



Workplace Crisis Intervention

Moving back into the workplace

February 4, 2021

Special guest: Hector Alvarez
Certified Threat Manager, Alvarez Associates, LLC)



PRESENTERS



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CUSTOMER SUCCESS

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SPECIAL GUEST



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PRESIDENT

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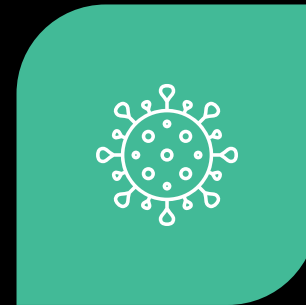
Presentation Housekeeping



WORKER'S COMP FOCUS



COMPLIANCE



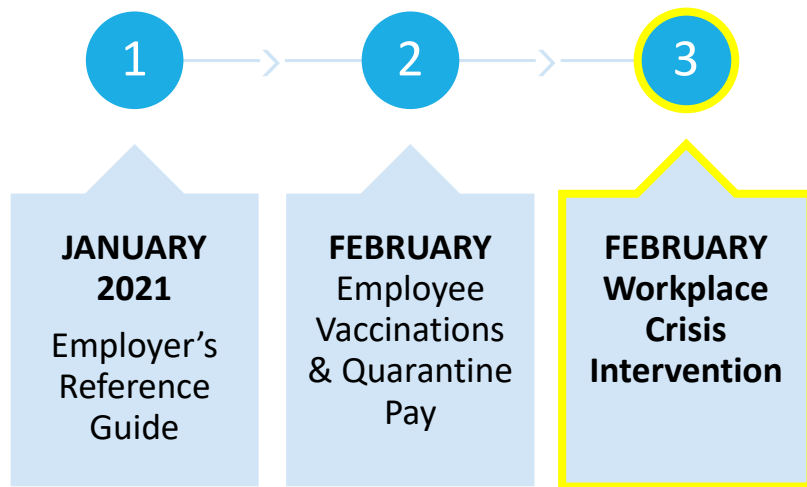
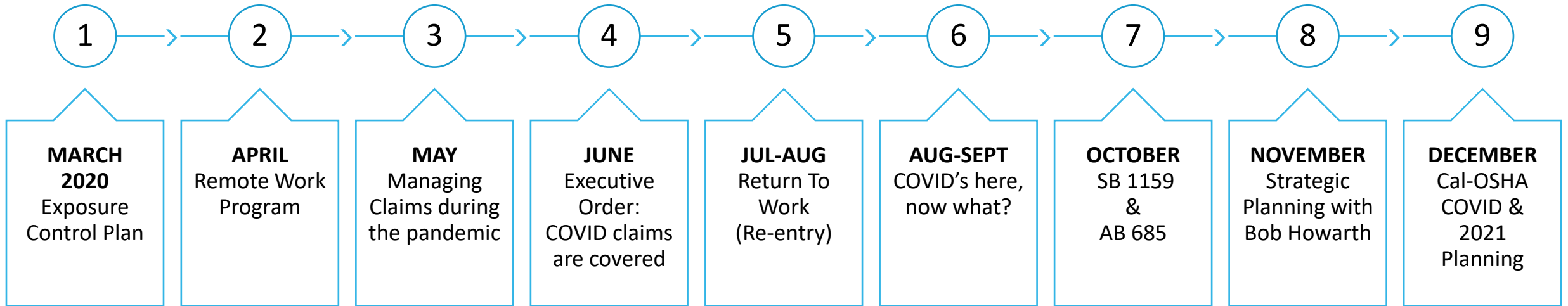
FRAMEWORK FOR COVID
RISK MANAGEMENT



Q&A TO FOLLOW VIA
EMAIL AFTER WEBINAR



COVID-19 WEBINAR SERIES: SUPPORTING OUR CUSTOMER'S NEEDS THROUGH THIS PANDEMIC JOURNEY



Setting the stage



GENERALLY,
CALIFORNIA
FOCUSED



NO ONE SIZE FITS
ALL



CURATED
CONTENT BASED
ON CLIENT
INTERACTIONS,
CASES, FAQs, ETC.



