

# Build a plan to help employees manage stress and treat burnout

## Topics:

- Latest on COVID-19
- Preventing employee burnout
- Strategies to enhance mental wellness at work, in the community, and at home
- How to promote self-care both in person and with remote employees





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## Legal Disclosure:

The Coronavirus pandemic is an ongoing, continuously evolving situation.

Northern Light Health encourages everyone to follow federal and state governmental guidance and mandates.

Northern Light Health does not know the particulars of your situation, so the information presented today is general in nature and is based upon Northern Light Health's own experience, which may or may not apply in your specific situation, and which may be revised as we learn more about the Coronavirus.

Accordingly, following any guidance Northern Light Health presents today in no way guarantees that you, your employees and/or your customers and clients will not contract or spread the Coronavirus.

# Ask us questions – give us feedback – this hour is for you

- Please use the Q and A function to ask your questions at anytime.

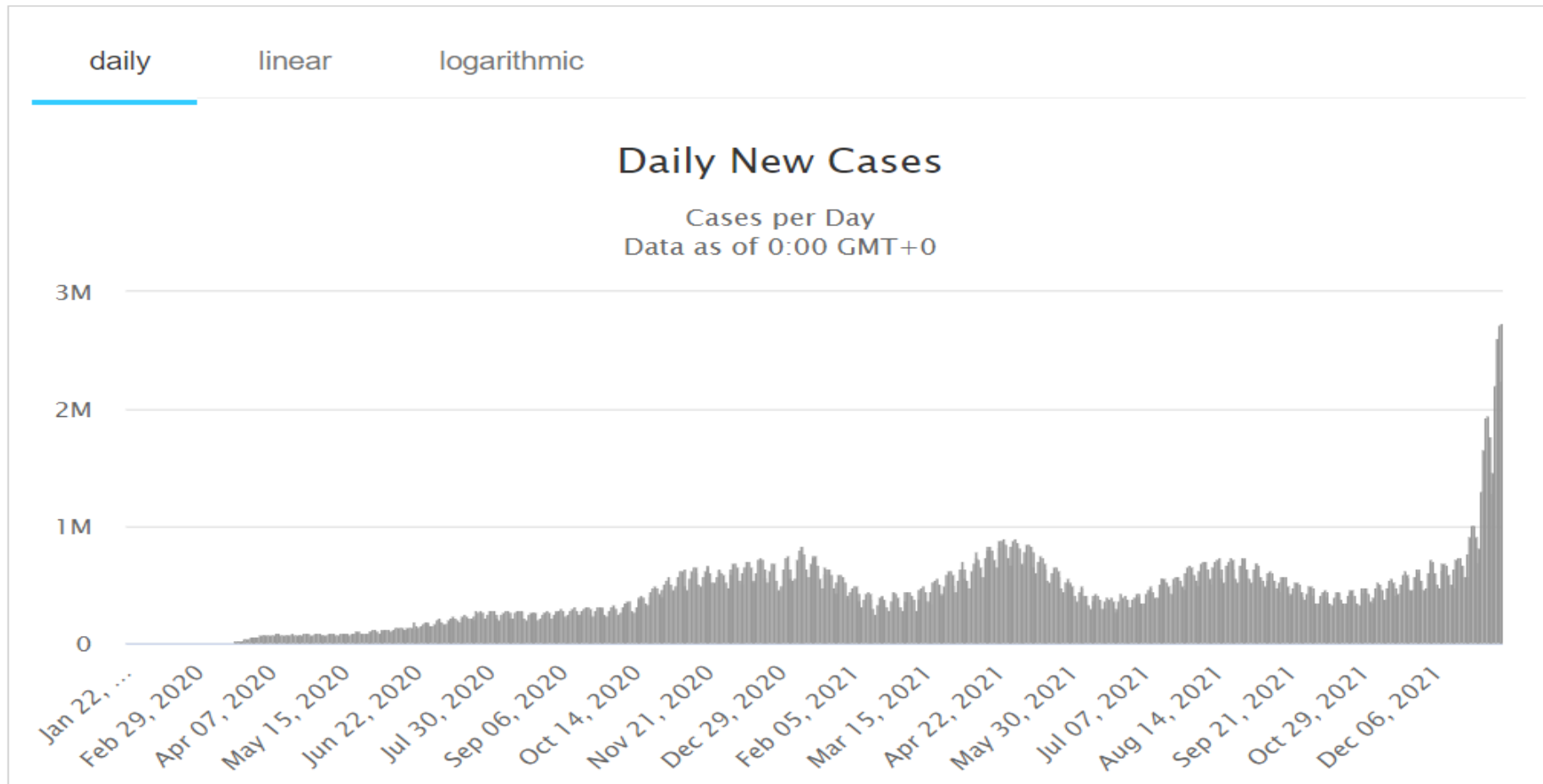
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1. I am able to apply the tools and guidance provided today to support my workplace and/or employees.\*
  - Strongly Agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
2. The information provided today was easy to understand and relevant.\*
  - Strongly Agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
3. How likely are you to recommend the Business to Business Zoom Conference series to a fellow colleague and / or Maine employer?\*
- Very Likely
- Likely
- Neutral
- Unlikely
- Very Unlikely
4. How likely are you to attend one of our Business to Business Zoom Conferences in the future?\*
- Very Likely
- Likely
- Neutral
- Unlikely
- Very Unlikely
5. What topic(s) would you like us to focus on in the future?

