

Evolution of Mental Health Inclusion in the Workplace

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Accessibility

THE OFFICE OF CUSTOMER
ACCESSIBILITY



The information in this presentation does not represent the views of Fidelity Investments. It is the result of results conducted personally with some Fidelity resources as well as input from multiple organizations and individuals.

Animation thanks to Hannah Lewis, Kaitlyn O'Brien
Logo thanks to Tony Delbuono

“Evolution of Mental Health Inclusion in the Workplace”

Diversity and Inclusion has emerged as a critical priority in workplaces across the country—and it has more momentum in 2020 than ever before. This makes 2020 an OPPORTUNITY for advocates of disability inclusion and especially mental wellness in the workplace!

My Background that's NOT in the bio

Personal History with Mental Wellness

- Major Depressive Disorder
- ADHD

- Didn't think either was a disability
- Learned they were, then didn't ACCEPT either was a disability

- 2017 Buzz... from counterparts at other firms and colleagues
- 2018 witnessed first public "coming out"
- 2019 Came out *a bit* more publicly
- 2020 BLM Sign

A simplified evolution...

...of Diversity, Equity, & Inclusion advocacy in the workplace

Wave #1	Women	50.9% ¹
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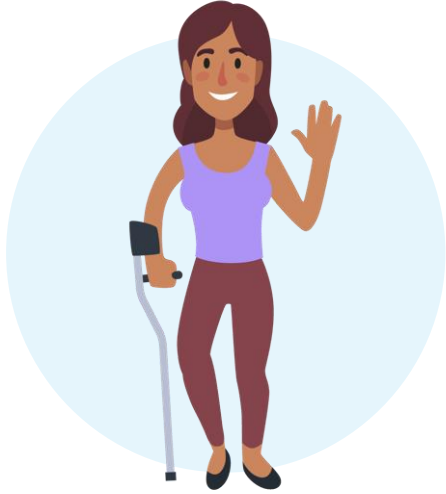
Wave #2	Hispanic/Latino	18.5% ¹
	Black African American	13.4% ¹
	LGBT	~5% ²
	Veterans	6.1% ¹

Wave #3	Disabilities	“One in Four” ³
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Footnotes

1. 2010 Census
2. 2019 Gallup Analysis authored by Justin McCarthy
3. Centers for Disease Control and Prevention Data and Statistics, March 2019

The Prevalence of Disability: One in Four



IDEA GENERATION

The Individuals with Disabilities Education Act (IDEA) is a federal law that requires schools to serve the educational needs of eligible students with disabilities.

This cohort within the millennial population is getting the attention of plan sponsors who in turn expect more accessibility from providers like Fidelity.



INVISIBLE DISABILITIES

70% of disabilities are invisible
7.4% of the workforce uses assistive technology like screen readers or hearing aids



AGE-RELATED DISABILITY

70% of disability is age-related
One in three Americans over the age of 65 will have a significant disability

