

As a committed employer, Paychex recognizes the importance of supporting employees' mental health and well-being. In order to provide a consistent and effective approach in addressing mental health concerns, we have developed this comprehensive Checklist and Roadmap for Paychex leaders. This guide serves as a standard operating procedure, outlining the necessary steps leaders should take when they identify or receive reports of mental health concerns from their employees. By following this roadmap, leaders can ensure that employees receive appropriate support, guidance, and access to resources, while fostering a compassionate and understanding work environment.

1: IDENTIFY CONCERN

- If an employee voices a concern related to their mental health
- If the manager observes signs of distress or potential mental health issues in an employee

2: ASSESS URGENCY

- Utilize active listening skills to understand the employee's situation
- Assess the urgency of the situation and determine the appropriate course of action
 - If employee is in immediate risk, go to EMERGENCY ACTIONS
 - If not an emergency, go to NONEMERGENCY/PAYCHEX RESOURCES
 - If you are unsure, contact Aetna EAP Management Consultant line at 800-243-5240 and a professional counselor can offer the leader advice

3: FOLLOW-UP & SUPPORT

- Check in with the employee periodically to ensure they have access to the help they need or if they need further navigation assistance
- Foster a supportive and understanding work environment by promoting open communication
- Work with the employee and colleagues to develop a plan for their absence, ensuring a smooth transition of work responsibilities and minimizing disruption to the team
- Maintain confidentiality of the situation, ensuring that sensitive information is protected
- Update HR with relevant information on the employee's progress
- Take time to prioritize your OWN self-care during this process - remember, you cannot pour from an empty cup. The EAP is available to the leaders as well!



Mental Health Crisis is identified by: severe distress, suicidal thoughts or behaviors, disorientation or confusion, danger of harm to self or others.

NONEMERGENCY/ PAYCHEX RESOURCES

- Inform the employee about the following resources that are provided by Paychex:
 - **Aetna Resources for Living/Employee Assistance Program (EAP):** counseling options include in-person, televideo, texting
 - Mental health services available through **health insurance**
 - **meQuilibrium (meQ):** a personalized resilience-building experience designed to help you tap into your most powerful self by addressing your unique thinking styles
 - Where appropriate, provide contact information for **Health Advocate** (1-866-799-2731, HealthAdvocate.com/Paychex)
- Consult with HR to determine the eligibility and procedures for accommodations and leave options such as Family and Medical Leave Act (FMLA) or short-term disability

EMERGENCY ACTIONS

- In case of a crisis or imminent danger, immediately contact 911

Use your best judgement, you do not need to consult HR prior to calling 911

 - If in person, stay with employee, remain calm and supportive, if safe to do so
 - If the employee works from home, stay with them on the phone or webex while calling 911
- Follow up with HR to provide internal support

Navigating Help at **PAYCHEX**

**In Crisis or
Imminent
Danger**



**Suicide & Crisis
Lifeline 988**

Aetna Resources for Living/EAP

Available at no cost to all members of your household, including children living away from home up to age 26.

**confidential, available 24 hours a day, 7 days a week*

- resourcesforliving.com
- Username: PaychexEAP Password: Paychex Aetna EAP
- Employee line 1-888-802-6858 (TTY: 711)
- Management Consultant line 1-800-243-5240

• **Paychex medical plan:**

benefits include inpatient/outpatient mental health & substance misuse care

• **MeQ:**

mymeq.com/register/paychex

• **Health Advocate:**

1-866-799-2731

HealthAdvocate.com/paychex