Done

# Latest on COVID-19

# Worldwide new cases

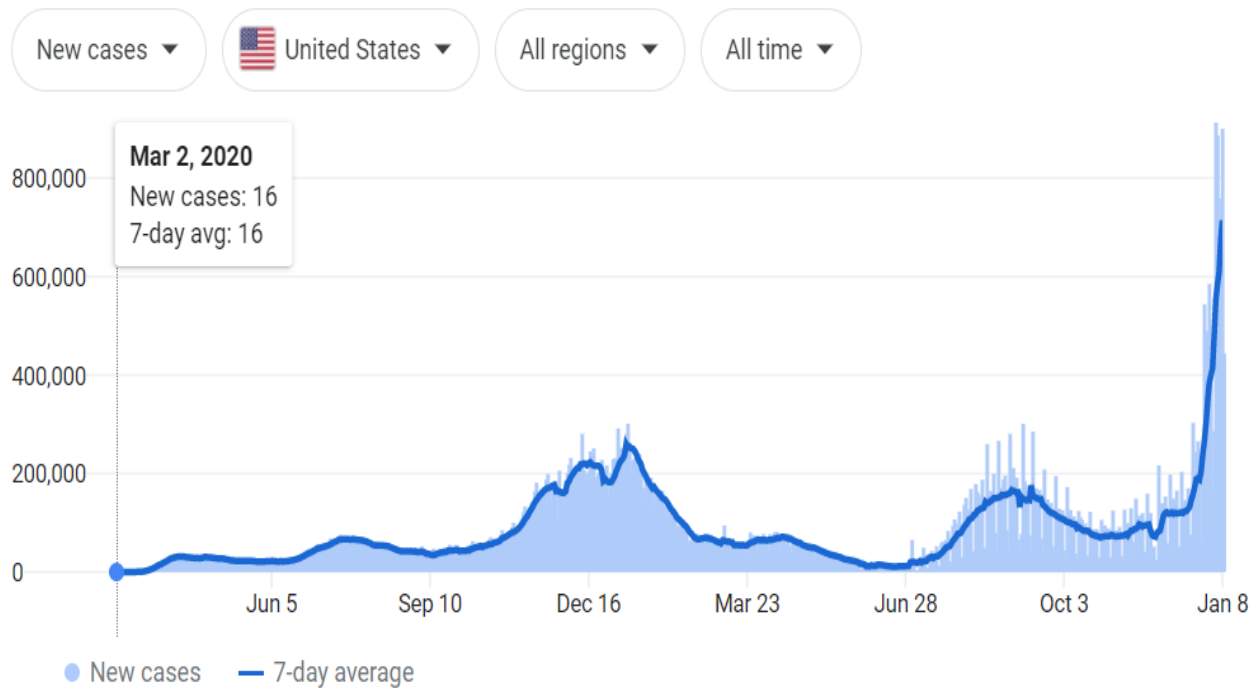


<https://www.worldometers.info/coronavirus/>

# US new cases

## New cases and deaths

From [The New York Times](#) · Last updated: 10 mins ago



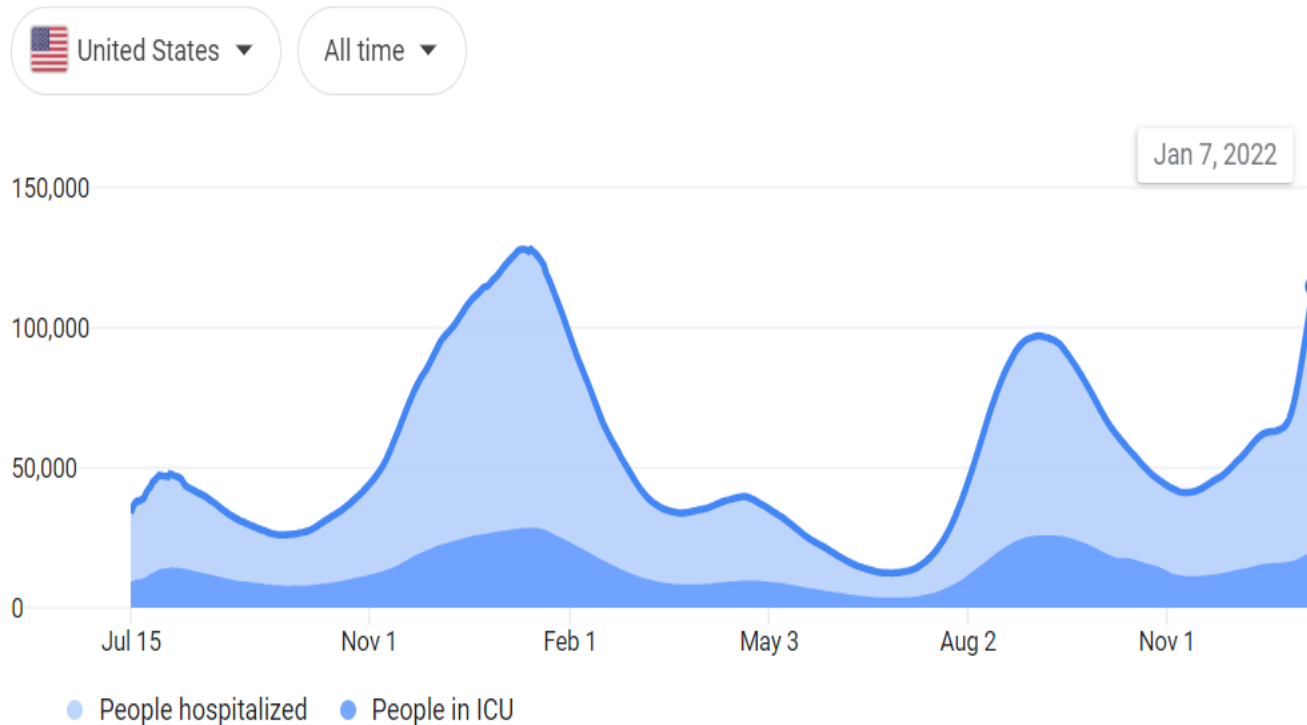
- **Omicron is so highly transmissible, it accounts for >95% of new cases in US.**
- **New cases are no longer the metric to gauge the pandemic. Whether vaccinated, boosted, or neither, people are getting infected.**
- **There appears to be less transmissibility if fully vaccinated and boosted.**
- **The symptomatic period appears to be less if vaccinated and boosted.**
- **An individual is much less likely to get severe disease if fully vaccinated and boosted.**



