

# Mental Health Toolkit for Managers

 World Wide  
Technology



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# Purpose

**World Wide Technology is committed to making the health and wellbeing of our employees a top priority.** Our Mission is to offer comprehensive and engaging wellbeing programs, tools and resources that span beyond physical wellbeing and includes mental, financial, and community components regardless of benefit enrollment status.

We encourage you to openly discuss the importance of mental health with your team, whether that be at meetings or with individuals in 1:1 settings. This toolkit equips managers and employees with resources to extend on-demand training to their teams including an easy to follow power point presentation, third party video links, conversation starters, flyer resources and additional tools.





# Benefit Resources

## What is Sharecare?

Sharecare is a digital health company World Wide Technology has partnered with to administer the WWT Wellness program. The Sharecare platform will help you manage all of your health in one place no matter where you are in your health journey. Sharecare offers you a comprehensive, personal health profile where you can easily connect to information and programs to help you live your healthiest, happiest, and most productive life. The platform is available to all global World Wide Technology employees.

## What is an EAP?

The Employee Assistance Program is a free and confidential benefit set up by WWT to provide assistance with personal concerns and life events that may affect your work or home life. This includes emotional health, wellness, marital/relationship concerns, financial concerns, parenting and eldercare concerns and much more. The EAP provides professional assistance to you and your family. They are available 24/7/365 at **800-356-0845**. Additional ways to connect with PAS are through email at [client.services@paseap.com](mailto:client.services@paseap.com), live chat (Monday – Friday 9a–5p) at [mypaseap.com](http://mypaseap.com), text (Monday–Friday 9a–5p) at **314-451-5727**, and through the [mypasapp](https://www.mypasapp.com).

The EAP website, [mypaseap.com](http://mypaseap.com), is available to all employees and members of their household who set up a userid and password with the organization **code WWT**





# Benefit Resources



## What is eMLife?

eMLife offers live, interactive and on-demand mindfulness programs led by expert teachers via mobile app or web platform. Short 14-minute sessions help address everything from the stressors of daily life to conditions such as weight, anxiety, addictions, stress, diabetes, chronic pain, cancer recovery and more. This benefit is available to all employees and members of their household by creating an eMLife userid and password with the organization code WWT by accessing eMLife through [mypaseap.com](http://mypaseap.com). Once a userid and password is set up, download the app from your app store or access through the web platform.



## What is Behavioral Health Support through Family Health Center?

WWT's partnership with Mercy offers a collaborative care (CoCM) program. CoCM is a team-based approach that integrates mental and physical health care in a primary care clinic setting. CoCM is delivered by a team consisting of a primary care provider, behavioral health care manager (BHCM), and psychiatric consultant. The focus is on common mental health diagnosis such as depression and anxiety. To get an appointment – visit your WWT-Family Health Center Provider, and they will make the referral.

**MO Phone Number: 314-513-1870**

**IL Phone Number: 618-219-7470**



# Coversation Topics

## Team Meetings

Use this when you want to inform your team of resources, activities, or remind them of the benefits offered at WWT to support mental health.

- Have your team create a “best self” statement so that they can reflect on what they believe their best self consists of. Recommend your team reflect on their statement in times of stress or anxiety or when they may need a reminder.
- Getting involved in employee engagement opportunities is an important part of the employee experience. Being involved and making friends in the workplace can help employees feel included and like their voice is being heard. A great way to do that is by joining an Employee Resource Group that peaks their interest. You can encourage participation in the listening sessions where executives listen to our employees feedback on a specific topic.
- Highlight the Sharecare app and click the benefits hub then navigate to the Mental Wellbeing tile. Encourage employees to engage in the Sharecare Wellbeing platform where they can view mental health benefits and choose programs to support stress management or anxiety, just to name a couple. Also, promote the challenges that are offered within the app to help employees get involved in something fun or they can pick a challenge that focuses on what is important to them.
- Suggest Bright Horizons resources for back up day care, pet care, caregiver responsibilities and help to navigate work/life boundaries.
- Mention EAP through PAS for counseling support and the 988 crisis hotline at each team meeting or huddle. PAS provides free and confidential information and resources around childcare, parenting, nutrition, fitness, sleep, tobacco cessation, financial, legal, senior care, career and the non-financial side of retirement and counseling. Visit [mypaseap.com](http://mypaseap.com) for more information or call **800-356-0845**. Each employee may not immediately need it but they might pass it along to someone who does.

- I noticed that you are not your usual self, is there something wrong?
- What is new with you? Ask about loved ones or pets to start the conversation.
- Do you currently have any practices that have helped you cope in the past when struggling with stress, anxiety, or other mental health concerns?
- How are you managing work/life balance? Any practices that we can share with the team?
- You seem a little more stressed than normal. Can I offer any support?

## 1:1 Discovery Questions

Use these discovery questions when you notice a change in an employees behavior or performance that suggests they may need support or if concerns have been brought to your attention.



