

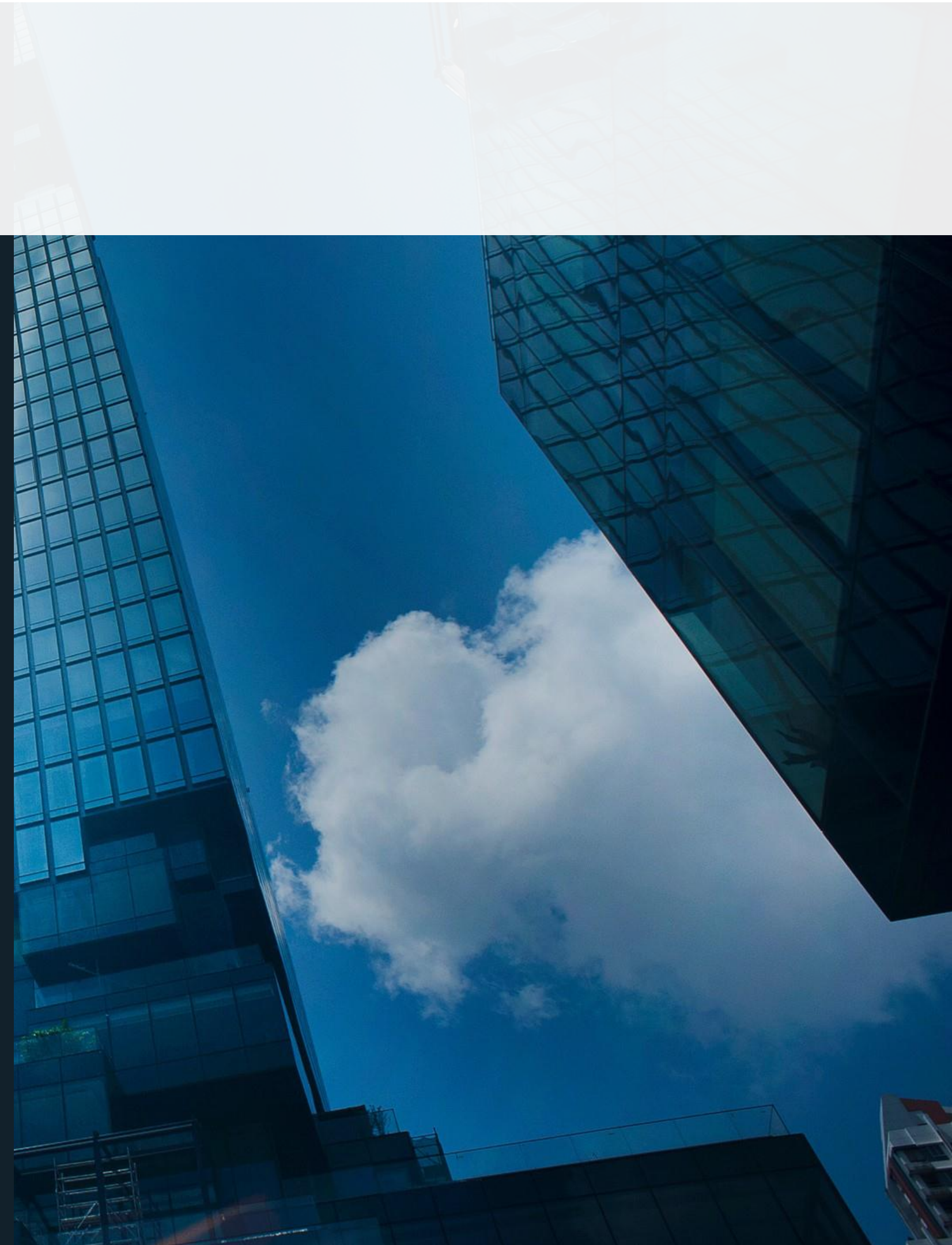


ANNUAL CONFERENCE
5 & 6 October 2022

PSYCHOLOGICAL SAFETY

**“PANDEMIC TO ENDEMIC – ARE WE MORE
STRESSED OUT OR RELIEVED?”**

by: **LOW MI YEN**
CLINICAL PSYCHOLOGIST
5 October 2022



LOW MI YEN

- Clinical Psychologist, working with individuals, families, workplace & community for more than 27 years focusing on Employee Assistance Program (since 1999), mental health services, coaching, training, lecturing & supervision.
- Conducted a vast number of crisis interventions (tsunami, workplace suicide, airlines tragedy i.e. SQ007, MH370, MH17 etc.), Change & Transition Management, other types of trainings.
- Main professional trainings - Cognitive Behavioural Therapy (CBT), crisis intervention, family therapy & mindfulness-based therapies.
- A Trained Teacher of Mindful Self-Compassion (MSC) with Center for Mindful Self-Compassion USA & Apprentice Teacher of Mindfulness-based Cognitive Therapy (MBCT) with Oxford Mindfulness Foundation, UK.
- Vast experience in voluntary work as Exco/Committee of several organizations - Asia Pacific EAP Roundtable (APEAR), Malaysian Society of Clinical Psychology (MSCP) & Malaysia Association for Mindfulness Practice & Research (MMPR).
- Over the years, interviewed by various local newspapers, magazines, radio & TV, including guest speaker of “Bella” show on NTV7 for 4 years.

Social Media: <https://www.linkedin.com/in/miyenlow/> <https://www.facebook.com/miyen.low>



Mental Health Statistics in Malaysia Before and During the Pandemic

Posted on December 2021

KEY INSIGHTS

- Mental health problems increased from 10.7% in 1996 to 11.2% in 2006 & 29.2% in 2015. 2021 ??%
- The Malaysia Communications and Multimedia Commissions reported that out of 14,000 students surveyed, 70% experienced online harassment in 2019.
- 2019 National Health & Morbidity Survey, 500,000 Malaysians were already feeling symptoms of depression before the pandemic started. WP Putrajaya, Negeri Sembilan, Perlis, Sabah & Melaka had the highest prevalence of adult depression in the country.
- 2020, total of 1081 suicide attempts were recorded. August, a signature campaign to decriminalize suicide attempts & spread mental health awareness & support was launched because Malaysia is one of three remaining ASEAN countries that still criminalize suicide.
