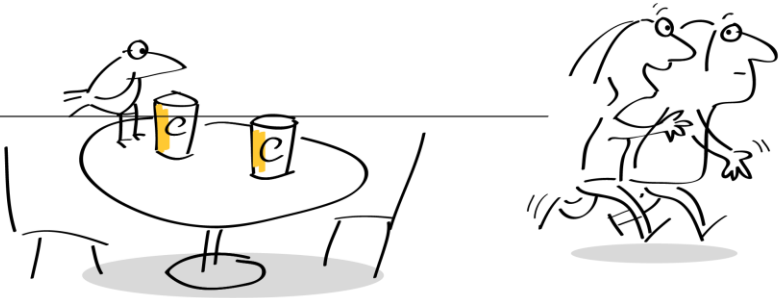




Encourage Action

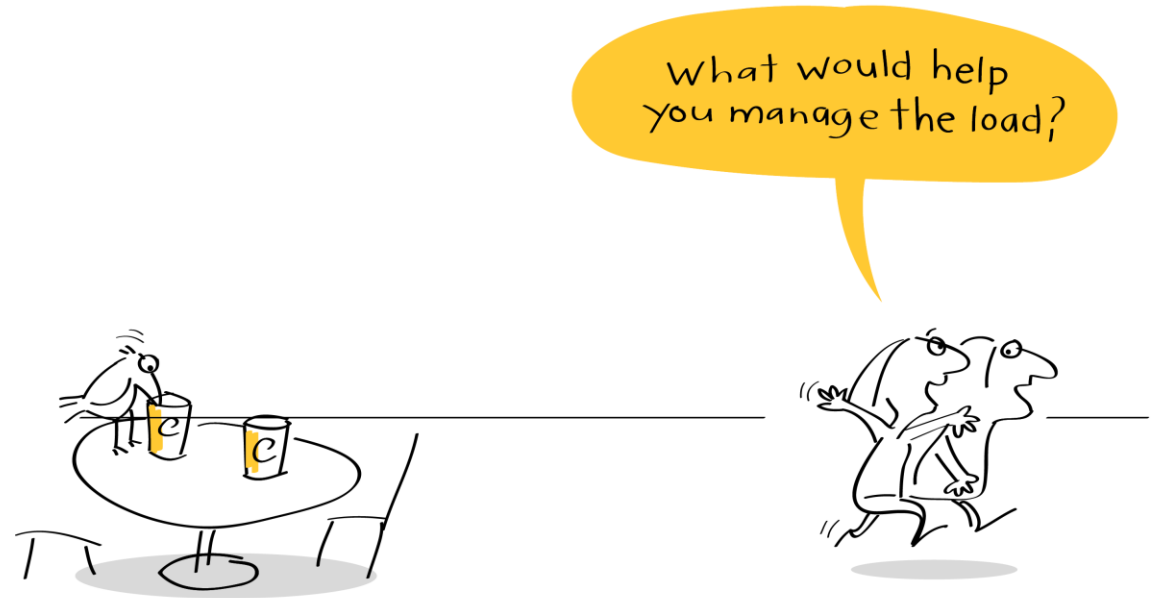
- Once they've shared what they're going through, help them think about one small step they might be able to take to improve their situation.
- Remember, it is NOT your role to solve their problems or be their mental health counselor.
 - In cases where you are a co-worker or supervisor, it is important not to take on this role.
 - You want to assist them in getting to the resources that can help, but not take on the role of the professionals.


have you spoken to
anyone about this?



- Stress, relationship problems, and grief and loss are common experiences. While they are unpleasant, they usually resolve over time with healthy behaviors and social support.
- When we are struggling, we often isolate ourselves. This can be one of the worse things we can do.
- Staying connected helps us gain perspective and support. It reminds us “we are not alone.” (It also allows others to keep an eye on us to make sure we don’t get worse.)

