



# Supporting Employee Mental, Emotional, and Social Health in the Next Phase of COVID

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Your people are your  
most valuable asset.

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You have the opportunity  
to help them succeed.

# Key Learning Objectives for Today's Presentation



01

A clear understanding of how your employees have been impacted mentally, emotionally & socially by the COVID crisis



02

How to identify the warning signs of an employee who is experiencing trauma, along with tips on how to approach that employee with empathy & care



03

How you can ensure employees feel supported based on real programs implemented by employers across the state

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**Poll Question:**  
What's the biggest challenge  
you think your employees  
are facing right now?

- a) Inability to afford basic needs like housing, food, transportation, or child care
- b) Mental health concerns (stress, anxiety, depression)
- c) Lack of social support
- d) Inability to access adequate health care

# Returning to Work with Increased Distractions



01

Increase in the need for financial assistance



02

Increase in utilization of WorkLife's Health Benefits Navigator service



03

Increase in those seeking mental health resources

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## Social Distancing Comes at a Cost

Social distancing has changed the ways in which we maintain and grow our social capital.



### Virtual vs. in-person communication

Why we fall short: false beliefs & a lack of social norms



### Foundational elements of human connection incite fear

Handshakes, an embrace, a smile

# The Tax to Our Mental Health



**01**  
Our brains  
on stress



**02**  
The stress  
cycle



**03**  
Tunneling

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## Poll Question:

On a scale of 1 to 5, how well do you think you're supporting your employees right now?

# How to Approach Employees with Empathy & Care



01

Place an emphasis on whole-person wellness



02

Use a non-judgmental stance & observational statements



03

Recognize that challenges may not be resolved

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# Tangible Steps You Can Take to Support Your Workforce



01

Practice proactive empathy



02

Utilize community grants



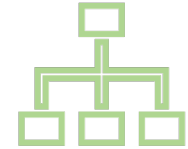
03

Create peer support groups



04

Dedicate a space for self-care



05

Transition team members into new roles

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# Tangible Steps You Can Take to Support Your Workforce



06

Continue benefits coverage



07

Establish emergency financial relief funds



08

Partner with local vendors



09

Coordinate staff appreciation



10

What are your thoughts?

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## Mock Conversation

# WorkLife Partnership Resource Navigators



One-on-one support for employees when life gets tough

WorkLife's Resource Navigators work side-by-side with employees to help them find long-term solutions to life's toughest challenges including:



Affording energy & housing & expenses



Accessing reliable transportation



Establishing a household budget & plan for managing debt



Finding resources for mental & behavioral health



Avoiding costly medical expenses



Affording food

First, Navigators help employees address any immediate concerns. Then, they develop a plan so employees are better prepared to handle similar situations in the future.