

Mental Health Safe Space to Reflect, Connect, & Support One Another

Why Mental Health Matters at Work

Mental Health by the Numbers



2 in 5

Employees are experiencing mental health concerns.



51%

Workers say their emotional distress was severe enough to impact their ability to do their job well.



60%

people fear being judged if they speak up at work



91%

Employees believe that a company's culture should support mental health

Supporting Mental Health at Work

How to Support Your Mental Health at Work

- Set Boundaries
- Check In With Yourself
- Practice Self-Care
- Encourage Open Communication
- Offer Support to Employees
- Learn About Mental Health
- Treat Everyone with Respect



A recent study found that **managers have a greater impact on mental health** than doctors and therapists – and equal to that of spouses and partners.

How to Talk to a Co-Worker About their Mental Health

Step 1: Recognize the Signs

Step 2: Start the Conversation

Step 3: Refer & Encourage Resources

Step 1: Recognize the Signs of Emotional Distress

Behavioral and Emotional Changes

- Sudden mood swings
- Increased irritability or anger
- Decreased motivation and enthusiasm
- Withdrawal from social interactions
- Frequent tardiness or absences

Work Performance Changes

- Decreased productivity or quality of work
- Difficulty meeting deadlines
- Avoiding responsibilities or tasks
- Increased errors or mistakes
- Reduced collaboration

Verbal Cues Changes

- Complaining more frequently
- Expressing feelings of being overwhelmed or burnt out
- Talking about personal problems excessively
- Difficulty expressing thoughts clearly

Physical Changes

- Changes in appearance
- Frequent health complaints
- Restlessness
- Agitation
- Frequent illness

Step 2: Start the Conversation

- Plan how you will begin the conversation
- Engage in genuine and compassionate conversation
- Ask for permission to give feedback.
- Provide facts and examples of observed behavior and the potential impact on you or others
- Use "I" statements to explain your concern
 - "I was concerned about you!"
 - "How can I help?"
- Respect boundaries and suspend judgement
- Actively listen, express empathy and be supportive
- Reinforce confidentiality

Words and Phrases to Use:

- I feel like you haven't been yourself lately. I am concerned about you. Can we talk?
- I want to respect your privacy, but I am worried about you.
- I know you've been having a tough time recently. Let's talk about what's going on.
- I can tell something is wrong. Can you tell me how I can help?
- I'm here for you. You don't have to be alone.
- I may not know exactly how you feel, but you matter to me, and I want to help

Step 3: Refer & Encourage Resources

- Encourage Awareness
- Normalize Seeking Help
- Know the Resources
 - TELUS Health EAP
 - Cigna Behavioral Health Program
 - 988



If you are concerned about someone's immediate safety, seek emergency assistance immediately.

Mental Health Resources and Support for Serco Employees

Employee Assistance Program: TELUS Health

- Confidential Consultations
- Connections to Community and Support
- Referrals to Counseling
- Company Perks
- Information and Resources
 - Mental Health
 - Health and Wellbeing
 - Relationships and family assistance
 - Legal and financial matters
 - Work-life responsibilities
 - Counseling and therapy



- Available 24/7 - 365 days a year
- Toll-free by phone: 1-833-672-3327
- Online: one.telushealth.com
- Free Mobile App: Search for TELUS Health

Available to Cigna Enrolled Employees

Cigna Behavioral Health Resources

- **Behavioral Health Care Support**
 - Virtual Counseling
 - MDLive
 - Talkspace
 - Headspace
 - Meru Health
- **Emotional Health and Wellbeing Programs and Tools**
 - iPrevail
 - Happify
- **Coaching and Support Programs**



Employees can visit myCigna.com or call the number on the back of their ID card.

Text, Call, Chat 988.

988

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LIFELINE**



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a better
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