

**r u ok?**

Addressing mental illness and addictions  
at EY

2017

# Today's speaker

---



As the Director of Benefits at Ernst & Young LLP, **Mike Spicci** is responsible for planning, designing, implementing and administering a variety of employee benefits programs in support of EY's business strategies. He has oversight of the retirement and health and benefits programs for more than 45,000 EY staff and partners. He brings more than 25 years of experience to EY in both consulting and corporate roles, and he has a genuine passion for, and commitment to, employee benefits programs and strategies. He attended the State University of New York, Albany where he earned a Bachelor's degree in Mathematics and started his career as an actuary.

# Today's speaker

---



**Sandra Turner, PhD** is the Director of Ernst & Young LLP's EY Assist, the firm's integrated employee assistance program (EAP) and life management resource and referral service. She is a member of the firm's crisis response team and the threat of violence team. She is one of EY's nine global Chairman's Values Award recipients for 2010.

Sandra has been active in professional associations for employee assistance programming for many years. Sandra is the immediate past president of the Employee Assistance Roundtable, former president of the International Employee Assistance Professional Association, past chairperson and founding member of the Employee Assistance Certification Commission, and serves on the editorial board of the *Journal of Workplace Behavioral Health*.

# Today's speaker

---



**Michael Weiner, LMSW** is the Associate Director of Ernst & Young LLP's EY Assist, the firm's integrated employee assistance program (EAP) and life management resource and referral service. He joined EY in 2015 after serving more than two decades in the employee assistance and behavioral health fields. He previously worked for Anthem as a clinical account manager and Managed Health Network as the Director of Account Management.

Michael graduated from Columbia University in 1992 with a Master's degree in Science and Social Work, and he has a Bachelor's degree in Psychology from Binghamton University. Michael is passionate about providing best-in-class resources to help his clients excel in their work, family and well-being goals.

# Today's speaker

---



**Christine Young, MSSA, LSW** is a supervising associate with Ernst & Young LLP's EY Assist, the firm's integrated employee assistance program (EAP) and life management resource and referral service. Christine works directly with individuals, EY's HR (Talent Team) and leaders to help our people with personal or professional situations at times when their work performance or personal obligations are negatively impacted.

In addition to her work with individuals, Christine is the facilitator of EY's Parents Network for Families of Children with Special Health Care Needs and a member of the Today's Families Network Steering Committee. She holds a Master's degree in Social Work from Case Western Reserve University's Mandel School of Applied Social Sciences and a Bachelor's degree in Social Work from Cleveland State University. She has been with the firm since April 2004.

# Making the case for mental health and addictions awareness

**1 in 4**  **AMERICANS** are affected by a mental illness in a given year



**WORKERS WITH DEPRESSION** lose 5.6 productive work hours weekly and cost employers \$44 billion per year in lost time



**MILLION WORKDAYS** are completely or partially lost annually due to mental disorders



By **2020**, the World Health Organization says Depression will be the most costly disease burden in the world



**TODAY, THE TOP FIVE DISABILITIES** affecting US children are mental health problems rather than physical problems



**1 in 3 IRAQ AND AFGHANISTAN WAR VETERANS** is diagnosed with a mental health condition or traumatic brain injury



of Primary Care Patients **HAVE DIAGNOSABLE MENTAL DISORDERS**



**50% to 70%** of a PCP's normal caseload consists of patients whose **MEDICAL AILMENTS ARE PSYCHOLOGICALLY RELATED**



**40% to 60%** of people who complete suicide **HAVE SEEN A PCP IN THE PRECEDING MONTH**

Source: Beacon Health Options

# The impact of mental health and substance use disorder on employers

---

- ▶ Despite the effectiveness of mental health treatment, many forgo care due to the associated stigma.
- ▶ Mental illness has a high economic toll.
- ▶ Mental health conditions adversely impact physical health.

**“Individuals with depression consume two to four times the healthcare resources of other enrollees.”**

– Working Well toolkit, October 2015

# EY overview

---

- ▶ EY is one of the largest professional organizations in the world and is one of the Big Four accounting organizations. We are 231,000 people based in 150 countries.
- ▶ Our purpose is building a better working world for our clients, our people and our communities.
- ▶ Part of building a better working world for our people is building a culture of caring.
- ▶ EY has been named one of *Fortune's* “100 Best Companies to Work For” for 19 years.



