Kepro™ | Employee Assistance Program

Recognizing a Need for Support



We all face challenging moments in our lives from time to time, but are you concerned that a family member, friend, or coworker needs professional help?

If someone you care about is struggling, you may have noticed some of the following:

- Extreme sleep or appetite changes
- Decreased interest in personal care
- Extreme mood changes, including lows and highs
- Withdrawal from social or once preferred activities
- Decrease in performance at work, school, sports and normal tasks
- Decreased concentration, memory, thought and speech is hard to follow
- Increased sensitivity to sights, sounds, smell and touch
- General apathy for all activities
- Feeling disconnected from oneself or one's surrounding
- Odd or illogical thinking about personal abilities or influence
- Fear or nervousness of others or strong nervous feelings
- Peculiar behavior
- Substance abuse
- Ongoing physical ailments

Someone who is experiencing any of these symptoms needs to be seen by a physician or mental health professional. To start a supportive conversation, you can ask questions like: I've been worried about you, can we talk?; I'm someone who cares and wants to listen – would you want to talk to me?; It seems like you're having a hard time – can I help?

How to offer support:

- Reserve judgement and accusations and just listen
- Find out if the person is getting the care that they need and if not, offer to help connect them
- Express your concern and support; that you are there and care
- Remind them there is help available and whatever the problem, it can be treated
- When the topic of mental health comes up, ask questions, listen to ideas, and be responsive
- Help reinforce their strengths, skills, and accomplishments
- Offer to help with everyday tasks
- Include them in your plans
- Offer to take them to an evaluation, appointment or support group
- Never ignore comments about suicide. If this comes up, ask the person if they have thought about harming themselves or others. If they have, are they thinking of this now? If yes, they need immediate help (call 911), especially if they will not let you monitor them or come up with a plan for safety.

Source: American Psychiatric Association (www.apa.org), National Alliance on Mental Illness (www.nami.org), MentalHealth.gov



Your Employee Assistance Program

Anytime, any day, you have free, confidential access to professional consultants and online resources to help you be your best. To access these services, call or log on to get started.

Toll-Free:	Website:	Code:
1.800.999.1077	www.EAPHelplink.com	EAPNOW

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