- 2021 an 81% increase in suicide cases. On 29 September 2022, MOH submitted to Cabinet a memorandum for decriminalise suicide attempts.
- 2020, RM344.8 million was allocated for mental health care, less than 2% of Malaysia's total budget for healthcare for the year.
- By 2030, mental health statistics in Malaysia are expected to impact the economy by RM25.3 trillion.

Study finds females are more prone to long Covid

LONG Covid is a persistent state of ill health that continues for more than three months after Covid-19 infection. Patients with long Covid have reported experiencing different combinations of symptoms such as fatigue, shortness of breath, coughing, anxiety, cognitive impairment or brain fog, and muscle pain, which become worse after physical activities.

These symptoms could be driven by a direct effect of virus infection and might be explained by several hypotheses, including abnormal immune response, hyper activation of the immune system, or autoimmunity. Additionally, indirect effects such as reduced social contact, loneliness, incomplete recovery of physical health, and loss of employment could affect psychiatric symptoms.

The Covid-19 Long-term Effects And Recovery (CLEAR) study team from Universiti Malaya, which conducted an online survey among Covid-19 survivors in the community from July to September 2021 during the nationwide movement control order (MCO) period, found that one in five of the 732 respondents experienced long Covid.

Females were found to have 58% higher odds of experiencing long Covid compared to males.

According to the autoimmune hypothesis, females have a stronger

UNAWARE OF C.L.E.A.R.

(Covid-19 Long-term Effects And Recovery)

Survey btw July-Sept 2021

- 5 in 732 patients experienced long Covid-19; Female 58% higher
- Symptoms
 - fatigue
 - shortness of breath
 - coughing
 - muscle pain (worse after physical activities)
 - brain fog
 - anxiety

As of 16 March 2022

- 25,122 patients experienced long Covid-19
- Symptoms
 - fatigue (75.1%)
 - shortness of breath during physical exertion (63.1%)
 - coughing (14%)
 - difficulty sleeping (8.6%)
 - anxiety (3.8%).