# EY Assist resources

---

- ▶ Immediate counseling support 24/7
- ▶ Management consultation
- ▶ Training on stress, resilience, mental health and addictions, communications, etc.
- ▶ Counseling sessions by phone, online or face-to-face
- ▶ Backup care (e.g., child, adolescent, adult or self)
- ▶ College coaching
- ▶ Daily life research and referrals
- ▶ Health and wellness guidance
- ▶ Legal assistance
- ▶ EY discounts

# r u ok?



# r u ok?

## Addressing mental illness and addictions at EY

---

- ▶ With one simple question, EY is enhancing its firmwide culture of caring.
- ▶ Whether it is mental illness or addiction, team conflict, the impact of community violence, scheduling problems or concerns about children or aging parents, asking “r u ok?” demonstrates EY’s **culture of caring**.
- ▶ The r u ok? campaign raises awareness of mental illness and addictions and helps erase the stigma often associated with accessing care.
- ▶ This program engages leaders, HR staff (Talent Team) and employees in meaningful dialogue so people in need can get the right support and treatment.
- ▶ A comprehensive communications plan was key to integration of the campaign across the US.



# Communications plan

---

- ▶ Training — Talent Team, leadership and peers
- ▶ Themed internal messages — focus topics and articles tied to stories of EY people with real situations (videos):
  - ▶ Mental illness — reduce stigma
  - ▶ Depression — self-assessment on National Depression Screening Day
  - ▶ Substance use — focus on alcohol, prescription medications and illegal drugs
  - ▶ Eating disorders — affect men and women of all ages
- ▶ Local meetings and events (some in partnership with the National Alliance on Mental Illness)
- ▶ Posters, banners and postcards
- ▶ EY Achieve Solutions website

# EY Achieve Solutions website

- ▶ Custom web page
- ▶ Screening tools
- ▶ Articles
- ▶ Tip sheets
- ▶ Surveys
- ▶ Contests

**HOW TO LISTEN TO SOMEONE WHO IS HURTING**

Whenever people face bereavement, injury or other kinds of trauma, they react to talk about it in order to heal.

**HOW MANAGERS CAN RECOGNIZE AND HELP MINIMIZE EMPLOYEE STRESS**

Employee stress can take many forms, but some common signs to look for are:

- decreased productivity/performance
- trouble concentrating or making decisions
- irritability, nervousness and fatigue
- increased tardiness and absenteeism
- increased accidents, incidents and errors
- difficulty getting along with others
- emotional outbursts
- costly upset or injured
- negative, critical attitude
- more frequent illness and visits to the doctor

**TIPS TO REDUCE WORKPLACE STRESS**

You can help your employees minimize and manage stress by providing incentives for keeping work stress and family life apart.

- Encourage open communication.
- Encourage employees to periodically "unplug" from work-related stress by taking time off and curtailing too many long days on the job.
- Clarify what is an emergency call for an immediate response vs. what can wait until the next business day.
- Set reasonable deadlines and workloads.

800-333-4119 | [www.achievesolutions.net/eyasist](http://www.achievesolutions.net/eyasist)