# Pay attention to hospitalizations

## + Hospitalizations

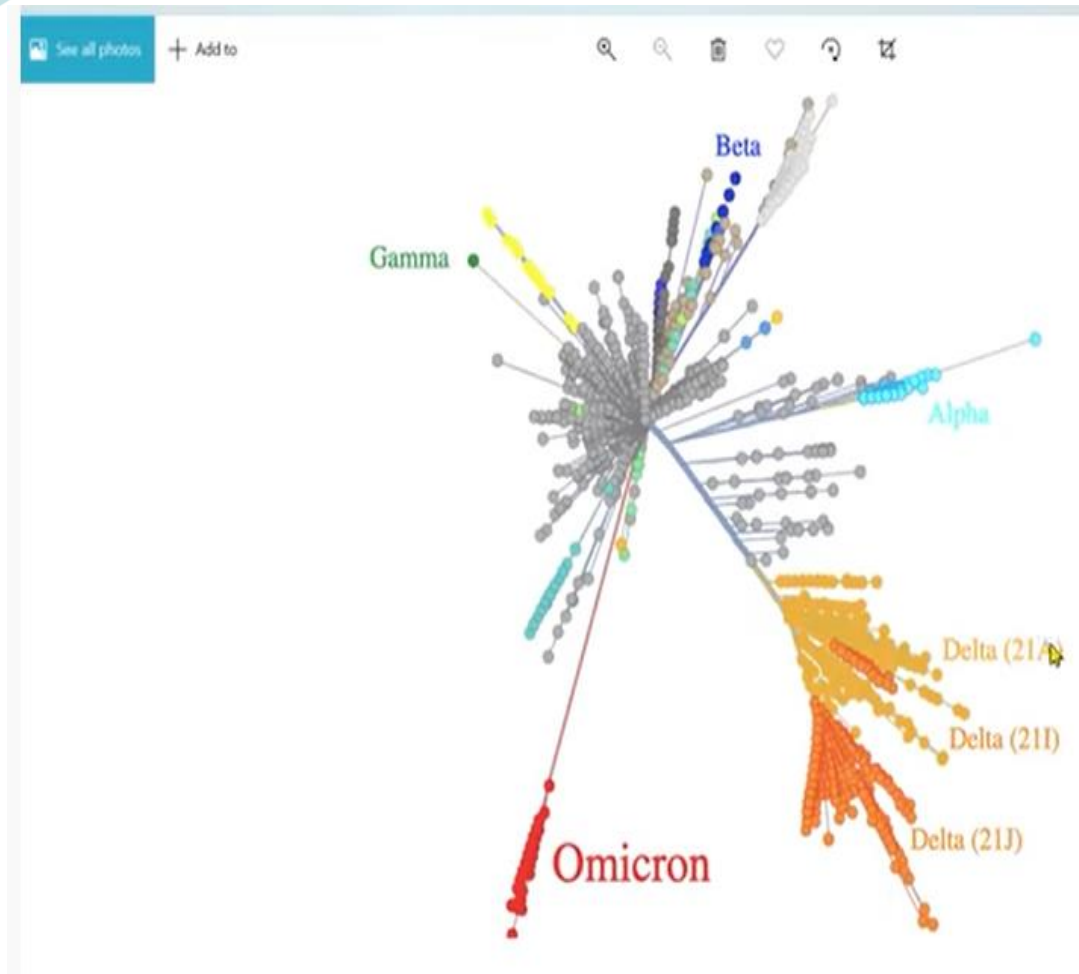
From [Our World in Data](#) · Last updated: 20 mins ago · Based on 7-day average



- **Omicron causes less severe disease ... maybe.**
- **It causes less severe disease in most fully vaccinated people.**
- **The sheer number of people getting infected at the same time is our current most consequential problem. This translates into many hospitalizations with healthcare teams that are overburdened.**



# A brief look at the scientific complexity



- Omicron emerged from the original wild type and lineage recognized mid-2020, then disappeared.
- Recognized in Fall 2021 with 45 additional mutations vs. wild type.
- Most plausible explanation is bidirectional zoonotic transfer with mice (based on Chinese peer-reviewed data).
- Higher affinity for the ACE2 Receptor enabling greater contagiousness.
- Higher affinity for upper respiratory tract and therefore less virulence (not causing lung infections).
- Both features are selective evolutionary advantages for Omicron over all other variants.

# What to do today

- Vaccinations
- Boosters at **5 months** for 12 and older with Pfizer
- Shot #3 for 5-11 who are immunocompromised with Pfizer
- Well-fitted masking
- Stay home if sick
- If able to work remotely, do so
- Symptoms, prevention, testing, quarantine and isolation:  
<https://www.maine.gov/dhhs/mecdc/infectious-disease/epi/airborne/coronavirus/general-information.shtml#sick>
- Update: Monoclonal Antibodies and oral agents

# The Future: best guesses

- A rapid spike of new cases like seen elsewhere around the world – no prolonged wave
- Hospitalizations two weeks after cases
- Deaths two weeks after that
- Probable peak in cases in late January
- Probable peak in hospitalizations and deaths over 2-6 weeks
- March hopefully looks better
- Another variant of great concern possible but not likely
- Medium chance Omicron gets us to endemic – estimated to cause approximately 100,000 deaths per year and requiring vaccinations to protect from severe illness
- Whatever we do, don't underestimate this virus

# Preventing employee burnout

# Signs and Impact of Employee Burnout

First coined by psychologist Herbert Freudenberger in the 1970s, **employee burnout** is a state of emotional and physical exhaustion that can lead to cynicism, lack of engagement, and even an inability to complete normal day-to-day activities.

