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## **How is Your Mental Health at Walgreens**

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# How Is Your Mental Health At Walgreens

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495 Capstone

# What?

Most recently, there was a robbery at the Pharmacy in Walgreens that I work at. They were sent home early, gave one phone number for a counselor, and had to put up their own plexiglass. When I observed this, I knew something was missing. Hearing complaint from customers about bad customer service from that area, complaints from the pharmacy technicians themselves about how ridiculous this was and more.

Mental health in the workplace has always been a taboo idea. I wanted to change that and include mental health policies within Walgreens. This kind of “experiment” might help change the culture and add in beneficial well-being for all.

# Who?

## **Stakeholders include:**

Walgreens Pharmacy Technicians (Main)

Walgreens Managers (Pharmacy and Main Store)

Walgreens Company

## **Benefits include:**

Better customer service

Happier employees

More focused employees

Create more sales because of the positive interactions

Less turnover

# Methods

Surveys given to the employees

Booklet given to the employees

One on one meetings with employees, pharmacy managers, and store managers

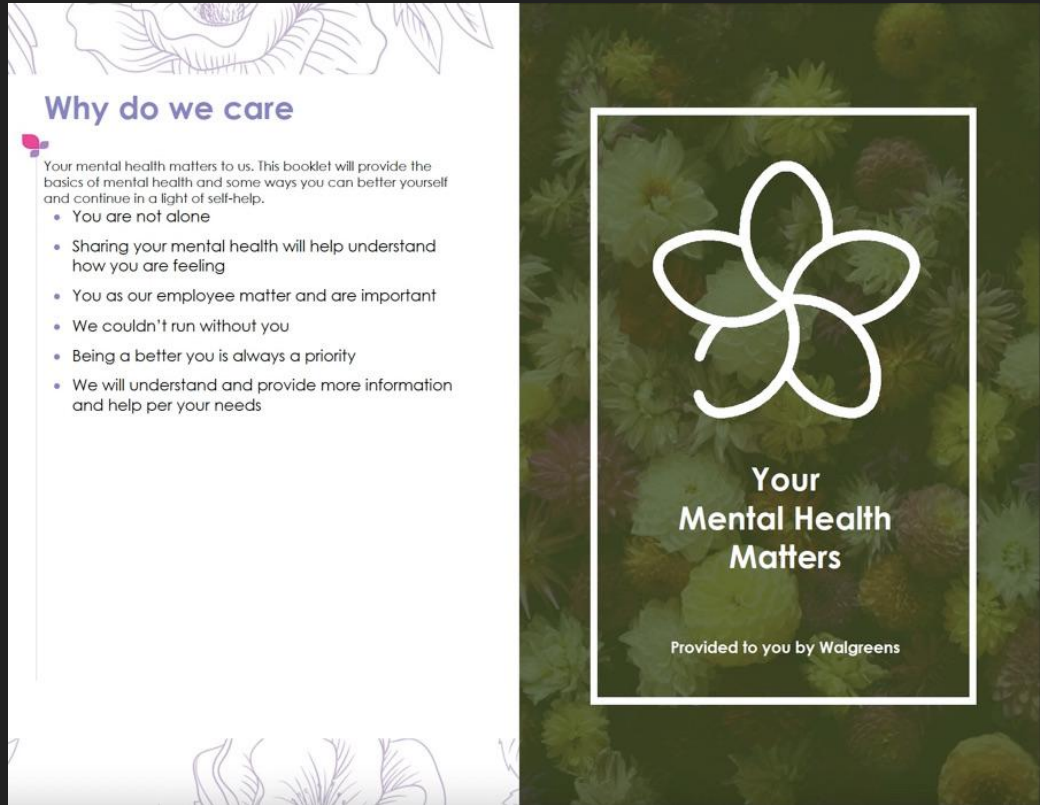
# Booklet

Contains information on:

What is mental health

What is depression and anxiety

What is stress at work



# Booklet Cont.

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## References:

### What is Mental Health

U.S. Department of Health & Human Services, Staff. (2022, February 28). *What is mental health? What Is Mental Health?* | MentalHealth.gov. Retrieved 2022, from <https://www.mentalhealth.gov/basics/what-is-mental-health>

### Depression and Anxiety

Torres, F. (2020, October). *What is depression?* Psychiatry.org - What Is Depression? Retrieved 2022, from <https://psychiatry.org/patients-families/depression/what-is-depression>

Felman, A. (2020, January 11). *Anxiety: Symptoms, types, causes, prevention, and treatment.* Medical News Today. Retrieved 2022, from <https://www.medicalnewstoday.com/articles/323454>

### Stress at Work

Corporate Wellness Magazine. (2022). *Workplace stress: A silent killer of employee health and productivity.* RSS. Retrieved 2022, from <https://www.corporatewellnessmagazine.com/article/workplace-stress-silent-killer-employee-health-productivity#:~:text=Workplace%20stress%20also%20has%20adverse,abuse%2C%20and%20poor%20dietary%20patterns.>

# Booklet Cont.

## Why Now?

With recent events, mental health matters! Working with you and making sure you are taken care of is our top priority.