- Help them consider options for the next best steps. They might need encouragement to think about what they can do differently.
- Ask, “What do you think might help?” or “What do you need right now?”
- Another good strategy to help get people thinking about solutions is to say, “If you could change anything right now, what would it be?” or “If you had three wishes/a magic wand, what would you change?”





how do you think you can resolve that situation?

- Ask, “What can you do after we are done talking that may start to help you resolve this situation and feel better?”
- You can also ask them...
 - “Where do you think we can go from here?”
 - “What would be a good first step we can take?”
 - “What do you need from me? How can I help?”
- Good options for action might include talking to family, a trusted friend, doctor, or Caterpillar Employee Assistance Program.
 - benefits.cat.com > EAP

- Ask, “What can we change to make life easier?”
- They might need to talk to their boss or an HR representative about an issue that’s been taking place at work.
- But if they’ve been feeling really low for more than 2 weeks, it could be they need see their doctor or a professional counselor.



Caterpillar's Employee Assistance Program (EAP)

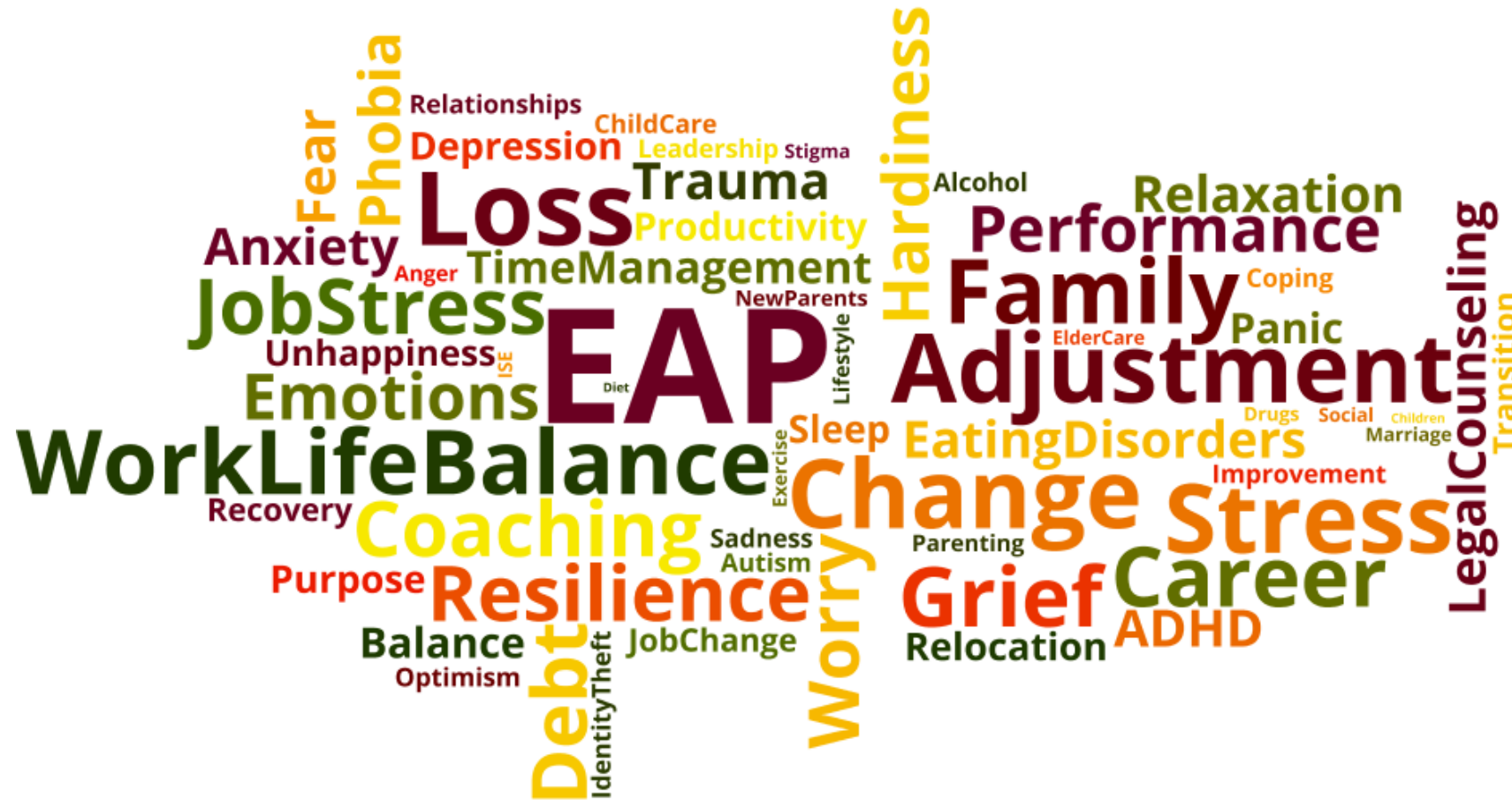
A voluntary, **confidential**, **FREE** benefit helping employees and their families resolve a variety of personal issues before they impact well-being, health, or productivity.

