

## LEADER'S RESOURCES TO MENTAL HEALTH & WELLBEING

**Call #911** Medical emergency response.

**Call #988** Suicide and Crisis Lifeline; immediate connection to trained counselors who listen, provide support, and connect to resources.

### Mental Health and Grief Counselling

- Lifeworks EAP Assistance selecting counselors (*appointments in 3-5 business days*).  
Self-guided online digital tools.
- Blue Cross Blue Shield Medical Telehealth behavioral health counselors <https://member.bcbsm.com>
- Amwell Telehealth behavioral health counselors <https://patients.amwell.com>

**Kapnick Strive** <https://info.kapnick.com/walbridge>

- Holistic health and wellbeing resources
- Kapnick Strive Wellness Portal
- Mental and Physical Health resources, tools and training
- Links to preventative health and wellbeing resources

### Tools and Incident Response

- Walbridge Ethos App tools (*English and Spanish*)
  - o Mental Health Resources
  - o Supporting Team Members dealing with loss
  - o Helping a Grieving Team Member
  - o Lifeworks EAP Support weblink
  - o After Suicide Loss resources
- Microsoft Outlook Create an Outlook folder with documents & resources to open & forward.
- Onsite Grief Counselling Coordinate through Human Resources, Lifeworks EAP for appropriate counselors.

**Contact Walbridge Human Resources** with any questions:

*Audrey Richie 313.442.1238 | Chris Collins 313.442.1309 | Rick Krout 313.442.1207*



# MENTAL HEALTH RESOURCES

Sometimes it is difficult to distinguish between a normal reaction to a tough situation and red flags signaling a deeper mental health concern.

But if you've noticed any of the symptoms below in yourself or a colleague for an extended period of time, it's probably time to seek or suggest professional mental health support.

## SIGNS & SYMPTOMS TO LOOK FOR



Decreased work performance & engagement with work



Increased isolation from team members



Sudden, unexplained mood changes



Rapid weight loss or weight gain



Increased safety risks, accidents &/or poor decision making



Long stretches of fatigue



Feeling overwhelmed by minor problems & daily activities



Loss of interest in hobbies



## RESOURCES & COUNSELING



### LifeWorks: Employee Assistance Program

Through LifeWorks, you have 24/7 access to a range of services.

*Access to resources, counseling, professional advice, etc.*

**username: waldinger | password: 7230**

**888-456-1324 | Español: 888-732-9020 | TTY: 800-999-3004**

*Mobile app available in Apple App Store or Google Play*



### The Substance Abuse & Mental Health Services Administration

SAMHSA leads public health efforts and provides national leadership to advance the behavioral health of the nation.

*Publications and digital products available in English and Spanish at no cost to the public (posters, magnets, wallet cards, etc.).*



### Ethos App

Download Power Apps on your mobile device and login for access to resources and internal support. *All enterprise resources including a grief counseling tool available to team members.*



## SUICIDE PREVENTION



### 988 - Suicide & Crisis Lifeline

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

**Call or text 988 | text TALK to 741741**



### Workplace Suicide Prevention

The goal is to change workplace culture and reduce job strain and negative, fear-based, prejudicial and discriminatory thoughts, behaviors and systems regarding suicide and mental health. *Access to training and additional resources about recommended practices.*



### Internal Suicide Prevention Training

This link provides access to the enterprise's internal suicide prevention training session that took place in November 2022. *Contains content and resources from subject matter expert, Frank King - The Mental Health Comedian.*



## SUPPORT & EDUCATION



### National Alliance on Mental Illness

NAMI is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. *Access to local support groups, educational materials and other resources.*

**1-800-950-NAMI | text NAMI to 741741**



### Mental Health First Aid from National Council for Mental Wellbeing

Mental Health First Aid is a skills-based training course that teaches participants about mental health and substance-use issues. *Training and downloadable resources available.*



### QPR Institute

The QPR mission is to reduce suicidal behaviors and save lives by providing innovative, practical and proven suicide prevention training. *Training certification available.*

---

## After Suicide Loss Resources

### Book Resource:

**“After Suicide Loss” Coping with your Grief, 2<sup>nd</sup> edition**  
Jack Jordan, Ph.D. and Bob Baugher, Ph.D.  
(Can be found on Amazon)

### Website Resources:

#### American Association of Suicidology

Email: [info@suicidology.org](mailto:info@suicidology.org)