- Cynical or critical at work
- Irritable or impatient with co-workers, customers or clients
- Difficulty concentrating, less productive, more mistakes
- Lack of satisfaction from achievements
- Disillusionment about the job or industry
- Use of food, drugs or alcohol to feel better or numb
- Absenteeism, lateness
- Unexplained headaches, stomach problems, or other physical complaints

[Job burnout: How to spot it and take action - Mayo Clinic](#)



# Causes of Employee Burnout

- Overwhelming workload
- Lack of control
- Insufficient rewards
- Poor sense of community
- Unfair policies and decisions

[6 Causes of Employee Burnout and How to Prevent Them \(workday.com\)](https://www.workday.com)



Formal and informal leaders also experience *power stress*: comes from being responsible for people, organizations, and outcomes

# Preventing Employee Burnout

**Create a burnout dialogue:** The best strategy for preventing employee burnout is to create a culture where employees can speak openly about burnout with their leaders: acknowledging what's difficult and how to move forward

**Balance workload and capacity:** It's possible to get a great deal of work done if we're organized, stay away from dwelling in the drama, and attend to our capacity through rest and recovery

**Community:** Find opportunities for coworkers to connect and strengthen relationships

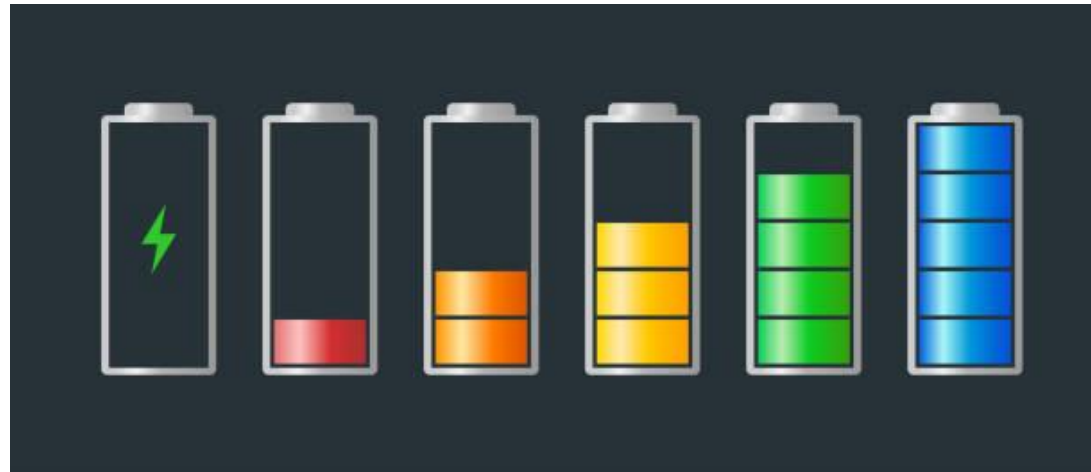
**Fairness:** Communication is key – if something is changing, clearly communicate the “why” and ensure that decisions and policies are implemented equitably

[How to Prevent Burnout in the Workplace: 20 Strategies \(positivepsychology.com\)](https://www.positivepsychology.com)