The Largest and Most Inclusive Minority Group



Transition to Mental Health

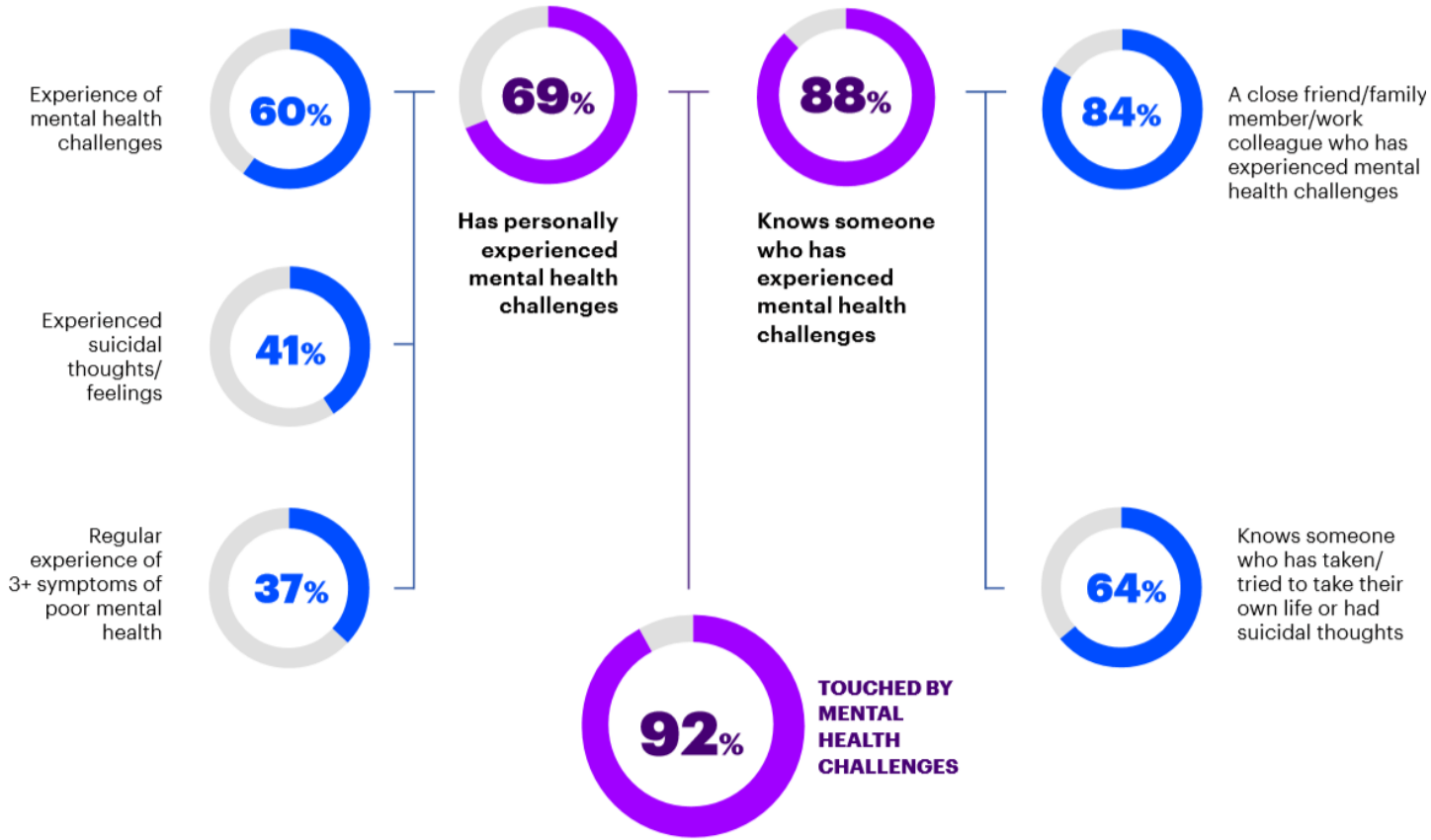
The disability community is growing in advocacy and inclusion.

*The next frontier: **Mental Health***

“An estimated 26% of Americans ages 18 and older—about 1 in 4 adults—suffer from a diagnosable mental disorder in a given year.”

- Johns Hopkins Medicine

Accenture: “It’s not One in Four”



Disability:IN Applies this to the Workplace

“When employers **recognize this and create a culture that supports workers’ mental health**, workers are more likely to **speak openly**, to know where to go for help or advice, and are more than **twice as likely to love their jobs.**¹”

1. *Mental Health in the Workplace During COVID-19* from [Disability:IN](#)

And that Study was in 2019

...Fast forward to fall 2020

COVID-19

- Deaths
- Furloughs
- Unemployment
- Confinement

SOCIAL INJUSTICE

WILDFIRES

ELECTION CYCLE



Source: Hong Kong News <https://hksar.org/images/20/05/i7VMcMJBjD4.jpg>

CDC reported cases of Generalized Anxiety Disorder

2019

8%

2020

36%

Today, Companies are Doing their Best to Respond

*Which firms were ahead
of the curve, investing in
Mental Health Initiatives
before 2020?*

Pre-COVID Mental Health Leaders: EY

“R U OK?”