NOT EMPLOYMENT
LAW FOCUSED



INFORMATION IS
AS OF THIS WEEK



CAL-OSHA, FED-
OSHA, DIR, LHD,
LABOR
COMMISSIONER,
CDC, EEOC, GINA





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Mr. Alvarez is a security expert who specializes in workplace violence prevention, and a Certified Threat Manager™ by the Association of Threat Assessment Professionals. He has built over 25 years of experience from serving as Security Director protecting one of our nation's most sensitive critical infrastructures, to working as a city police officer and as a professional consultant.

He has personally assessed and/or responded to thousands of potentially violent situations, developed numerous violence prevention programs and trained tens of thousands of employees and managers in the areas of crisis intervention, violence prevention, domestic terrorism and emergency management.



What Is Mental Illness?



Mental illness or a mental disorder is a diagnosable condition that: Affects a person's thinking, emotional state, and behavior (or a combination of these):

- Disrupts the person's ability to:
 - Work.
 - Carry out daily activities.
 - Ability to relate to others.
 - Engage in satisfying relationships.



Impact on the Workplace

Depression, stress and other mental health problems contribute to:

- Decreased employee productivity.
- Conflicts with co-workers.
- Disruptive behavior.
- Accidents on the job.
- Poor work quality.
- Impact on employee morale.



One-third of illness-related worker absenteeism and disabilities are tied to mental disorders.



Continuum of Mental Well Being

Mental Health Continuum Model



Violence

The percent of mentally ill people committing acts of violence
is very low. . .

96% of violent acts are committed by people who do not
have a mental illness.



What is a Mental Health Crisis?

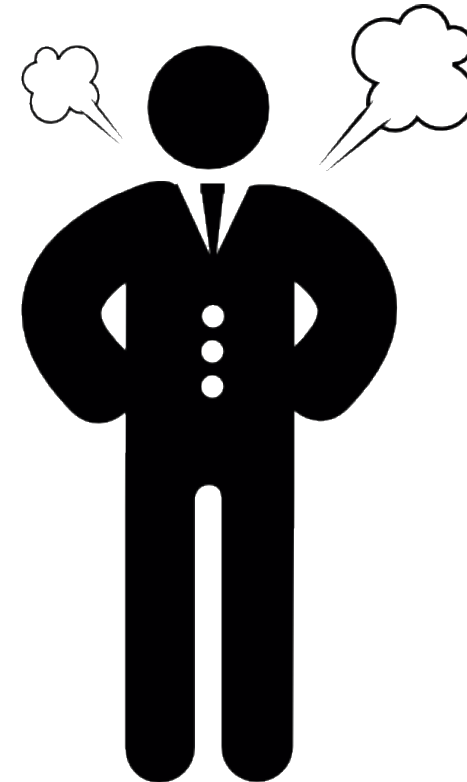
The person cannot resolve the situation with the skills and resources available. The person's behaviors put them at risk of harming themselves or others (don't wait until this happens).

It's a traumatic event

Usually, unpredicted

Often emotionally overwhelming

Alters work environment



Recognizing a Mental Health Crisis

Inability to cope with daily tasks

Hygiene, eating, sleep problems.

Rapid mood swings

Increased energy, pacing, suddenly depressed or happy/calm after a period of depression.

Increased agitation

Verbal threats, violence, out-of-control behavior, destroys property, inappropriate language.

Abusive behavior

Hurts others, self-injury, drug/alcohol abuse.

Loss of touch with reality (psychosis) Doesn't recognize family/friends, has increasingly strange ideas, confused, hears voices.

Isolation from work, family, friends Less interested in usual activities.

Unexplained physical symptoms Facial expressions look different, headaches, stomach aches, complains of not feeling well.

You are **not** trying to diagnose a mental disorder.
Observe and deal with behaviors.



Response Strategies

Assess the situation and decide who to call:

911 if there is danger of harm to self, others or property.

