



THE SUPPORT REFERRAL PROCESS FOR REMOTE EMPLOYEES

MENTAL HEALTH CRISIS WITH NO SELF-HARM INTENT

Direct the employee to a support resource that best meets their needs (i.e. EAP, local crisis service, etc.) either by emailing them the contact information or offering to three-way call the support service.

Once the call is connected to a crisis professional, let the employee know you will be leaving the call so they can connect 1:1 with the professional confidentially.

Most crises are not resolved in a day. Following up with the employee if/when appropriate will remind them of your ongoing support and commitment to their wellbeing.

SUICIDAL CRISIS

IF THEY ACCEPT HELP

Call your EAP or the Suicide Prevention Lifeline at 1-800-273-8255 & let them know of the suicidal threat & the employee's willingness to accept help.

Provide the crisis counselor the employee's contact information so they can contact them. Ask the crisis professional if there is anything else you can do support the employee at this time.

Alert your HR department if it is a part of your company crisis protocol.

Follow up with the employee when appropriate.

IF THEY REFUSE HELP

If an employee has disclosed they are suicidal and they refuse to speak to crisis services, consult with your HR department or the appropriate resource at your company to make them aware of the suicidal threat.

Discuss the appropriate intervention steps to take. Connect with your EAP or the Suicide Prevention Lifeline at 1-800-273-8255 if you need guidance.

NOTE: This resource is educational & not intended to give or replace any medical, legal, financial or psychiatric intervention that is needed.

If there is imminent danger to yourself or the person in crisis in any scenario, call 911 immediately.