

AFTERCARE & SUPPORT

SUICIDE PREPAREDNESS PART 3 OF 3



JOHN DEERE

GUIDANCE FOR PROVIDING SUPPORT AFTER A SUICIDE

In the devastating event of an employee suicide, it's important to have a plan on how to address the situation with your team and co-workers. Below are some ideas and suggestions. If you'd like more information, please reach out to your local Human Resources (HR), Labor Relations/Employee Relations (LR/ER), and/or Occupational Health representative.

***** If you are a manager and you are not comfortable talking to your employee(s) about this topic without assistance, please connect with your local HR, LR/ER, and/or Occupational Health representatives. *****

Suggestions for managers:

1. In the devastating event of an employee suicide, reach out to HR/LR and/or occupational health to establish a response plan.

2. Within an hour of your plan being established and understanding the situation, walk around, talk to employees, see how they are doing, make a personal connection.

Provide condolences:

- "I know you worked closely with this person. I am so sorry for your loss."
- "I know this situation is difficult, what can I do to help you?"
- "If there is anything you need, my door is open. I am here to listen and support."

3. Within 24 hours after these conversations, assess the kind of support needed by the team and make arrangements for that support:

- Examples: Group discussions with a grief counselor, 1:1 discussion with a grief counselor, etc.
- [Live and Work Well - Optum](#)
- You can request a Critical Incident consultation in one of two ways:
 - Reach out 24 hours a day/ 7 days a week to Optum at 888-533-7311. Indicate that you need to access Critical Incident Response Services. The representative will gather initial details about the incident and your contact information, which will be forwarded to a trained CIRS Coordinator. The coordinator will call you within 1 hour of receiving the request.
 - Submit a request via Optum's secure web portal. A CIRS Coordinator will call you within 1 hour of receiving the request.
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4. Within 24-48 hours provide employees with a communication detailing the support available.
 - See appendix below for summary of support available.

5. Within one to two weeks follow up with HR/LR/ER to provide any updates regarding how the team is doing. Assess for any additional follow-up support or resources needed.

Suggestions for HR/LR/ER assisting:

1. As soon as HR/LR/ER has been informed of the crisis, reach out to the employee's manager unless the manager has already initiated a conversation. Also, consider being on site, or remotely by phone or videoconference, to provide support if managers or employees want to talk with you.
2. In both scenarios, provide condolences:
 - "I am so sorry for your loss. I know as a manager these are difficult conversations to have."
 - "How are you doing? How is your team doing?"
 - Assure the manager and/or team that you are there to support them.
3. Share with the manager that there are resources available. Share details of the resources. Some questions to ask the manager include:
 - "Would having the team talk to a grief counselor together help?"
 - "Would individual support from a grief counselor help?"
 - "Is there anything that HR/LR/ER can do to support?"
4. Work with [Optum](#) and the manager, to establish a response plan.
5. Ensure deployment of response plan (main point of contact with Optum).
6. Within one to two weeks follow up with the manager on how things are going. Assess for any additional follow-up support or resources needed.

Our Employee Assistance Program assists with grief:

From day-to-day responsibilities to challenging relationship issues, **LiveandWorkWell** — your Employee Assistance Program — is here to help. Connect with your Employee Assistance Program (EAP) anytime online, via phone, or through the app for support.

Face-to-face counseling: You and your household members can also receive up to eight no-cost counseling visits, per issue, per calendar year. Visits can be in person or via a virtual or Talkspace visit. **View the [8 Visits Flyer](#)** for more information. If an issue extends beyond the limited visits, you and your family can access your UnitedHealthcare behavioral health benefits if eligible. Call the EAP before speaking with a counselor to obtain an authorization number.

Connect with LiveandWorkWell in a way that's most convenient for you:

- Call [1-888-533-7311](tel:1-888-533-7311).
- Visit the [LiveandWorkWell website](#) (access code: DEERE)

- Download the Optum Assist app on the App Store® or Google Play™

LiveandWorkWell is confidential. Your health information and participation in the program is in compliance with applicable privacy laws and regulations.

As of 1 Jan 2023, **EAP is now available** to all production employees.

SUICIDE PREVENTION RESOURCES

<p><u>National Suicide Prevention Lifeline</u></p>	<p>The national crisis line for mental health and/or suicide crisis. Callers are connected with a professional nearby who will talk with them about what they are feeling or concerns for other family and friends. Call the toll-free lifeline 24/7.</p>	<p>CALL: 988 TEXT: 741-741</p>
<p><u>Live and Work Well - Optum</u></p>	<p>24/7 Employee Assistance Program that provides support and resources to help you and your family. LiveWell WorkWell is a part of our John Deere benefits.</p> <p>Salaried employees receive eight free counseling sessions per mental health issue. Wage employees receive eight free sessions. Any therapy visits beyond eight would be paid through their behavioral health benefits.</p>	<p>CALL: 1-888-533-7311</p> <p>WEBSITE: LiveWell WorkWell</p> <p>Access Code: DEERE</p>
<p><u>Deere Employee Wellbeing Site</u></p>	<p>This site provides resources to help maintain and support your physical and emotional health for the long term. From preventive health and managing a range of chronic and other conditions, to personalized health programming, fitness options, and more, this website is designed to answer — and offer solutions to — a wealth of health and wellbeing needs.</p>	<p>CALL: 1-888-533-3731</p> <p>Nurses available 24/7 Advocates available Monday - Friday 7 a.m. to 10 p.m. CST</p>
<p><u>American Foundation for Suicide Prevention</u></p>	<p>The AFSP provides support to those who have lost (or almost lost) someone to suicide. It has chapters in each of the 50 states and aims to be an advocate for life and “to take action against this leading cause of death.”</p>	<p>CALL: 1-888-333-2377 EMAIL: info@afsp.org</p>
<p><u>Centers for Disease Control and Prevention: Division of Mental Health</u></p>	<p>The CDC is the United States’ health protection agency. It conducts research and provides educational information to the nation and beyond to protect and save lives. It takes “a public health approach to mental health” to study and prevent mental illness.</p>	<p>CALL: 1-800-232-4636</p>
<p><u>The Trevor Project</u></p>	<p>Trained counselors available 24/7 to support youth who are in crisis, feeling suicidal, or in need of a safe and judgment-free place to talk. Specializing in supporting the LGBTQI+ community.</p>	<p>CALL: 1-866-488-7386 Text “START” to 678-678</p>

**National Alliance
on Mental Illness
(NAMI)**

NAMI is the United States' biggest grassroots mental health organization. It educates the population on mental illness with its education programs across the country. The alliance advocates mental health and runs the NAMI HelpLine.

CALL: 1-800-950-6264

NAMI HelpLine:
<https://www.nami.org/help>

**Military
OneSource**

This organization provides free, confidential, non-medical counseling 24/7 to veterans coping with PTSD. Counselors can refer service members to services in their local community or provide support via face-to-face, online, or phone consultations.

CALL: 1-800-342-9647

[Live chat](#)

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