Support the person until appropriate resources arrive.

Notify Internal Response Teams.

Contact the Person's mental health provider if there is not immediate threat.



What Helps

- Express empathy.
- Speak slowly and confidently with a gentle, caring tone
- Use clear language.
- Stay calm and take it slow.
- Repeat things if necessary, Repeat things if necessary
- Use non-threatening body language.
- No touching, shouting or sudden movement.
- Do not validate delusions
- Don't make promises you can't keep



What Doesn't Help



Being told to snap out of it

Being told to cheer up

Being made to feel as a failure

Mental illness being seen as a weakness



Response Strategies – Cont.

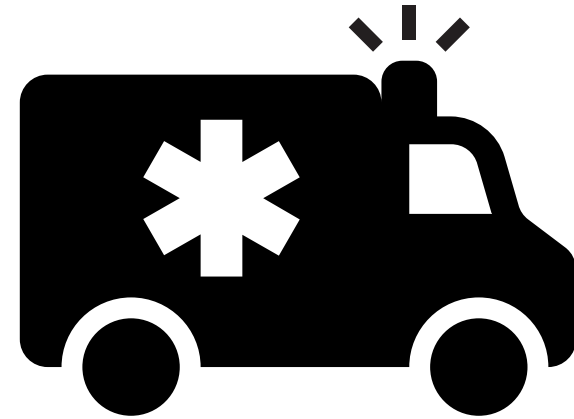
If in doubt, get out!



Emergency Medical Help

Seek emergency medical help when someone has:

- Taken an overdose of medication.
- Signs of alcohol poisoning or drug overdose.
- Consumed poison.
- A life-threatening injury.
- Confusion, disorientation or unconsciousness.
- Rapid or pulsing bleeding.



Resources

Employees Assistance Programs (EAP) Human Resources

National Mental Health Information Center

www.samhsa.gov

Mental Health America

<http://www.mentalhealthamerica.net>

National Alliance On Mental Illness <http://www.nami.org>

Summary

None of us are immune to mental health conditions.

Small changes and proactive support can encourage good mental health and in turn maximise productivity.

There is help and support available.

Questions?

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Additional Resources

Wednesday's webinar (Recording available Monday)



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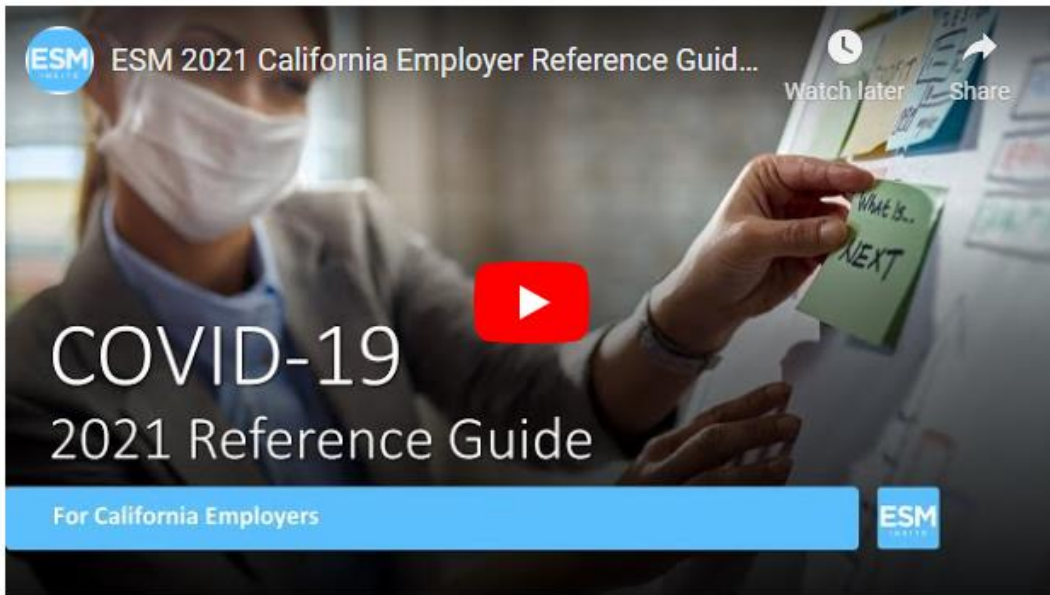
Littler

