

# Manager Guide:

## Responding When a Team Member Expresses Suicidal Ideation

As a people leader, you may find yourself in a position where you must provide real-time support to team members in mental, physical, or emotional distress. We hope this resource helps you navigate a difficult situation and act quickly to prevent harm to yourself or a team member. Please note: if you are in immediate danger, call 9-1-1.

If no one is in immediate danger, call Duke Personal Assistance Service (PAS) at 919-416-1727. If it is after business hours, select option 3 to speak to the on-call counselor for guidance. If you're unable to reach PAS, call 919-684-8115 Operator and request the EOHW Employee Exposure Hotline pager.

When you get a response, tell them who you are, where you are, and what you know.

**If you find yourself navigating a conversation with a team member who is threatening suicide, please remember:**

You are not expected to take the role of counselor.

- You need only listen, care, and provide resource information.
- Show your concern and support. It is ok to ask them directly if they are thinking about hurting themselves.
  - This is often seen as compassion and appreciated.
- Assure them that you are concerned for them and that their safety is a priority.
- Avoid making promises about confidentiality, particularly if there is a safety risk.

**Once you connect with PAS, you and a PAS Counselor will partner to support the team member.**

Manager and PAS Support Model:

- Remain with the team member (if safe) until a connection is made with PAS.
- Once contact is made with PAS and talking to the team member, provide privacy and remain nearby while they discuss next steps.
- PAS will talk with the team member and develop a plan.
- You will then work with the PAS Counselor to seek the appropriate next steps, which may include escorting the team member to the ED.
- If the team member refuses a plan and leaves the location, it is appropriate to let them know that their safety is a priority and that you will call police or security to request a safety or wellness check.

Remote Team Member Guidance:

- If you detect a change in a remote team member or there is a urgent concern for physical safety, call PAS.
- Follow up calls may need to be made to their local police for a welfare check or the team member's emergency contact.

Personal Assistance Service: 919-416-1727 | National Crisis Lifeline: 988 | Duke Police: 919-684-2444