The EAP is a great place to start if you feel... not OK.

"No one will ever know you've called the EAP!"



The EAP Can Help With Many Problems



Accessing EAP



By Phone

1-866-228-0565
1-309-820-3604



Online

[Benefits.cat.com > EAP](#)

*WHERE IS EAP AVAILABLE > [CLICK HERE](#)
or [chestnutglobalpartners.org/cat](#)*



Onsite

EAP counselors are available onsite in many locations



Dealing with Denial?

- Being confronted by someone about our personal problems can be uncomfortable at first.
- Sometimes we are concerned and may feel ready to have that conversation, but the other person just doesn't want to talk.
- The timing could be bad. Or they can be working very hard to convince themselves that they don't have a problem, or that it isn't *that bad*.

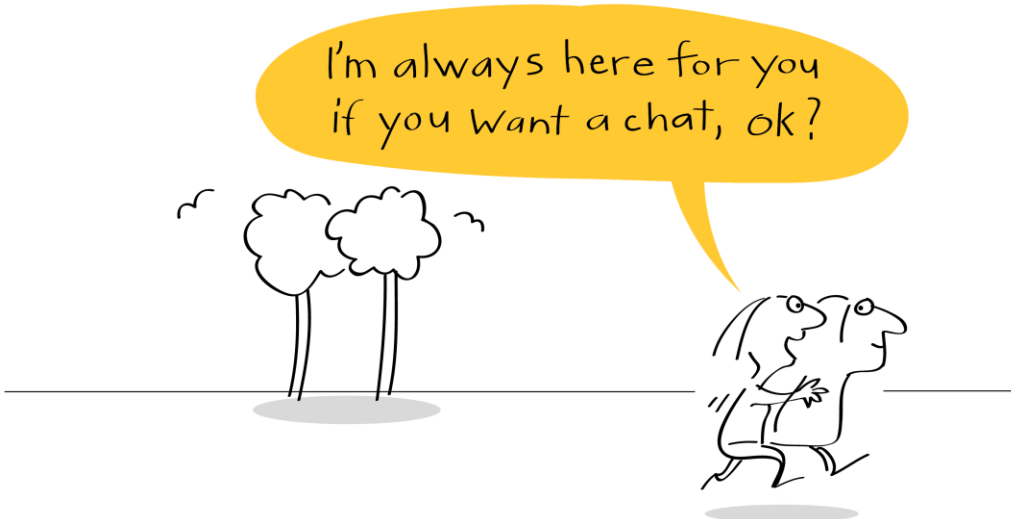


- If you run into resistance, don't push. Just let them know that you will be ready to talk if and when they are ready.
- You can say something like, "That's fine. I don't want to pressure you. I've just noticed you don't seem like your normal self, and I'm concerned about you."