Vaccination
Requirements &
COVID-19 Paid Leave

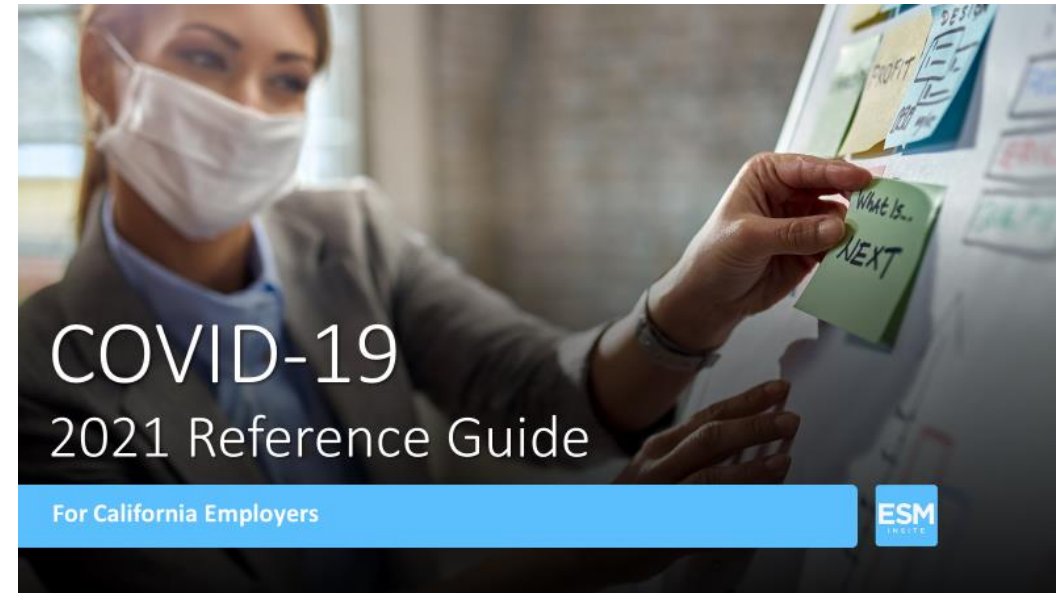
February 3, 2021

http://www.esminsite.com/s/ESM_Littler_Vaccination-Requirements-and-COVID-Paid-Leave_Webinar.pdf

January's Webinar COVID-19 Reference Guide (1159, 685, 3205)



