

Q. What should I do if I think a team member is struggling?

- Start with compassion. Ask if they're okay and remind them support is available.
- You don't need to be a counselor — just be a caring connection.
- Refer them to the Canopy EAP or encourage calling 988 if they need urgent support.

Q. How do I talk about mental health without making someone uncomfortable?

- Be open and nonjudgmental. Try: "I've noticed you haven't seemed like yourself lately. I just wanted to check in."
- Let them know it's okay to ask for help — and that it's a strength, not a weakness.

Q. Can I suggest EAP directly?

Yes. You can say:

"We have free, confidential support through our Employee Assistance Program (EAP) — trained counselors with Canopy can help with anything from stress and anxiety to family or financial issues."

You can contact Canopy for a free thirty-minute office or telephone consultation. Crisis Counselors are available by phone 24/7 year-round. Call: 800-433-2320, Text: 503-850-7721, or email: info@canopywell.com

You can get up to 8 free counseling sessions per person, per concern, per year for you and your household members. Confidential support, anytime you need it.

Q. What if a team member says they're not okay, but refuses help?

Respect their space but keep the door open. You might say, "I understand. Just know support is always available, and I'm here if that ever changes."

- Listen without judgment, stay calm, caring, and present. Let the team member know you're glad they shared and that you're available to support them.
- Say, "I respect that you're not ready now — just know our Canopy Team member Assistance Program (EAP) is always confidential and here for you when you are."

Q. What if a team member shares something serious or urgent?

- Take them seriously. Stay with them.
- Ask directly, without fear: “Are you thinking about harming yourself or someone else?”
- If the answer is yes or unclear, call 988 for immediate guidance or have the team member contact Canopy EAP for immediate support, explaining that it is a crisis situation so they can connect to immediate support.
- After the situation is safe, follow up with HR or EAP for guidance.

Q. When should I recommend the 988 Crisis Lifeline?

If someone seems to be in an emotional crisis or expresses thoughts of self-harm or suicide. You can say, “If you feel overwhelmed or in crisis, you can call or text 988 anytime 24/7 for free, confidential support from trained crisis counselors. Crisis counselors are available to anyone experiencing emotional distress, thoughts of suicide, or a mental health or substance use crisis.

For critical situations, you should call 911 Emergency Services.

Q. When should I call 988 versus 911 during a mental health crisis involving a team member while at work?

When to Call 988 – Suicide & Crisis Lifeline:

- The team member is not in immediate danger but is experiencing emotional distress or expressing thoughts of self-harm, hopelessness, or suicidal ideation.
- You need help talking with someone in crisis or aren’t sure how to respond.
- You or the team member want confidential, real-time guidance from trained crisis counselors.
- You need next-step support, but the situation is currently calm and stable.

988 can coach you, as a leader, through what to say, help de-escalate the moment, and guide the team member

When to Call 911 – Emergency Services:

- The team member is at immediate risk of harm to themselves or others.
- The team member has made a suicide attempt or is actively threatening to do so.
- The team member is experiencing a mental health emergency with signs of physical aggression, confusion, or loss of control.
- The team member is unresponsive or needs urgent medical attention.

911 dispatches emergency responders, including law enforcement or EMTs — use this when immediate safety or medical intervention is needed.

IMPORTANT:

To help ensure that 911 calls are reported and responded to as quickly as possible, be prepared to state the following information when you dial 911:

- Nature of the emergency
- Your name
- Your physical location
- Examples:
 - 78 Medical Center Drive, Fishersville, Va., 2nd Floor Heart & Vascular
 - 15 Sports Medicine Drive, Fishersville, Va., Diabetes & Endocrinology
 - 55 Comfort Way, Lexington, Va., Augusta Health Internal Med
 - 851 Statler Blvd., Staunton, Va., Staunton Urgent Care & Lab
 - A direct telephone number where you can be reached

Remember, you don't need to have all the answers. Your role is to:

- Stay calm and supportive
- Connect them with the right resources
- Ensure safety above all else

Q. How do I take care of my own mental health as a leader?

- Leaders carry a lot. You can (and should) use the same resources available to all team members, including Canopy EAP.
- Talk to your peers, check in with the EAP, or take a moment to reset.
- Modeling healthy behavior encourages your team to do the same.

Support Contact:

Visit www.canopywell.com

or call 1-800-433-2320. Register with organization name Augusta Health. Once you create an account you can call, chat, text, email, or download the Canopy app for either Apple or Android smart phones.

Resources

[Taking Care of Us Support for Your Mental Health and Well-Being web page](#) created to support all team members and providers. The page highlights available mental health resources, including confidential counseling, wellness support, and crisis contacts. It is easy to find:

Visit the Augusta Health team member Investing in Us website at investinginus.augustahealth.com, click the Taking Care of Us tab at the top of the page. Click Learn more under Supporting Your Mental Health.



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