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*"Just because no one else can health or do your inner work for you, doesn't mean you can, should, or need to do it alone." -Lisa Olivera, Author and Therapist*

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Your mind and well-being



Your mind is beautiful and can create beautiful ideas. Mental health should always be your top priority so you can always put your best self forward.

Repeat these affirmations...

I am strong  
I am smart  
I am worthy  
I deserve happiness  
My mental health matters  
I will reach my goal  
I am important

## Mental Health



### What is Mental Health

"Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood" (What is Mental Health?, 2022).



### Depression and Anxiety

"Depression causes feelings of sadness and/or a loss of interest in activities you once enjoyed. It can lead to a variety of emotional and physical problems and can decrease your ability to function at work and at home" (Torres, 2020).  
"Mild anxiety might be vague and unsettling, while severe anxiety may seriously affect day to day living" (Felman & Browne, 2020).



### Stress at Work

"Workplace stress also has adverse effects on workers' mental health, with an increased risk of anxiety, burnout, depression, and substance use disorders. Workers who are stressed at work are more likely to engage in unhealthy behaviors, such as cigarette smoking, alcohol and drug abuse, and poor dietary patterns" (Workplace stress, 2022).



# Booklet Cont.

## Getting Started

### Depression and Anxiety resources

More information to find out what else can help you.

- American Counseling Association
- Everyday Health
- Amwell
- Peer Collective
- Good Therapy
- CIMHS

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*"There is hope, even when your brain tells you there isn't."- John Green, Author*

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### How to Create Less Stress

Provided is 5 effective ways to decrease stress in your life. Also included are resources to look up on other ways to decrease your stress by medicine and holistic lifestyles.

- Balance responsibilities, organize priorities
- Eat healthy foods
- Get 6-8 hours of sleep
- Exercise 4x a week at least
- Stop using substances to help reduce stress, such as, alcohol or tobacco products

Others you can try are, A guided Jellyfish meditation, phone features that reduce noise, Apps that track your sleep, listen to podcasts to practice mindfulness, exercise, greeting card templates, cardio workouts, calming music (lo-fi), Journal prompts of reflection, and finding humor in each day. Talk to your provider for medication. For holistic ways, breathing exercise, yoga, meditation, and guided imagery.

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## Don't Forget the Mission

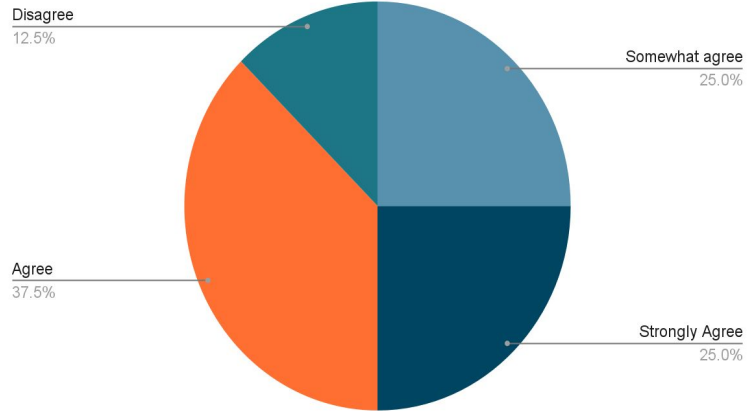
**"To champion the health and well-being of every community in America."**

Our business uses this as its purpose and mission statement. As we help our community's health and wellbeing, we also want to check in on our own staff. Recently, incidents have been occurring throughout the store and check in on our staff and make sure they are taken care of as well.