***Impact of children & adolescents infected by Covid-19 &/impacted by pandemic?
Since April 1st 2022 “opening”– what will be the hidden impacts if not monitored?
How about anxiety, depression &/ burnout?***

TACKLING A GLOBAL MENTAL HEALTH CRISIS

- June 17th, 2022 United Nations secretary-general Antonio Guterres warned against a global mental health crisis.
- He said nearly one billion people worldwide had a mental health condition & most of them lacked access to treatment.
- Covid-19 pandemic had increased mental health problems & led to a far greater understanding of the importance & fragility of good mental health.
- However, in most countries, mental health remained the most neglected area of health policy.

IMPORTANCE OF HEALTHY MIND & HUMAN PERFORMANCE

- Have we thought about how healthy mind affects our human performance?
- Having a healthy mind = ability to thrive & perform at our best
- Having a healthy mind = balance between both physical & psychological health & safety

PERFORMANCE STATE & PSYCHOLOGICAL STATE

- Confidence
- Hope
- Optimism
- Resilience, etc.

RENEWING **THRIVING**

- Motivation
- Enthusiasm,
- Positivity,
- Creativity, etc.

State of high stress,
anxiety, depression

(S.A.D.)

COPING

BURNOUT

PSYCHOLOGICAL STATE



EMOTIONAL SAFETY

- All of us want & need “Emotional Safety” in life
- Emotional Safety
 - to just be yourself (no “masks”)
 - to feel safe to express/speak-up, ask questions, ask for help & receive help.

“It’s ok to say I am not ok”

- to be accepted, to be deeply cared for, to be supported in life
 - to trust & to be trusted (safety in relationship)
- To develop & strengthen Emotional Safety = **COMMUNICATION, ENGAGEMENT, CARE**

EMOTIONAL SAFETY

HOW TO IDENTIFY SIGNS & SYMPTOMS OF ONESELF, FAMILY, FRIENDS, COLLEAGUES/EMPLOYEES, FACING CHALLENGES & NEEDING SUPPORT?

WHEN/HOW TO REACH OUT FOR SUPPORT?

WHAT TYPE OF COMMUNITY SUPPORT AVAILABLE?

Importance of reliable information & accessible support (refer to another PDF file)



COVID-19

KEMENTERIAN KESIHATAN MALAYSIA

Talian Sokongan Psikososial

COVID-19

03-2935 9935
014-322 3392
011-639 96482
011-639 94236

Waktu operasi terkini Isnin - Jumaat : 8 pagi sehingga 5 petang

Perkhidmatan ini dikendalikan oleh petugas psikologi KKM dan sukarelawan MERCY.