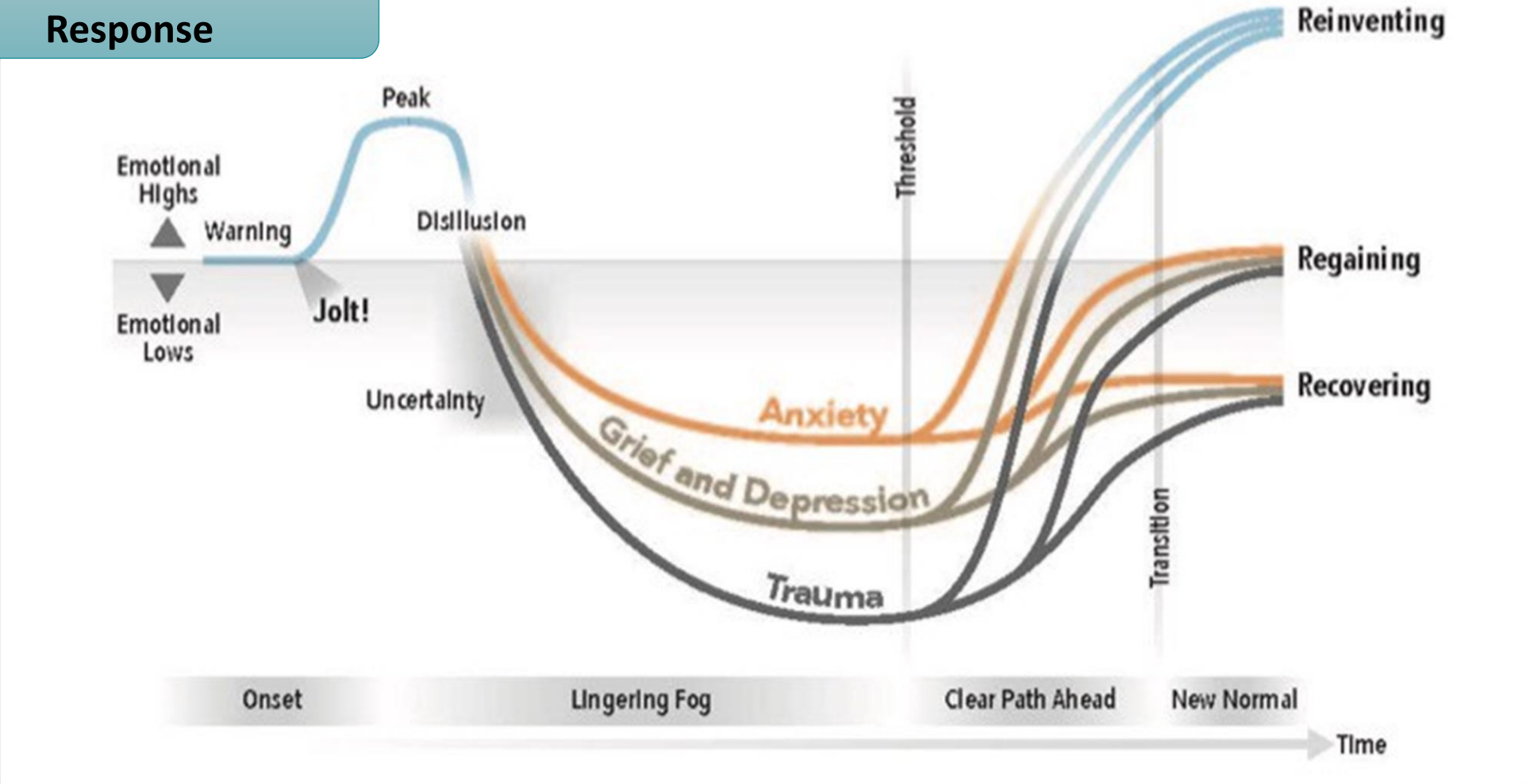
# Addressing Employee Burnout

- Approach it appropriately and directly
- Seek to understand the root cause
- Collaborate on potential solutions
- Demonstrate compassion and empathy
- Model self-care
- Offer resources



# Strategies to enhance mental wellness at work, in the community, and at home

# The Normal Disaster Response



Source: Cheri Lovre and Art Kleiner:  
*Finding Our Way Through the Rest of the Pandemic*

# COVID is traumatic for ALL of US

## **Trauma is caused by:**

- Event(s) that are *experienced as* physically or emotionally harmful

## **Trauma causes:**

- Lasting *negative effects* on physical, social, emotional, mental, & spiritual well-being



# Anxiety, grief, depression – it's all *NORMAL!*

Fight, flight, or freeze response in overdrive - can cause problems in the workplace, at home, and even in the community.