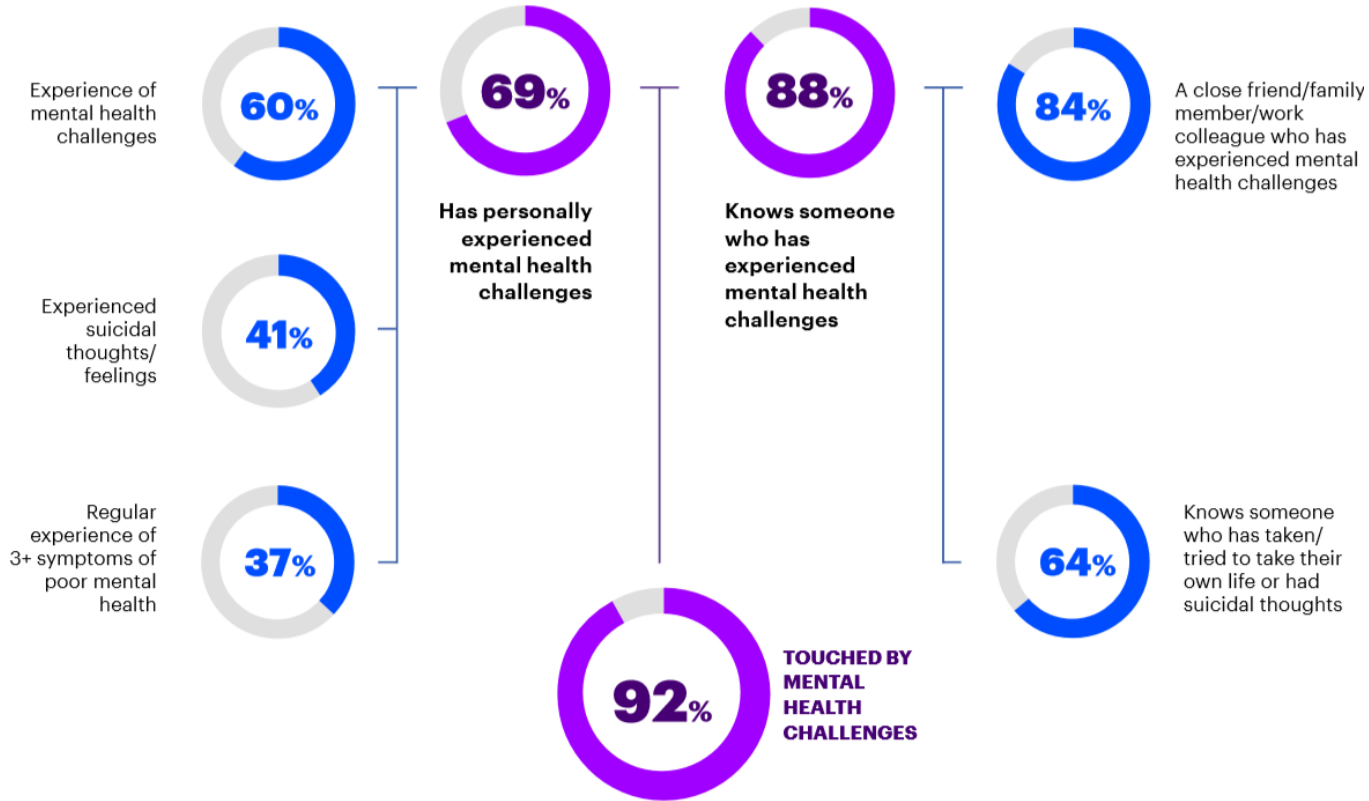
Launched in the fall of 2016, the program focused on:

- Storytelling from senior executives
- Smashing Stigma by positioning as a return to full productivity
- Customized learnings for leaders, concerned peers, team members
- Designated “Advocates” identified and trained before launch
- “R U OK” hotlink in email signatures
- Partnered with Mental Health Organizations and Disabilities ERG