Website: <https://suicidology.org/>

#### National Suicide Prevention Lifeline: 800-273-8255

Website: <https://suicidepreventionlifeline.org/>

#### SAVE - Suicide Awareness Voices of Education

Website: <https://save.org/>

Coping with Suicide Loss: <https://save.org/find-help/coping-with-loss/>

Grief After Suicide: <https://save.org/wp-content/uploads/2018/03/Grief-After-Suicide.pdf>

#### Child Mind Institute

Website: <https://childmind.org/>

#### Friends for Survival

Website: <https://friendsforsurvival.org/>

#### Suicide.org

Website: <http://suicide.org/>

#### American Foundation for Suicide Prevention

To locate a support group

Website: <https://afsp.org/find-a-support-group/>

#### Suicide Prevention Resource Center

Resources for Survivors of Suicide Loss

Website: <https://www.sprc.org/>

## Ulliance Response

### Current and practical information for Employees Dealing with the Loss of a Colleague

---

When a death occurs in the workplace, it can be confusing and disorienting. Although we may have come to expect loss in our personal life, a death of a co-worker is rarely experienced. We may experience a great deal of anxiety, anger, confusion and helplessness especially if this event brings up feelings from previous losses in our lives. These events might also bring up concerns for our own mortality.

It is important to understand that these feelings are normal reactions to abnormal events. To maintain a sense of wellbeing, seek out a healthy support system. Give yourself permission to grieve in a manner consistent with your beliefs and comfort level.

**There are other things you can do to regain a sense of equilibrium, or normalcy following the loss of a co-worker.**

- Continue to practice a consistent schedule, including mealtimes and bedtimes.
- With your doctor's approval, engage in cardiovascular activity; it's a natural mood enhancer.
- Seek out and rely on your support group.

Feelings will be expressed one way or another – best to talk out feelings versus acting them out. Talk to a friend or family member. Talking to a mental health professional about your feelings can also be of help.

#### Help from the Life Advisor EAP

You have access to the Life Advisor Employee Assistance Program (EAP) benefit from Ulliance. Call to speak with someone or make an appointment for an in-person counseling session. This benefit is provided to you through your employer at no cost. The Life Advisor EAP is confidential and is available to the whole family.

## Recognizing When Others Need Help

Sometimes people need help in coping with a loss. People directly affected by the loss, people who have been through similar events and those with emotional challenges are more likely to need professional help. A person may need extra help coping if, a month after an incident, they:

- Feel very upset or preoccupied most of the time
- Act very differently compared to before the loss
- Can't work or attend to their relationships
- Have interactions within important relationships that are atypical
- Use or increase their use of drugs or alcohol
- Feel jumpy or have frequent nightmares

## Helping Your Grieving Staff Member

Handle the situation in a sensitive but forthright manner

Set an example for open communication of everyone - establish contact with the grieving employee(s) as soon as possible.

Feeling awkward and not knowing what to say to grieving employees is normal. Nevertheless, it is important to acknowledge their grief and loss openly.



## The Stages of Grief

Acknowledge their loss by sharing your reaction: "I'm so sorry about...." Always respect the confidential nature of personal or medical information unless permission has been given to share it with others. Be patient, compassionate, optimistic and available to listen. Do more listening than talking. Expect an employee will need to talk about the loss many times, especially during holidays and anniversaries which are extra difficult.

Periodic tears and low spirits are typical. Ask about specific things you might do to help: do they want any information shared with others; do they need help with their work? It's a time that demands flexibility. Make sure you ask what you can share and what is confidential. Don't expect employees to "snap out of it" or expect their grief will go away quickly. You need to create an accepting environment where grieving is seen as a process that takes time and is normal, yet work can progress.

When a specific individual is not coping well, shows signs of depression or their grieving response is beyond the range of emotions seen in others, seek consultation from EAP for additional guidance. In the case of suicide, advise the worker about the usefulness of survivor support groups. EAP will help connect them with an appropriate group or individual.

### **Specific Actions for Supervisors**

- Purchase a sympathy card, write a personal message, and pass it around the office. Hold a meeting with the entire workgroup to brainstorm ways to help.
- Talk with the employee before he returns to work to help ease reentry.
- Become familiar with the stages of grief and help educate employees by providing access to brochures or materials from your Employee Assistance Program.
- Work with the bereaved employee to renegotiate work expectations and set up regular times to check in on progress. Provide ongoing structure and support.
- If company policy allows, offer the option to telecommute or shift to flexible hours. Some employees who have suffered complicated losses may need to work half time, job share or take a leave of absence. Be flexible!
- Second-wave grief can be overwhelming. Encourage the employee to get support through counseling, bereavement support groups, or from clergy members.
- Remember that the grieving process will not debilitate the employee forever it will deepen him/her—a profound learning process is occurring."
- Employees who experience a compassionate response to their situation often become intensely loyal. And co-workers who observe supervisors providing a well-informed, flexible response to grief can be positively affected as well.