## WHAT CAN HAPPEN OVER TIME?

- Irritability, cranky, anger, overwhelmed
- Headaches, stomachaches, heartburn, insomnia
- Exhaustion, fatigue
- Rapidly changing emotions
- Difficulty concentrating, memory problems, work performance suffers
- Stress hormones (cortisol/adrenaline/norepinephrine) can lead to physical ailments such as increased risk of diabetes, heart disease, blood pressure, and stroke



### Limbic System

- Alerts us to danger
- Critical system for survival
- Stress = Danger in the brain



# Fear, anger, irritability

## Workplace Impact of Stress



## Individual Impact of Stress



# How can you help?



If someone was experiencing chest pains, you wouldn't diagnose their pain – you would call 9-1-1. Same with this tool. Do not try to diagnose, be there for that person and get them the help that they need

A simple to check in on each other and connect someone with resources - Called “I see you”

**I: Identify the signs.** If you see someone complaining or mentioning the physical and emotional signs already mentioned – this is a great indicator!

**C: Connect with that person.** Find something in common (favorite pastime, mutual friend, family life, etc.)

**U: Understand.** You are not qualified to solve their problems.

You are qualified to find them the help they need.

This may mean directing them to EAP, talking to a manager, spouse, etc.



# ICU – sentence starters

## Identify:

- “I’ve noticed that you’ve been off, you normally are \_\_\_\_\_.”
- “Is everything okay? You have been more down lately”

## Connect:

- “...I struggle with my work/life balance too...”
- “...sometimes when I feel like that, I talk to my partner...”

## Understand:

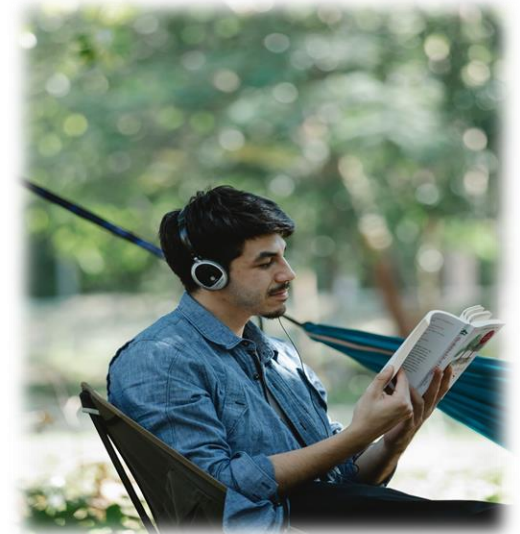
- “That sounds tough – have you thought about talking to \_\_\_\_\_? Let’s go together”
- “I feel you on that, maybe you should call EAP, here is the number”



# How to promote self-care both in person and with remote employees

# The Importance of Self-Care

- Mental and physical health
- Increases overall life satisfaction
- Prevents chronic fatigue and burnout
- Promotes healthy work/life balance



# Leadership's Role in Employee Wellness

- Acknowledges responsibility to maintain safe and healthy work environment
- Stays up to date on proper response techniques to employee's needs/concerns/crisis situations
- Checks in with colleagues on a regular basis
- Responds to employee's needs appropriately and in a timely manner
- Is knowledgeable about and encourages/promotes all company wellness resources available to employees

# Promoting Wellness in the Workplace

## Workplace Environment

- Leaders advocate self-care in and out of the workplace
- Make time available for employees to take part in self-care during the workday
- Cultivate a workplace environment in which employees can express their needs
- Respects every employee's needs equally



## Wellness Initiatives

- Offer company-wide health and wellness programs/activities
- Provide employees time and freedom to take part in company wellness offerings
- Promote wellness offerings on a regular basis
- Leaders engage in company/department-wide wellness initiatives to encourage group participation



# Tips on How to Start



- Hold regular conversations/meetings on the importance of self-care
- Have plans in place for when employee coverage is required
- Learn the needs of your employees:
  - Ask them!
  - Send out surveys/questionnaires
- Offer health and wellness activities/programs that will most greatly benefit the employees at your company
- Ensure employees have easy access to all health and wellness resources at all times



Contact **Work Force EAP** at 1-800-769-9819 to inquire about services available for your employees



Contact **Healthy Life Resources** at 207.973.6446 or [AcadiaHLR@northernlight.org](mailto:AcadiaHLR@northernlight.org)  
A comprehensive, coordinated, and actionable set of supports for employers to promote a strong functional workforce.