[R U OK? at EY](#)

Pre-COVID Mental Health Leaders: Accenture

“It’s Not One in Four”



[Accenture "It's not 1 in 4" brochure](#)

Pre-COVID Mental Health Leaders: AT&T

Programs & Initiatives



Stamp Out Stigma Campaign

- Annual campaign to raise awareness of mental illness and fight stigmatization
- Multiple touchpoints across the company
- Internal & external social media
- Record-setting results

Pre-COVID Mental Health Leaders: Toyota

With shifts changing day/night, the body never adjusts properly. Automotive plant employees can experience high rates of divorce, substance abuse, depression, and absenteeism.

"Blue Elephant project" shows you and others that it is okay to ask for help and to take leave if you are having challenges with mental health.

No external information available. Discussion with Toyota employees at Disability Matters 2018

Pre-COVID Mental Health Leaders: Jazz Aviation

**Jazz Aviation
named one of
Canada's Best
Diversity
Employers for the
seventh
consecutive year**

The development of a corporate strategy to support mental health in the workplace, including participation in the **Not Myself Today** program in order to build greater awareness and understand of mental health.

 CNW GROUP CNW Group March 2, 2018

Pre-COVID Mental Health Leaders: Bloomberg

Bloomberg Recognize that Mental Health, Wellbeing and Workplace Productivity are Linked.

Source Link No Longer Available

London Office:

“There is no such thing as ‘one size fits all’ with mental health. Bloomberg has a unique culture, benefiting from an incredibly diverse and multicultural community. A large proportion of the 3,500 employees in our London headquarters are not British nationals. They often have limited family networks locally and may require additional support as a result.”

Pre-COVID Mental Health Leaders: All These People...

Business members



One Mind would like to thank **Janssen Pharmaceuticals** for being a founding member and providing the initial funding to launch the initiative

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Research and Content Partners



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Got together to create the **One Mind Initiative**TM dedicated to improving mental health in the workplace.

Last fall published [a comprehensive study](#) of Mental Health initiatives at leading firms in the US.

Pre-COVID Mental Health Leaders: Mental Health First Aid

Offers virtual and on-site training on recognizing the signs of Mental Illness.

“Let’s make Mental Health First Aid as common as CPR.”



What Can We Do?

- Take a stance to demonstrate our values, concern, and sincere interest
- Challenge misconceptions
- Bring the research of thought leaders like the ones mentioned here back to your organization

Use Your Voice (1/2)

Use **your voice** to make a difference—a few of our more public personalities have already started the dialogue:

- Julian Assange, Wikileaks, publisher & editor
- Terry Bradshaw, NFL player, analyst, & anchor
- Pete Davidson, SNL, actor & comedian
- Carrie Fisher, actress & writer
- Peter Gabriel, singer & songwriter
- Selena Gomez, singer
- Ken Griffey, Jr., former MLB player
- Eddie Griffin, former NBA player
- Prince Harry
- Katherine Redfield Jamison, PhD, author
- Dwayne Johnson “The Rock,” actor & professional wrestler
- Stephen King, author
- Walter Cronkite, news broadcaster

Use Your Voice (2/2)

Use **your voice** to make a difference—a few of our more public personalities have already started the dialogue:

- Kendrick Lamar, rapper, songwriter, & producer
- Demi Lovato, singer, songwriter, & actress
- Kevin Love, NBA player
- Howie Mandel, comedian, actor, & host
- Brandon Marshall, former NFL player
- Trevor Noah, comedian
- Michael Phelps, Olympic swimmer
- Rick Springfield, singer & songwriter
- Mike Wallace, journalist
- Delonte West, NBA player
- Jerry West, former NBA player & current executive board member of the LA Clippers
- Oprah Winfrey, talk show host, producer, actress, & author
- Royce White, NBL player

Thank You!



[Hale Pulsifer's LinkedIn](#)