## Phases of Grief

1. **Impact.** We grapple with what has happened often by denying it and becoming numb or frozen in order to function. We test to see if we have the internal strength to cope and the outside resources to support us.
2. **Second wave/recoil.** When the numbness and denial wear off, it's like a slap in the face. Our preconceptions about grief are shattered. Profound rage, guilt and anxiety, as well as sadness, often overwhelm us. The pattern of emotions is unpredictable and can include a complete loss of purpose and meaning. Bereaved employees are at risk of suicide, depression and drug and alcohol abuse. This often lasts for a year or more; for complicated cases, two or three years of recovery may be needed.
3. **Accommodation.** Second wave intensity begins to diminish as we attempt to create meaning despite what happened. We try to figure out how we can bring the relationship with the deceased into the future with us. We focus on clarifying new values and often find meaning through service to others. This phase is a lifelong emotional challenge.

## The Role of the Manager

Grief is an important and necessary process for your impacted employee(s), and recovery takes time. Telling an employee to "snap out of it" will not return an employee to a productive life and is not conducive to a comfortable and productive work force.

- Grief work is hard work and is lonely work, and you, as the manager, cannot make it "go away." Your job as a manager is not to "manage the grief" but to create an environment where work can progress as your employees move through the grief process.
- Your caring support and professionalism can set an example that will last long after the experience and is one of the most conducive elements to beginning the healing process for your work force.
- For your employee who has not yet returned to work, stay in touch. The coworkers themselves may also remain in contact, but supervisors should make sure they stay in touch as well.
- Taking care of yourself as an individual and getting guidance and support in your managerial role is very important at this time. Managers can play an important role in workplace healing.
- Informally refer the individual to the Life Advisor EAP for assistance. 800.448.8326.



## **When the Employee Returns to Work**

Before your employee comes back to work, ask how you can help. Some questions you might consider with your returning employee include:

- Would you like me or another person to share any information with the others? If so, what information or details would you like them to know? Do you want to talk about your experience when you return, or would you prefer to concentrate on the work?
- Are you aware of any special needs at this time? Privacy? Initial reduced work hours? Help to catch up on your work?
- The answers to the above questions may change on a daily basis in the beginning. Employee emotions are not yet stable. Keep asking the questions and listen to your employee's response.
- Offer specific help. Many people in grief will find they are too tired, too numb, too overwhelmed to decide what they need. Help offered such as grocery shopping, childcare, bringing meals, can be a huge help to the employee.
- Don't rely on the worker to bring up the loss.
- Acknowledge the loss. There really is no right or wrong thing to say. The wrong thing is to say nothing at all. Avoid comparisons such as "I know just how you feel because my brother....." What you know is how you felt, and we will not really know what another's feelings might be. Everyone's reactions are very unique.
- Expect to hear repetition in the telling of the story. Part of the healing is telling the story....talking. However, if this is not the proper time or place, you can acknowledge that they want to talk and schedule the conversation at a more appropriate time and place ("I can't talk right now. Can we talk at 3:00PM today?").
- You may also need to set limits. You may find listening is difficult for you at any given time for various reasons. Acknowledge what they are saying is important, but listening is difficult right now.
- A touch can communicate more than words to those who feel alone. If you are comfortable doing so, ask permission to hug the person.
- Remember holidays and anniversaries as being especially difficult times for a grieving person. Ask what you can do to provide extra support during these times.

## The 10 Best and Worst Things to Say to Someone in Grief

### **The Worst Things to Say to Someone in Grief**

1. At least she lived a long life, many people die young.
2. He is in a better place.
3. She brought this on herself.
4. There is a reason for everything.
5. Aren't you over him yet, he has been dead for a while now?
6. You can have another child still.
7. She was such a good person God wanted her to be with him.
8. I know how you feel.
9. She did what she came here to do, and it was her time to go.
10. Be strong.

### **The Best Things to Say to Someone in Grief**

1. I am so sorry for your loss.
2. I wish I had the right words; just know I care.
3. I don't know how you feel, but I am here to help in any way I can.
4. You and your loved one will be in my thoughts and prayers.
5. My favorite memory of your loved one is...
6. I am always just a phone call away.
7. Give a hug instead of saying something.
8. We all need help at times like this, I am here for you.
9. I am usually up early or late if you need anything.
10. Saying nothing, just be with the person.