Contact **Beacon Health Wellness** at 207.973.8273 to learn about programs to support your employees' journey to wellness.



**Northern Light Acadia Substance Use treatment**  
207.973.6100



**Maine Crisis Line 1.888.568.1112** provides confidential 24/7 support and information



Now's your time to ask questions. Please use the Q and A option.



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# Easy access to schedule your vaccine, booster, or Flu shot

[COVID-19 \(Coronavirus\) Portal - Public Vaccination \(northernlighthealth.org\)](https://www.northernlighthealth.org/COVID-19)

 Northern Light Health.

## Public Vaccination

### COVID-19 Vaccination and Booster Eligibility Updates

Booster dose appointments for Pfizer, Moderna, and Johnson & Johnson COVID-19 vaccines are now available for people 18 and over who meet criteria.

People 5 years or older are currently eligible to schedule a COVID-19 vaccination.

### Important:

- Community members under age 18 who would like to be vaccinated, must have a parent or guardian complete and initial the online scheduling form on their behalf.
- In addition to scheduling a vaccine using the online process, patients under 18 are required to bring a completed consent to treat forms signed by their parent or guardian to their appointment.
- Patients under the age of 16 must be accompanied by a parent or guardian to their vaccination.
- If you have any questions please call: **207-204-8551\***

*\*Long distance or carrier fees may apply.*

### Scheduling your vaccination:

- If you cannot find an appointment that works for you at a Northern Light Health location, please visit the [state COVID-19 vaccination sites list](#).
- Please print your appointment confirmation and bring it with you. Vaccination candidates will receive an email confirming their vaccination location

# Tools you can use:

<https://northernlighthealth.org/Resources/Safe-Return-to-Business>

View Past and Upcoming Meetings, Download Resources, and Watch Informational Videos



January 13, 2022

Build a plan to help employees manage stress and treat burnout



December 16, 2021

A Safe and Healthy Holiday and New Year



November 18, 2021



December 2, 2021

How to support good mental health during the holidays (with roundtable discussion)



October 21, 2021

Treatment options for COVID-19 long haulers and tips for living with continued stress



November 4, 2021

COVID-19: Critically relevant information and discussion



September 30, 2021

COVID-19: Navigating New Information to Support our Employees' Health




October 7, 2021

COVID-19: Critically relevant information and discussion

# Be sure to register for Thursday, January 27: Pandemic fatigue – investing in your employees to build a culture of caring

## Topics:

- Latest on COVID-19
- Strategies for supporting your team
- How to start a conversation



**Northern Light Health.**


One-hour Zoom Conferences  
Moderated forum with Q and A  
presented by Northern Light Health

**zoom** Business to Business Conference Series

### GOOD HEALTH IS GOOD BUSINESS

## Pandemic Fatigue - Investing in your employees to build a culture of caring

Thursday, January 27 at 11 am  
The Zoom meeting ID will be sent to you upon registering



**Topics will include:**

- Latest on COVID-19
- Strategies for supporting your team
- How to start a conversation

Learn how to support your employees and your customers to operate a safe and healthy business.

**Our Panelists:**

<b>Jim Jarvis, MD, FAAFP</b> Senior Physician Executive Incident Command, Northern Light Health Director, Clinical Education, Northern Light Eastern Maine Medical Center	<b>Yemaya St. Clair, LCPC</b> EAP Counselor Northern Light Work Force	<b>Moderated by</b> <b>Ed Gilkey, MD, MS, MBA, CPE</b> Senior Physician Executive Northern Light Beacon Health
<b>Rebekah Gass, MD</b> Infectious Disease Professional Services Northern Light DMMC	<b>Becky DeKeuster, M.Ed</b> Senior Manager, CDC COVID-19 Contact Tracing Program	

**PLEASE REGISTER  
BY CLICKING HERE  
BEFORE JOINING THE MEETING**

Attendees are asked to join the conference by Zoom and listen to audio using your computer only. Please do not dial in while also connected via your computer. The dial-in number is for those not joining by computer. This will help accommodate a larger number of participants. **See you Thursday!**  
Please contact Lanie Abbott for more information | [wabbott@northernlight.org](mailto:wabbott@northernlight.org)

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