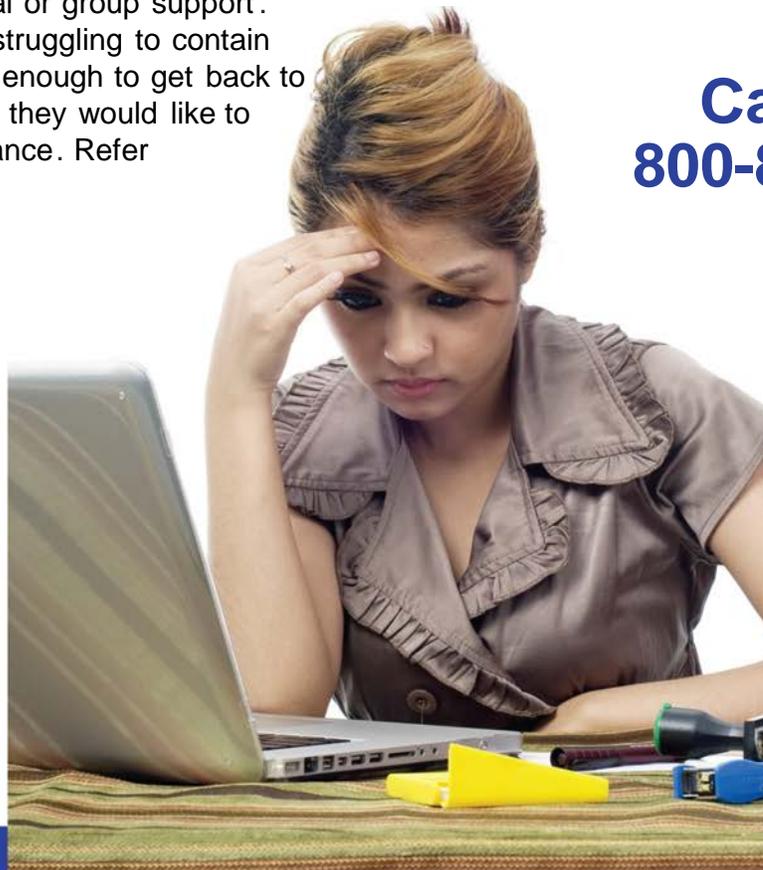


## Suggestions to

# Managers on Employee Support

1. Openly acknowledge employee's emotions in the wake of these unprecedented events, the legitimacy of these emotions, and the fact that different people react differently and recover at different paces.
2. Encourage employees to discuss what people are going through and support each other. Call the EAP to arrange for a professional to attend your group meeting, if possible. EAP staff are trained and certified in Critical Incident Stress Management.
3. Maintain regular communications with your staff. In addition to the Manager's broadcast voice mails, work sites should consider regular (daily or every other day) e- mails or other suitable means to update staff on funeral services and provide reassurance and encouragement.
4. Consider hosting open times when employees can gather (perhaps with their lunches) to talk and share.
5. Identify employees who are directly affected and if they are willing, offer individual or group support. Look for employees who are struggling to contain their emotions or concentrate enough to get back to work. Approach them to see if they would like to share and if they need assistance. Refer individuals to EAP.
6. Acknowledge your own "struggle for normalcy" and reiterate our obligations to employees and the importance of continuing business.
7. Discuss with your staff how they should help the people they serve. Provide normal services in a calm and reassuring manner. Make available materials at public contact points (e.g. information card about EAP phone number.)
8. Work with others in the community with whom you have a relationship to identify issues and spread the word about services to their employees and clients/customers.
9. Share our ideas with other managers about how to deal with issues, support employees, and support the community
10. Establish a memorial fund or some other means of honoring and remembering the employee. This can help support the grieving process.

**Call EAP  
800-832-8902**



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