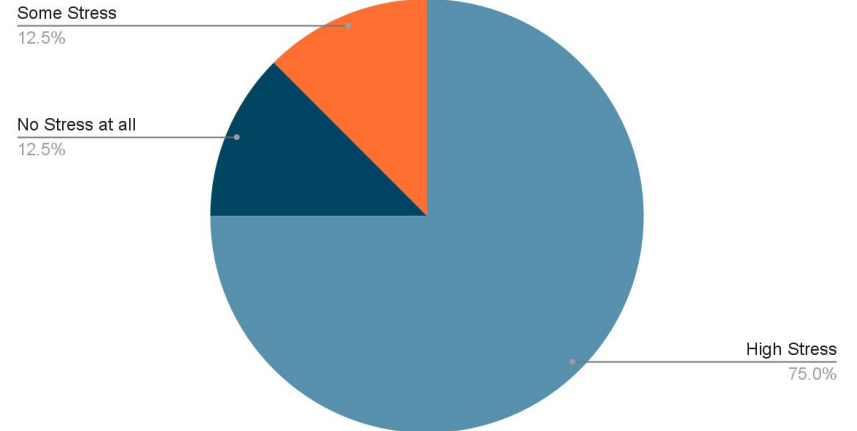
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# Results of First Survey

Have you ever felt unheard at work?

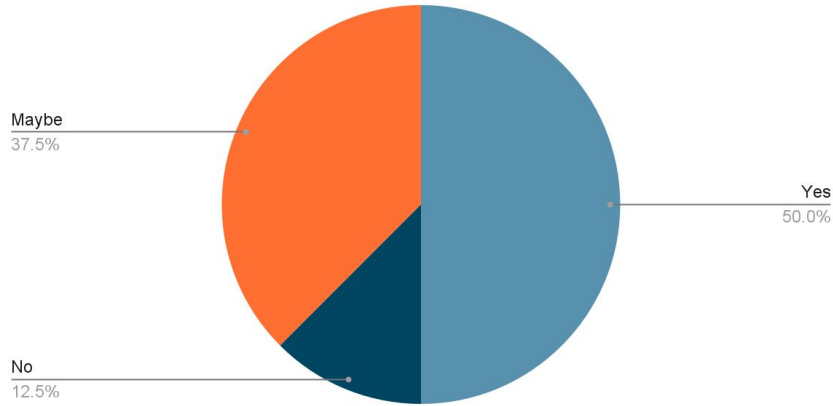


How much stress do you feel at work?



# Results of First Survey Cont.

Would you want a booklet of resources to help your mental health?



Q: What are some things you are struggling with mentally?

A:

Depression

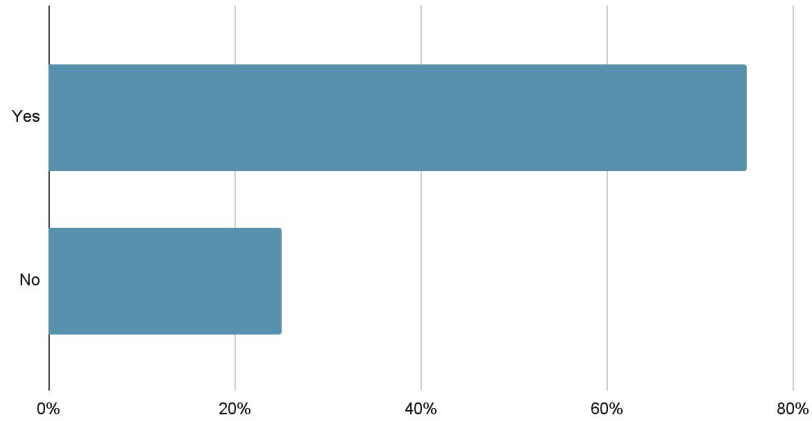
Anxiety

Stress

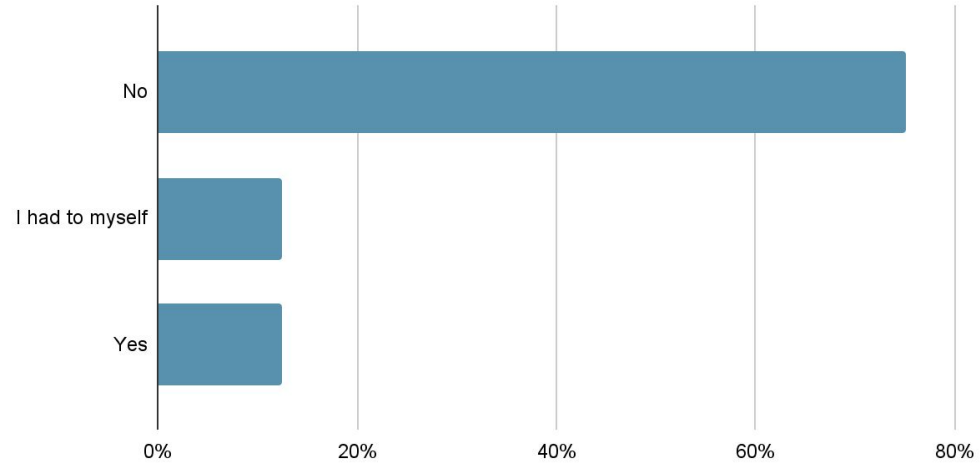
“I’m exhausted from being a full time student, full time employee and the lack of sleep has been causing me high levels of anxiety and depression.”

