

Taking Care of Your Workforce:

How Local Government Leaders Can Support Employees Through COVID-19

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Taryn Austin, MA, LADC, LCMHC, Director of Clinical Operations, Invest EAP

Moderated by: Amanda L. Schuh, PhD, APRN, PMHNP-BC, Council Member,
City of Jordan, MN

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Today's webinar is being recorded. A copy of the recording will be sent to all registrants a few hours after the session has ended.

Please feel free to ask questions during today's presentation using the "questions" box, which is above the "handouts" section of your dashboard.

Presenters



MODERATOR

**Amanda L. Schuh, PhD, APRN,
PMHNP-BC**

COUNCIL MEMBER , CITY OF JORDAN, MN



PRESENTER

Taryn Austin, MA, LADC, LCMHC

DIRECTOR OF CLINICAL OPERATIONS,
INVEST EAP - CENTERS FOR WELLBEING



PRESENTER

Judith S. Blanton, PhD, ABPP

BLANTON CONSULTING



**Amanda L. Schuh, PhD,
APRN, PMHNP-BC**

Dr. Amanda Schuh is a board certified Psychiatric-Mental Health Nurse Practitioner and has experience practicing in integrated behavioral health settings and providing mental health care to diverse clients across the lifespan. Dr. Schuh earned a PhD in Nursing and a Master of Science in Psychiatric Mental Health Nursing from the University of Michigan. Dr. Schuh maintains research interests focused on resilience and trauma and has been collaborating with the League of Minnesota Cities to reduce the impact of trauma on public safety personnel.

As a Clinical Assistant Professor at the University of Minnesota School of Nursing, Dr. Schuh teaches Psychiatric Mental Health Doctorate of Nursing Practice students and works to integrate research and clinical practice. In her role at the Lorenz Clinic, she provides clinical oversight, consultation, and direction for the clinic's growing psychiatric medication management program. Dr. Schuh is an active member of professional organizations including the American Psychiatric Nurses Association (APNA) and currently serves as Minnesota Chapter President. Dr. Schuh also serves her community as a City Council Member for the City of Jordan, Minnesota.

Opening remarks

- COVID19 and Systemic Racism
- Municipal staff are front line workers
- Identify and utilize resources to provide meaningful support
- Continue to adapt and adopt appropriate policies, procedures, and practices for your city
- This is a marathon, not a sprint



**Judith S. Blanton,
PhD, ABPP**

Dr. Judith S. Blanton is an Organizational Psychologist who has spent more than 25 years helping organizations become more effective, efficient and vital. She uses her psychological training, research, knowledge, business experience, and sense of humor to support and challenge leaders to stretch their thinking and enhance their own and their team's performance.

Her clients, within the US and internationally, have included Fortune 100 companies, start-ups, and non-profit organizations. She worked with government agencies at the state and national level as well as local law enforcement groups. Dr. Blanton received her bachelor's and doctoral degree from the University of Texas in Austin and holds an Advanced Management Program Certificate from the University of Southern California's School of Business. She lives in Pasadena, CA and has a particular interest in the use of data to inform and support organizational change.



Symptoms of Stress

- Depression or anxiety
- Anger, irritability, or restlessness
- Feeling overwhelmed, unmotivated, or unfocused
- Trouble sleeping or sleeping too much
- Racing thoughts or constant worry
- Problems with your memory or concentration
- Making bad decisions

Managing Stress in Your Workforce

(After you manage yourself)

- 1. Focus/Prioritize:** Remind employees why we are here and our important purpose. Focus on those.
- 2. Demonstrate empathy** in words and actions.
- 3. Listen** deeply, reflect, and then act.
- 4. Communicate, communicate, communicate!**
What you know, what you don't know, and what you're doing to learn more



Taryn Austin, MA, LADC, LCMHC

Taryn Austin is the director of clinical operations for Invest EAP. Taryn's experience includes having been a supervisor and the clinical director of the Mobile Crisis Team for the Howard Center for Human Services in Chittenden County, VT. Most recently, she worked with people with acute mental illness as director for the Middlesex Therapeutic Community Residence for the State of Vermont's Department of Mental Health.

Taryn holds a social work degree and a master's degree in clinical mental health. She is dually licensed in mental health and substance abuse treatment. She has served individuals and groups of different ages with various psychiatric, emotional, behavioral, and life changes, specializing in risk assessment, loss, and life transitions. Taryn has been a management consultant to numerous agencies and community leaders over the years within Vermont, New Hampshire, and New York, and she has extensive experience conducting trainings and workshops and holding speaking engagements in both Vermont and Africa. Taryn also has a private therapeutic practice dealing with anxiety, depression, and other life and work stressors.



Understanding Where Our Emotions Are Coming From and What to Expect From Staff



Ideas for How to Support Your Workforce



Questions to Ask Your Workforce

How an EAP Can Offer Support



Discussion & Questions

Type your question into the Q&A box on the webinar control panel. Presenters will answer as many questions as time allows.

Resources

Anti-Racism and Inclusive Resources:

<https://www.investeapcovid19.org/diversity-and-inclusion-resources> - A wide selection of anti-racism resources for workplaces and individuals, including recommended book lists, films, and podcasts.

That Discomfort You're Feeling Is Grief:

<https://hbr.org/2020/03/that-discomfort-youre-feeling-is-grief>

NLC Municipal Action Guide:

https://www.nlc.org/sites/default/files/2019-06/REAL_IncidenceResponseToolkit_Final.pdf

COVID-19 response resources

NLC: covid19.nlc.org

Invest EAP: investeapcovid19.org/

APA: apa.org/topics/covid-19

Save the date: July 14, 1 PM – 2:15 PM ET

Taking Care of Your Community: Addressing Collective Trauma in Times of Crisis

COVID-19 has disrupted many people's connections to mental health services and resources that are needed during a crisis. As we have seen in recent events, it has also compounded existing racial and socio-economic trauma. Local government leaders can help rebuild important connections to care and assist residents in addressing their own well-being during these challenging times.

In this interactive tele-town hall, community and mental leaders will examine the psychological impact of COVID-19 on collective trauma. Join us to discuss ways government leaders can talk publicly about the mental health toll and burden related to the coronavirus and pandemic-related stress and of recent uprisings in response to racism incidents. Learn how to harness community resources to address low-level distress and acute mental health conditions. Expert panelists will provide science-backed strategies to encourage a public health approach to mental health, with a focus on addressing stigma, impacts on vulnerable communities and ways to advance equity.

Thank you!

For more information and resources: apa.org | nlc.org