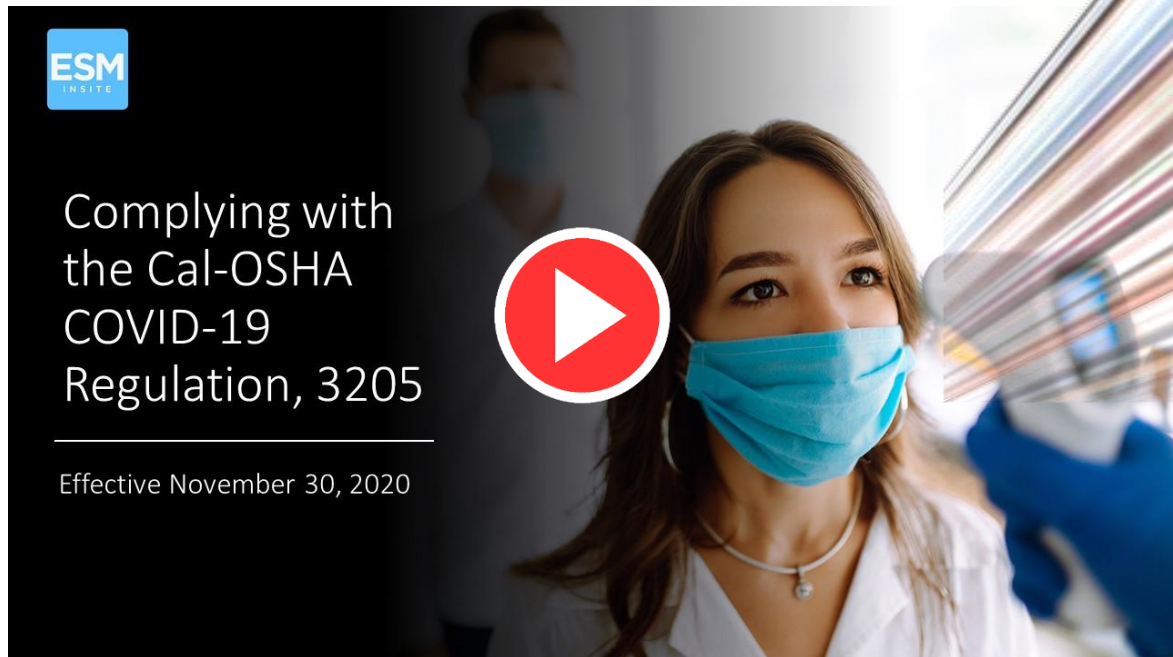
https://www.youtube.com/watch?v=KhNXOnT1vjw&feature=emb_logo



http://www.esminsite.com/s/ESM_Covid-19-Reference-Guide_012021.pdf

3205: Learning Plan Available in INSITE

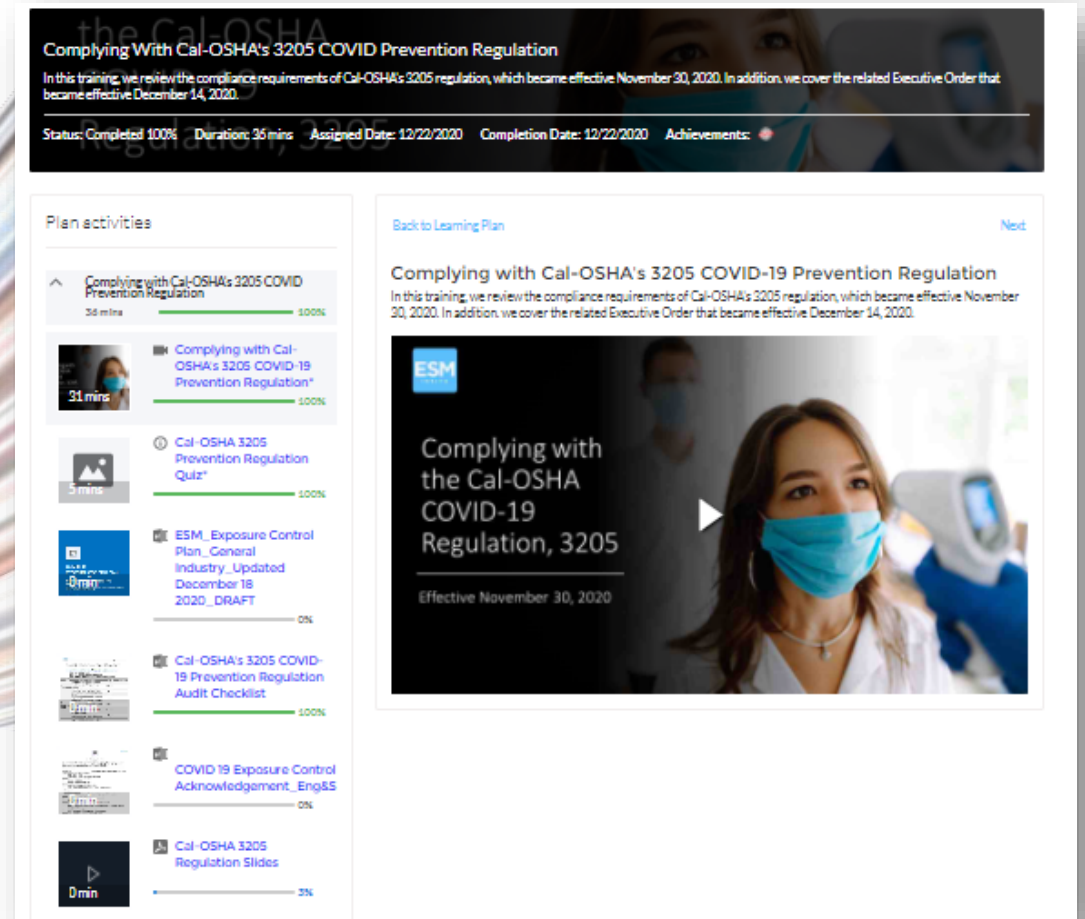
For INSITE users 3205 Learning plan [here](#)