# Results of First Survey Cont.

Has your mental health deteriorated since working?



Have you ever been given the resources to better your mental health?



# Interviews

With Employees:

“This information given to me has been so helpful.”

“Why were we never given this information before?”

“My stress hasn’t changed but my mental health seems to be improving.”

“My depression hasn’t gotten better, but managing my stress has been easier.”

“I haven’t had any issues with stress or mental health, but I feel more appreciated at work.”

“I feel like they want to actually support us now that this is happening.”

“This booklet is so easy to read and helpful!”

“Can there be a booklet that is personalized?”

With Management:

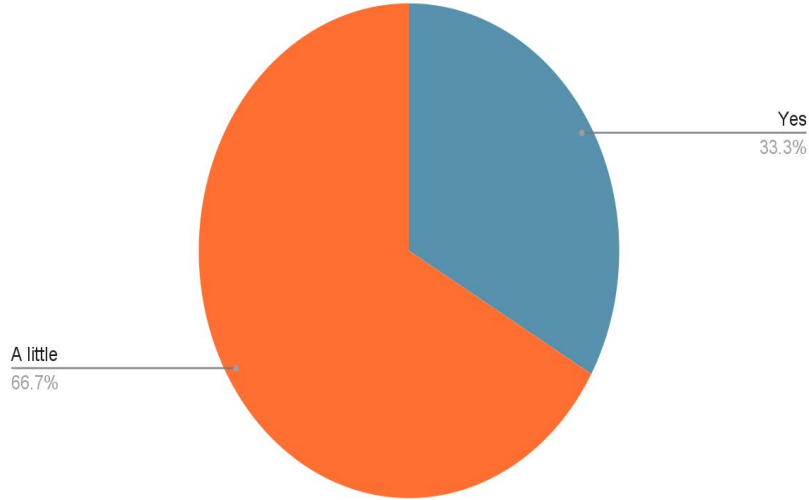
“You have shown that this could work.”

“My employees are more friendly and personable at work.”

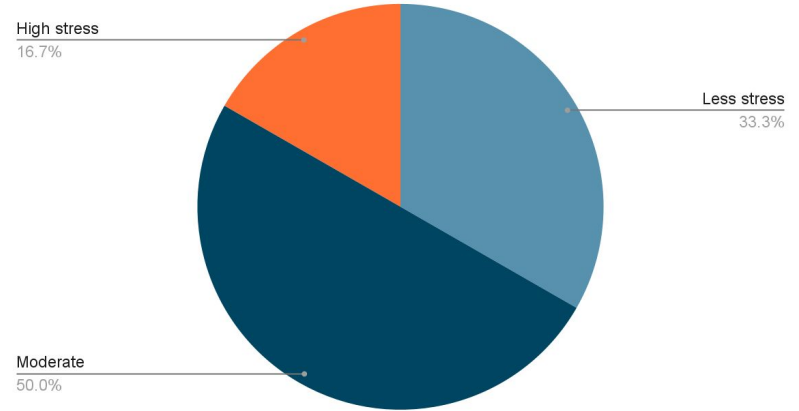
“Customer reviews about the Pharmacy have gone up.”

# Results of Follow Up Survey

Do you feel heard at work?

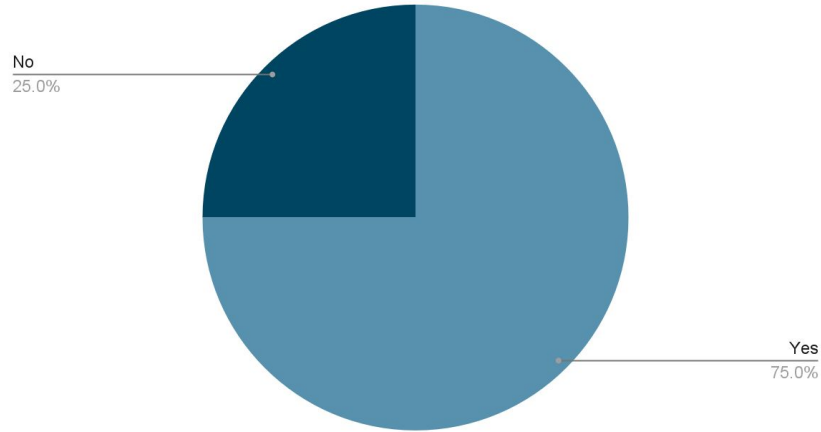


How has your stress been since receiving the booklet?