Kementerian Kesihatan Malaysia | myhealthkkm | MyHEALTH | SCAN ME



KEMENTERIAN PEMBANGUNAN WANITA, KELUARGA DAN MASYARAKAT

Aduan Masyarakat

TALIAN Kasih

15999 24 JAM

Aplikasi Whatsapp
019 26 15999

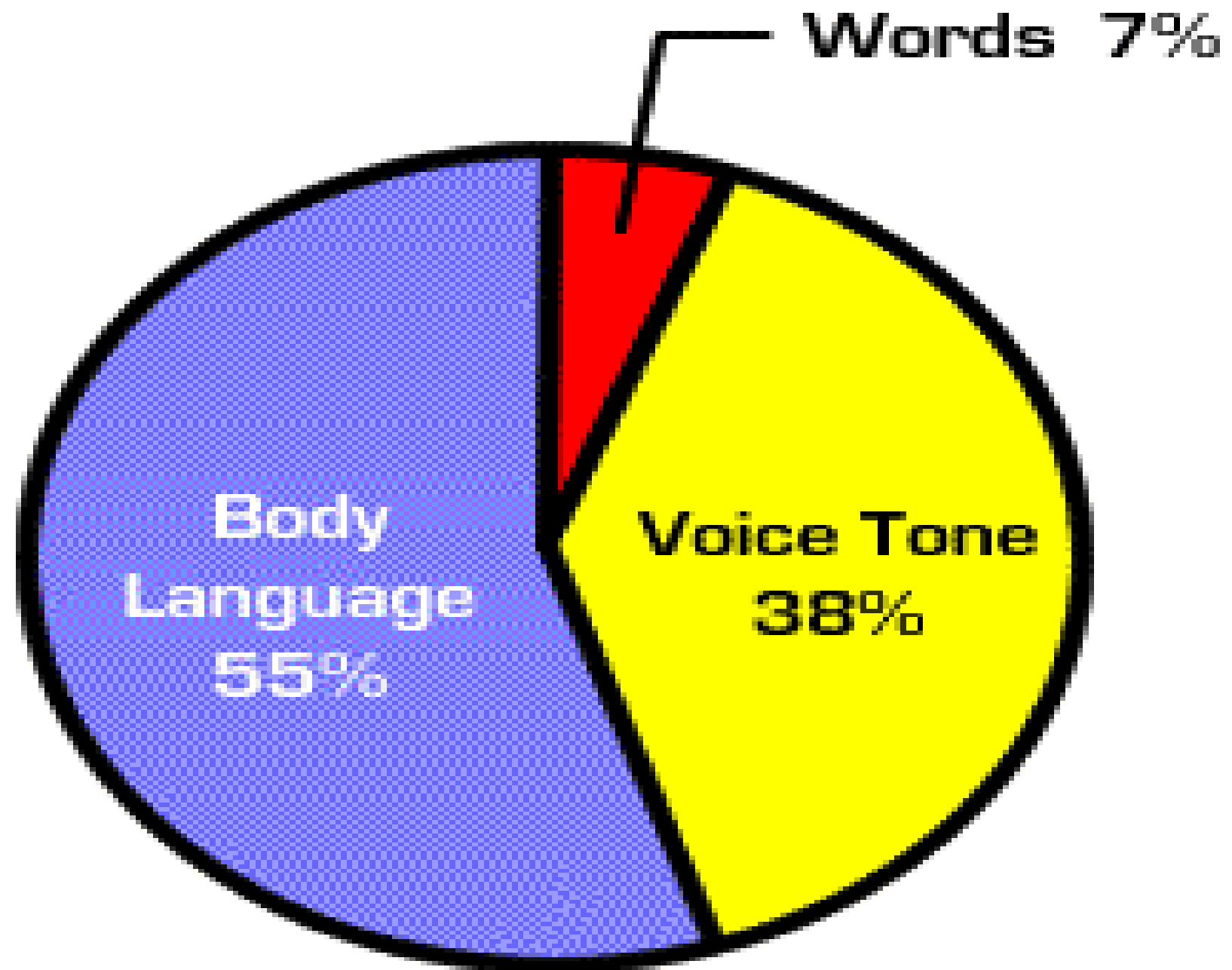
Kaunseling
Penderaan
Perlindungan
Kebajikan
Talian Kanak-kanak
Pembuangan Bayi
Perkhidmatan Kesihatan Reprodktif
Masalah Sosial Remaja

Be(ri)enders
Kuala Lumpur

Emotional support
24 hours, everyday
03-7627 2929

To develop & strengthen Emotional Safety = **COMMUNICATION, ENGAGEMENT, CARE (INTERPERSONAL RELATIONSHIP)**

3 Elements of Communication



Research shows that:-

1. We start judging another person within 30 sec of the 1st meeting
2. These judgments arise from the 3 elements of communication:

Body Language: 55%

Voice Tone: 38%

Words: 7%

55% + 38% = EMOTION-BASED

BARRIERS TO COMMUNICATION

We come from different backgrounds, personalities, experiences, abilities, knowledge, interests, beliefs, attitudes, perceptions & behaviors which can be “barriers” to communication.

