



How to Help a Team Member in a Mental Health Crisis



If you're speaking with a team member in crisis, remember that your role is to listen and assist the team member with getting help. Do not try to solve their problem.

- If you believe this team member is in immediate danger, keep them on the phone while asking someone nearby to call 911.
- Alternatively, you can have an HR Business Partner contact 911 or 988 for you by sending a Teams IM "Need Help [Team Member Name]" to your departmental HR Business Partner.
 - o Locate your HR Business Partner on Connect by typing "HRBP" in the search bar and click "My HR Business Partner" site.

Start by Asking Questions

The first step is to find out whether the person is in danger of acting on suicidal feelings. Be sensitive, but ask direct questions, such as:

- Are you thinking about hurting yourself?
- Do you have access to dangerous items or things that can be used to harm yourself?
- Ask the team member where they are.
- Ask if anyone is with them.

Asking about suicidal thoughts or feelings won't push someone into doing something self-destructive. In fact, offering an opportunity to talk about feelings may reduce the risk of acting on suicidal feelings.

[Click here](#) for more tips on speaking to someone who is suicidal.

Contact HR for Support

Your HR Business Partners are here to help.

- Find your HR Business Partner: [Click here](#)
- In Teams, message "Need Help [Team Member Name]" to your HR Business Partner for immediate support.

Get Help Now

911 and the 988 National Suicide & Crisis Lifeline is available 24/7/365.

- You can direct the team member to call a 911 emergency management support operator or call 988 to speak with a trained crisis counselor who can help.
- You can direct an HRBP to call on behalf of the team member if you desire to keep the team member on the line.

Mental Health Resources and Tools to Share with the Team Member

- Mental Health Resources for Mr. Cooper Team Members: [Click here.](#)
- Suicide & Crisis Lifeline Frequently Asked Question: [Click here.](#)
- Considering suicide? How to stay safe and find treatment: [Click here.](#)
- Relaxing Your Body & Mind Worksheet: [Click here.](#)

What to Do Afterward

Talking to someone in crisis can be traumatic. Your HR Business Partners and our Employee Assistance Program are here to help.

- Please schedule a debrief with your designated HR Business Partner to discuss next steps for the team member and check in on your own well-being.
- As a team member, you get 6 free counseling sessions per issue per year and access to tons of other helpful resources. Call 877-596-4714 to learn more or email support@resourcesforyourlife.com. Use company code Cooper2.

Get Proactive: Resources to Prepare for the Future

- Mental Health First Aid Skills-Based Self-Guided Training: [Click here.](#)
- Cooper-U Training: [Click here.](#)