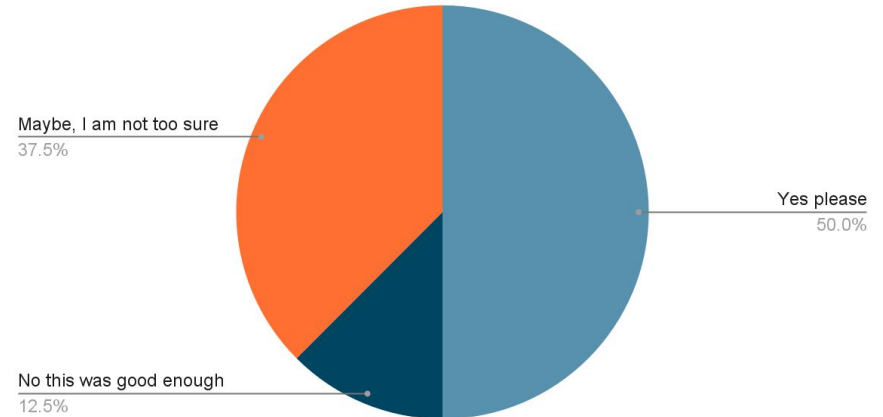


# Results of Follow Up Survey Cont.

Has your mental health increased since the booklet?

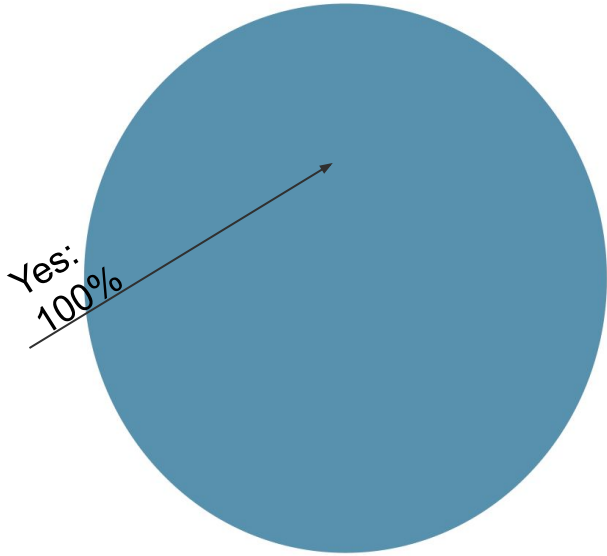


Do you wish there was more information for your personal mental health?



# Results of Follow Up Survey Cont.

Would adding this into the company and continuing to give mental health booklets and check-ins be beneficial to your growth and assurance working for this company?



How did the booklet help?

“Made me feel heard.”

“Less stress and in a better mood.”

“Helped me recognize how to manage my mental health.”

“I didn’t have any mental health problems, but I learned how to better manage my stress.”

“I am happy to go to work.”

“I am in a better mood at work and with customers.”

“This booklet helped me find better resources to help myself.”

“I am more myself again.”



# Conclusion

By completing this research assignment, there have been several stats taken through surveys conveying that mental health in the workplace has not been taken into account for. I chose to create a survey, a booklet of how to create a healthier environment for yourself, I also created a survey on how the booklet was helpful or not, and had meetings with the participants and management. What I learned from this, is just because a company has posters up to call a health line doesn't mean that they care to help with anything further. It can be very hard to work for a company like that. Where you don't feel heard or appreciated.

People who benefit from this booklet are our main stakeholders, the pharmacy technicians. In the end survey they said that over the last few weeks reading and researching throughout the booklet was helpful to their health. Examples included on slide 10. Other stakeholders benefit from this assignment because they are seeing a change in the workplace and in customer satisfaction. They also see less turnover in this past 6 weeks.

Working with these employees showed us from the results we got that something has to be put in for policy on mental health. We can help our employees in the easiest way as just a booklet, we also can do much more to make our employees feel appreciated and heard the better outcome we will have within our unit, customers, and our community.