THE 3 MAIN COMMUNICATION STYLES

- PASSIVE - Not willing to share opinions, feelings & needs; Low self esteem; Afraid of hurting others & of criticism. ***“I am not ok, You all are OK”***
- AGGRESSIVE - Always blame & Complain about the others. Others should be responsible for his/her situation. Verbally: “You always... You never....”
“I am OK, You all are not ok”
- ASSERTIVE - Not defensive, objective, respect self & respect others.
“I am OK, Everyone is OK”

TIPS FOR ASSERTIVENESS

Become aware of your own communication pattern

- Use “I – statement”

• Explain your situation & facts

...Once a week or more when I help you with your errands, we miss 15-30 minutes of our lunch break together.

• Express your honest feelings/thoughts (I feel / I think)

I feel ...very tired from rushing here & there running the errands

• Express what you really want to do & want the other person to do (I would like)

I would like ...to suggest that, moving forward, you think about other ways to run your errands e.g. not during lunch break but at the end of the day.

BENEFITS OF ASSERTIVE COMMUNICATION

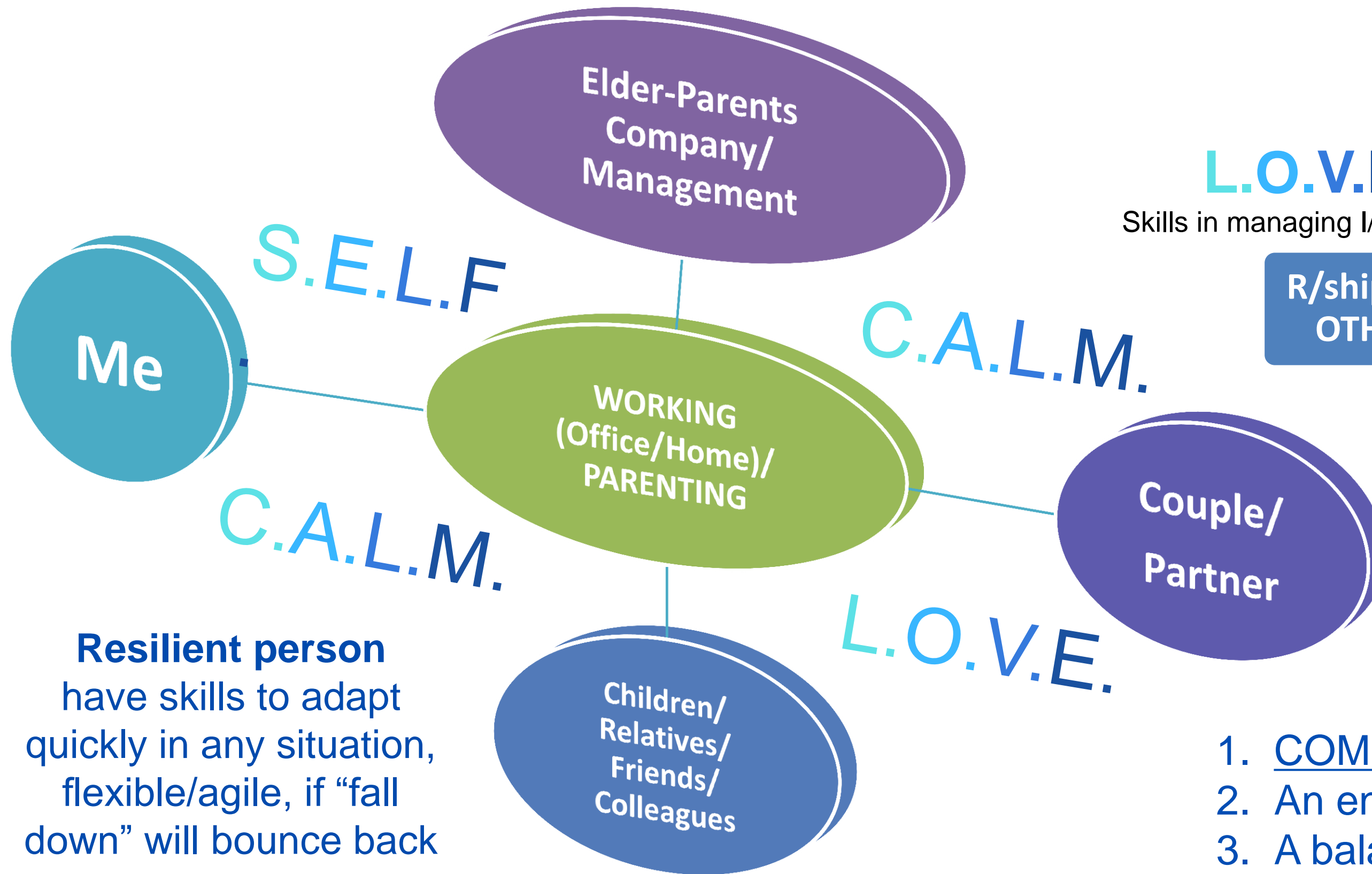
Ability to connect **empathetically, compassionately, being mindful/observant & open/honest with each other, valiant in relationship** facilitate these benefits:-