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Complying with the Cal-OSHA COVID-19 Regulation, 3205

Effective November 30, 2020



Complying with Cal-OSHA's 3205 COVID-19 Prevention Regulation

In this training, we review the compliance requirements of Cal-OSHA's 3205 regulation, which became effective November 30, 2020. In addition, we cover the related Executive Order that became effective December 14, 2020.

Status: Completed 100% Duration: 35 mins Assigned Date: 12/22/2020 Completion Date: 12/22/2020 Achievements:

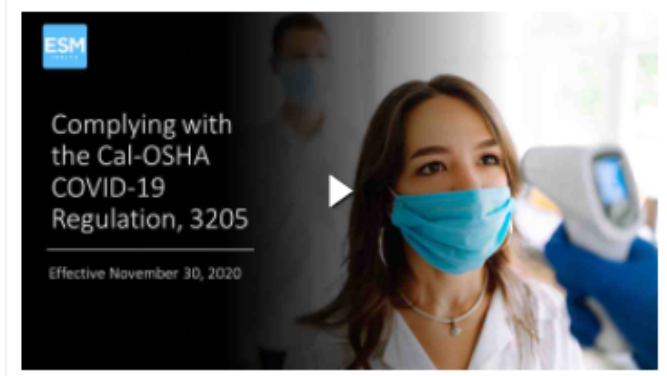
Plan activities

- Complying with Cal-OSHA's 3205 COVID-19 Prevention Regulation (35 mins) 100%
- Complying with Cal-OSHA's 3205 COVID-19 Prevention Regulation* (31 mins) 100%
- Cal-OSHA 3205 Prevention Regulation Quiz* (5 mins) 100%
- ESM_Exposure Control Plan_General Industry_Updated December 18 2020_DRAFT (0min) 0%
- Cal-OSHA's 3205 COVID-19 Prevention Regulation Audit Checklist (0min) 100%
- COVID 19 Exposure Control Acknowledgement_Eng&S (0min) 0%
- Cal-OSHA 3205 Regulation Slides (0min) 0%

[Back to Learning Plan](#) [Next](#)

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OSHA 300 Time

Post from Feb 1st to April 30th

Submit to [FedOSHA](#) by March 2nd

COMPLETING YOUR OSHA 300




COMPLETING YOUR OSHA 300

Completing Your OSHA 300 Form

Completing your OSHA 300 form can be daunting, and are California employers required to submit it electronically to OSHA? In this session, we will discuss reporting requirements and how to properly complete your OSHA 300.

Status: Completed 100% Duration: 20 mins



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Plan activities

Completing Your OSHA 300 Form* Status: 100% Duration: 20 mins

Completing Your OSHA 300 Form* View

Completing your OSHA 300 form can be daunting, and are California employers required to submit it electronically to OSHA? In this session, we will discuss reporting requirements and how to properly complete your OSHA 300.

Completing Your OSHA 300 Quiz* View

Completing your OSHA 300 form can be daunting, and are California employers required to submit it electronically to OSHA? In this session, we will discuss reporting requirements and how to properly complete your OSHA 300.

For *INSITE* users Complete your OSHA 300 Learning Plan [here](#)



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