Check in

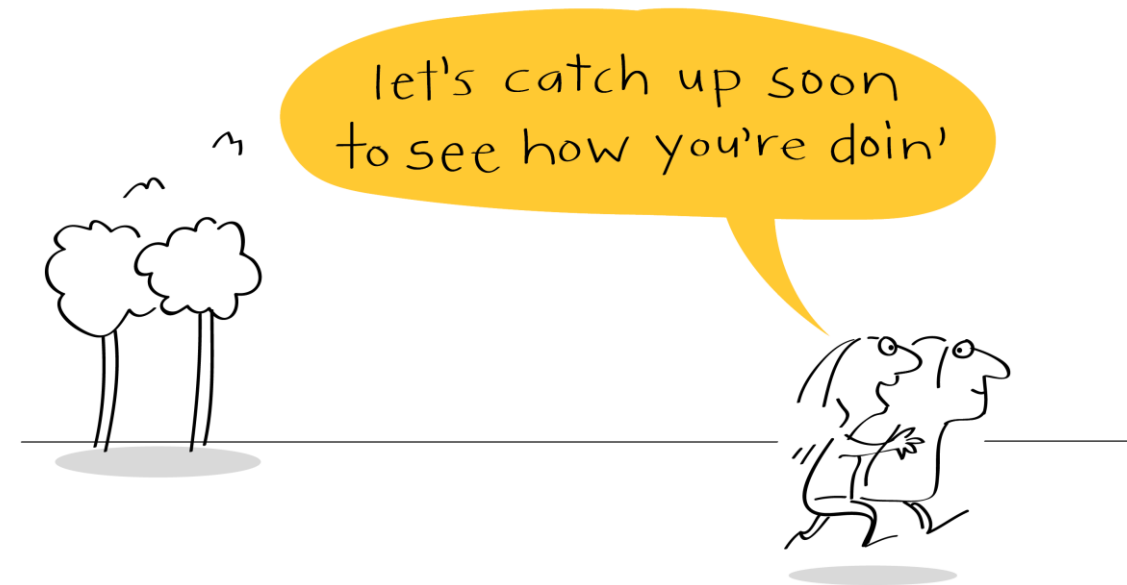
- Whether the conversation takes place or they would rather not talk just yet, make sure you follow up with them.
- You may even want to let them know you would like to check in later. You could say, “If you don’t mind, I’d like to touch base later. If you’d like to talk then, we can.”
- Make a joint decision to spend some time together in the near future and see how they’re doing.



I'm always here for you
if you want a chat, ok?

- Put a reminder on your calendar to contact them in a couple of weeks. If they're really struggling, check in with them sooner.
- Say something like, "I've been thinking about you and wanted to know how you've been doing since we last spoke."
- If you have details about their problems, ask if anything is improving. If they haven't done anything to resolve the problems, don't judge them. They might just need someone to listen to them for the moment.
- You could ask, "Do you think it would be useful if we looked into finding some professional or other support?" or "Have you thought about talking to someone, like a professional?"

- Understand that sometimes it can take a long time for someone to be ready to see a professional. We can't rush this or force someone to seek support. Instead, remain optimistic about the benefits of getting help and try not to judge them.
- Stay in touch and be there for them. Genuine care and concern can make a real difference.



three little words that
can make a difference
to someone's life...

Are you ok?

- A lot of this might sound fairly intuitive—and it is.
- But we live in a culture where we are growing increasingly private and isolated. Even with social media connecting us, we are spending more time being “alone, together.”
- Even for those of us who are more introverted or enjoy “alone time,” too much social isolation is not healthy.
- When we begin to struggle with personal problems, being alone can make it harder to resolve our problems and lead to more significant emotional struggles.
- R U OK? aims to give people a bit more confidence to be there for each other when things are a bit tough.

Who will you ask?



Want More Tips?

RUOK?TM
A conversation could change a life.

benefits.cat.com > EAP

For 24/7 EAP support: 1-866-CAT-0565

For employees outside the U.S., visit www.ChestnutGlobalPartners.org to find EAP information in your country.