# Conversation Topics

## Self Reflection for Management

Use these discovery questions when you notice the weight of management and need to check in with your attitude toward work and overall stress levels.

- Am I setting realistic expectations for myself and my team?
- Am I delegating tasks effectively?
- Am I taking regular breaks and encouraging my team to do the same?
- Am I maintaining a healthy work-life balance?
- Am I fostering a supportive and communicative work environment?
- Have I taken enough time for mindfulness activities?

## Check Out These Quick Links

**EAP Benefits Overview Video:** Reviews EAP support options, including counseling and lifestyle coaching opportunities.

**Behavioral Health Awareness in the Workplace For Leaders:** Covers behavioral health awareness, EAP resources, supporting employees, identifying concerns, and directing them to experts.

**Team Meeting Presentation:** A short presentation for leaders to share mental health resources during a team meeting. Includes talking points in notes.

**Mental Health Condition Care Guide:** Provides details on prioritizing mental health, accessing support, and getting assistance.

**Sharecare 1 Minute Meditation:** Provides a quick reset that can be accessed throughout your day. Take a moment to yourself to breathe and start back focused and refreshed.

**ICU Video:** This video through PAS helps you understand the importance of (ICU) **I**dentify the signs of mental distress, **C**onnect with the person, and **U**nderstand how to get them the proper help.

**Supervisor's Role in a Respectful Workplace:** Provides guidance and helpful tips on how to create a healthy and respectful work environment starting with leadership.



# Decision Tree Crisis Response

## Step 1: ASSESS

If an employee says or does something concerning, indicating they may harm themselves or others or need help, we have an obligation to act immediately. Meet with them in private (take partner with another leader if a safety concern may be present) and ask, “Help me understand what you mean by that comment?” Or “Clarify what you mean when you said or did this.” Notify the employee of your intent to help but also that you have an obligation to act- no action is too small.

## Step 2: ACTION

*\*If at any point there are immediate concerns about an employee’s or another individual’s safety, call 911.*

Ask the employee if they are interested in talking with PAS EAP. You can dial the PAS EAP number while visiting with them (conference in call or in a physical conference room), provide the EAP agent with basic information on the event or intend of the call. This can include, “Hi, this is John Smith and I have employee Jane Johnson with me on the call. Jane commented at work today that she has thoughts of harming herself and doesn’t know where to go for help. Jane shared she has been dealing with significant stress and I wanted to connect her for help. Can you assist us with support for her?” Once the employee is engaged, you can excuse yourself from the call or the room so the counselor can help. Stay closely connected (physically in person or virtually) so you can immediately follow up with the employee on how they are doing after the call.

You can then call PAS EAP separately to determine next steps for yourself and to make sure the employee was able to get necessary help. PAS EAP will not share details of the treatment plan but can assess if next steps are needed for crisis management.

If the employee is not willing to call PAS EAP, engage another leader for immediate support so the employee is not left by themselves. You can then call PAS EAP privately to share with them the details of the situation, determine next steps and deescalate. They are not only the employee’s resource but yours in this moment to determine crisis intervention. PAS EAP may advise calling 911 if they feel this is an

appropriate action or you may determine if this is necessary before calling PAS EAP, depending on the situation. Local WWT Security may need to be engaged as well- take your immediate leader and HR as partners to determine policy specific impacts and/or additional course of action.

## Step 3: SELF OBSERVATION

Once the appropriate immediate action has been addressed, take a minute to reflect on how you are feeling. Recognizing these situations can be stressful and you may need to gather support for yourself by calling PAS EAP.

## Step 4: FOLLOW UP

You may have follow up action, depending on the situation. Always include follow up with the employee as part of that plan. Check to see how they are doing and if they received the support they needed. If they voice concern persists, you may need to go back to Step 1 and re-engage PAS EAP for help.