- Increases in SOCIAL CONNECTEDNESS, LIFE SATISFACTION, HAPPINESS & decreases in stress, anxiety, depression & emotional avoidance.
- IMPROVE YOUR RELATIONSHIPS with partners, family members, friends and others.
- BUILD RESILIENCE when you know how to manage challenges from different relationships/conflict.
- BE A BETTER CAREGIVER esp. if you are caring for someone right now or those in the professions related to caregiving e.g. medical, psychology, teaching, law, etc.
- BE A BETTER LEADER for your team members in any groups/organizations that you are involved in.

COMMITMENT SAFETY

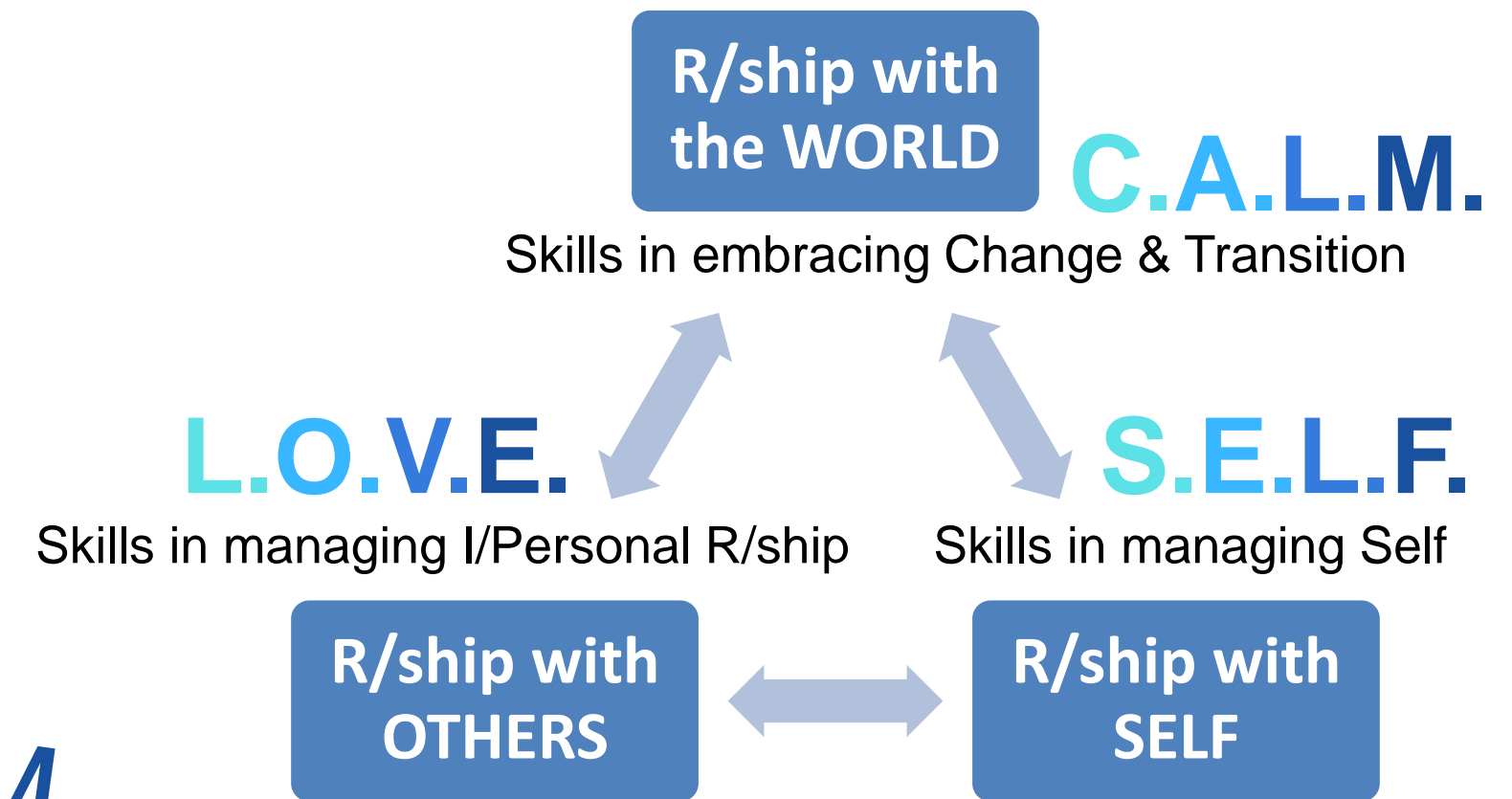
- Commitment = Courage + Effort + Persistency + ?
- Commitment Safety = having the safety/security where you know that in “good times or bad times”, you will be supported by your own coping skills (resilience) & by the safety in your relationships in your life.
- No guarantees in life/future but **WITHOUT** Commitment Safety,
 - Less THRIVING (Motivation, Enthusiasm, Positivity, Creativity) to work on what is “current/now”
 - Less RENEWING (Confidence, Hope, Optimism & **RESILIENCE**)