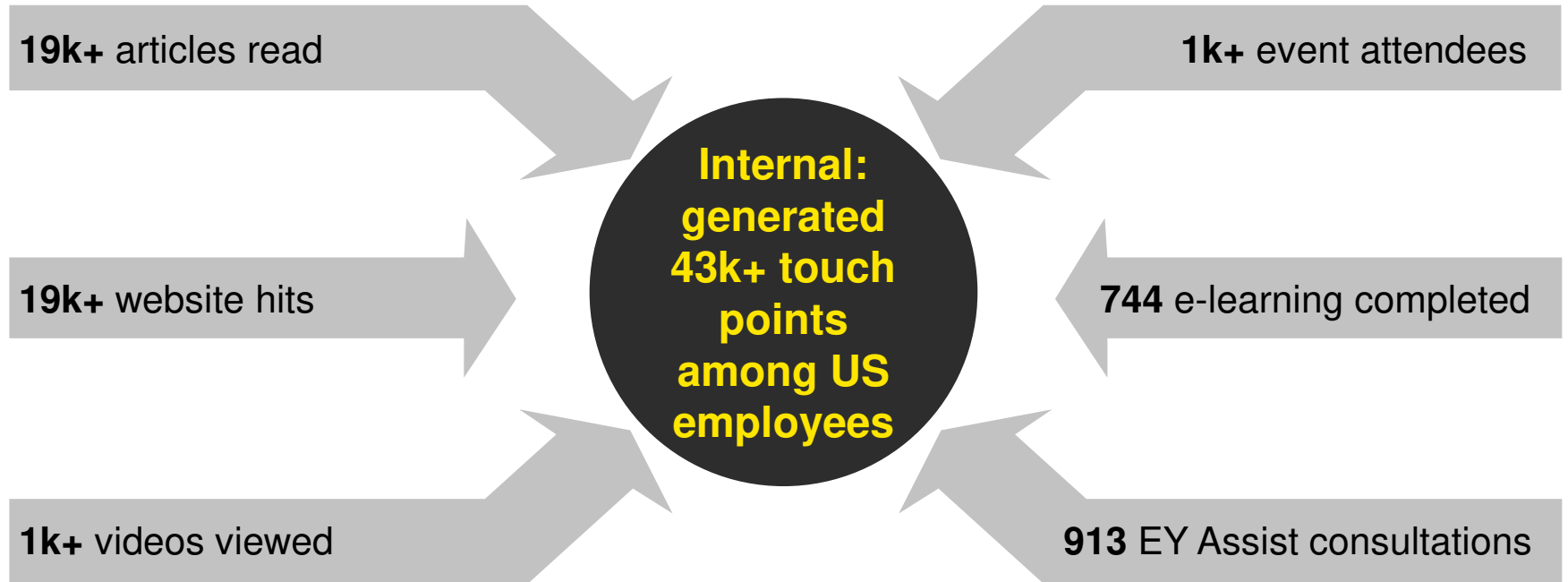
# Compassion has an impact at work and home

---

- ▶ Mental health has an impact on life, productivity and relationships.
- ▶ Compassion also has an impact — a very positive impact.
- ▶ Leadership makes a difference!
- ▶ Focused training for the Talent Team, leadership and peers builds upon EY's culture of caring:
  - ▶ Recognize
  - ▶ Respond with empathy
  - ▶ Link to EY Assist resources

# The impact

---



# Summary

- ▶ Active contributions by core design team — a nine-month process
- ▶ Leadership buy-in and support
- ▶ Employee engagement is high with requests for more information and training
- ▶ Phase 2 is under way — continued enhancements and expanded rollout (e.g., exploring several new communications channels, including storytelling videos from across the US firm, EY Connect Day, Family to Family sessions and more)
- ▶ Challenges and future opportunities



**r u ok?**  
Addressing mental illness and addictions at EY  
EY Assist counselors are available 24 hours a day by calling +1 800 333 4119, prompt 3.

**EY**  
Building a better working world

**FEATURED ITEMS**

- [r u ok?](#)
- [EY Assist Stress Management Video](#)
- [Click here to register and take our General Health Survey!](#)
- [EY Assist Services](#)
- [Health & Wellness Solutions: Quit Smoking, Lose Weight, Start Walking and More](#)

r u ok?

1 in 4 adults experience mental illness in any given year. Only 1/3 of these individuals get help and support.

How do you know if you or someone you know needs support? This site provides information about mental illness and addictions – how to recognize the signs, ask “r u ok?” and access support.



# Questions

**Dr. Sandra Turner**

+1 216 583 1438

sandra.turner04@ey.com

**Michael Weiner**

+1 212 773 1796

michael.weiner@ey.com

**Christine Young**

+1 216 583 1354

christine.young1@ey.com

EY | Assurance | Tax | Transactions | Advisory

## About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. For more information about our organization, please visit [ey.com](http://ey.com).

Ernst & Young LLP is a client-serving member firm of Ernst & Young Global Limited operating in the US.

© 2017 Ernst & Young LLP.  
All rights reserved.

1703-2256069

ED None.

This material has been prepared for general informational purposes only and is not intended to be relied upon as accounting, tax or other professional advice. Please refer to your advisors for specific advice.

[ey.com](http://ey.com)