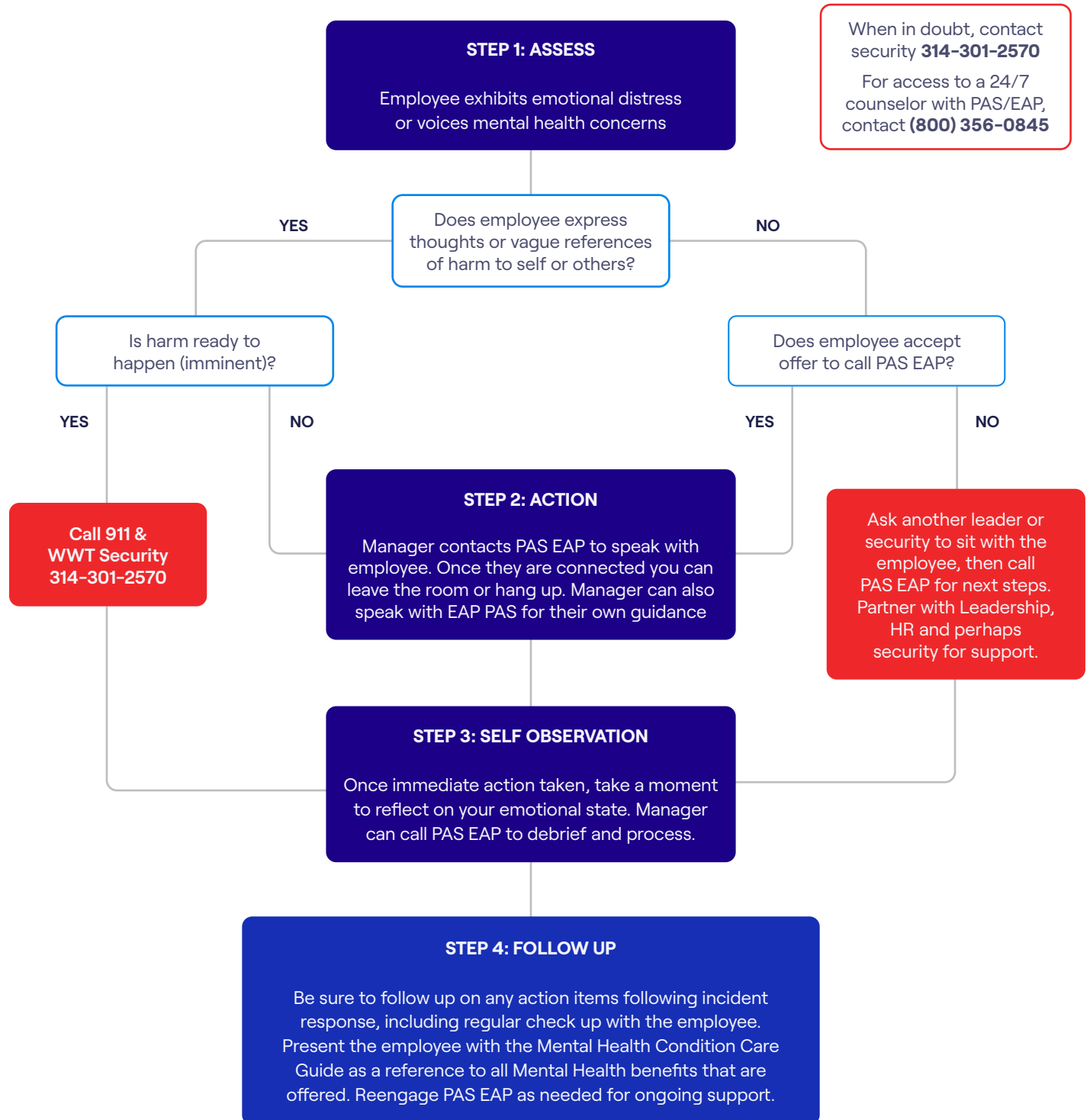
In ALL situations, communicate the details of the event with your immediate leadership and HR for awareness and next steps. Variations of severity may require additional action and engagement with WWT Security.

Maintain confidentiality, to the degree it is appropriate given the situation. Leadership, HR, Security, PAS EAP & Emergency personnel will need to be engaged but details about the employees’ situation should never be shared among other employees.

*NOTE- if an employee is already treating with a physician or therapist for a condition, their follow up action from PAS EAP will likely include connecting with their physician rather than engaging them with a new provider. However, PAS EAP will always work to deescalate in the immediate moment and assess a crisis situation.*

Contact the WWT Employee Assistance Program at PAS: **800-356-0845**

# Decision Tree Crisis Response





# External Mental Health Resources and Phone Numbers



## National Suicide and Crisis Lifeline:

- Phone: 988
- Website: <https://988lifeline.org>

## National Alliance on Mental Health (NAMI):

- Phone: 800-950-6264
- Website: <https://www.nami.org>

## National Domestic Violence Hotline:

- Phone: 800-799-7233
- Website: <https://www.thehotline.org>

## Depression and Bipolar Support Alliance:

- Phone: 800-826-3632
- Website: <https://www.dbsalliance.org>

## Postpartum Support International:

- Phone: 800-944-4773
- Website: <https://www.postpartum.net>

## National Maternal Mental Health Hotline:

- Phone: 833-852-6262
- Website: <https://mchb.hrsa.gov/programs-impact/national-maternal-mental-health-hotline>

## Trevor Project:

- Phone: 866-488-7386
- Website: <https://www.thetrevorproject.org>

## National Eating Disorders Helpline:

- Phone: 800-931-2237
- Website: <https://www.nationaleatingdisorders.org>

## Substance Abuse and Mental Health Services Administration (SAMHA):

- Phone: 800-662-4357
- Website: <https://www.samhsa.gov/find-help/national-helpline>