**SELF - COUPLE- CHILDREN - FRIENDS - COLLEAGUES -
COMPANY/MANAGEMENT - ELDER PARENTS**



Resilient person
have skills to adapt quickly in any situation, flexible/agile, if “fall down” will bounce back

BUILDING RESILIENCE Model (2010)



3 C S to be Resilient

(Dr Maddi,S. & Dr Kobasa,S.,1982)

1. COMMITMENT to what we are doing
2. An enthusiasm for CHALLENGE
3. A balance sense of CONTROL

BUILDING RESILIENCE MODEL (Low Mi Yen, 2010)

Relationship with the World:
Skills in managing **C.A.L.M.**

Concentrate & focus on what
I can do/manage right now

Agility/adjust/adapt
ourselves ongoing basis

Live in the present,
let go of the past

Maintain balance in relationships
with SELF & OTHERS

Relationship with Self:
Skills in managing **S.E.L.F.**

SELF-Care

Express yourSELF

Loving Others without
losing yourSELF

Fulfilment of SELF

Relationship with others:
Skills in managing **L.O.V.E.**

Listen compassionately,
wisely

Open/honest with each
other, Observant of
each other

Valiant (brave, courage)
Validate each other

Empathize,
(Good) Enough

Resilience Workforce (Employer & Employees)

→ determines the success of a company

**Physical
Safety**

**Psycho-
logical
Safety**

HSE (Health, Safety & Environment)

**Emotional
Safety**

**Commit-
ment
Safety**

**Psychological-based
Programs**

Prevention

(Coaching, Wellness,
Customized programs)

**Intervention &
Treatment**

(Counseling, Crisis
Management, etc.)



facebook.com/mymindfulspa

Tuesdays with Miyen

9.30pm-10.15pm (MYT): 1st Tuesday of the month

RESILIENCE FROM INSIDE OUT

*Mindfulness & Self-Compassion live practice session
to facilitate building & sustaining resilience skills*

LOW MI YEN

CLINICAL PSYCHOLOGIST

Trained Teacher of Mindful Self-Compassion

Slide Design by Jack Tan

