

## Significant Mental Health Situation In The Workplace Resources and Tools for Employers

Mental Health Crises can occur in the workplace on any day, at any time, and sometimes, without warning. An employer experiencing a significant mental health situation with an employee can quickly become overwhelmed and struggle to quickly identify resources for assistance. If you identify an employee who appears to be experiencing a serious mental health or substance abuse issue, bring the employee to a quiet office, let the employee know that you have noticed some changes, and then listen. If the employee acknowledges a serious situation, use the resources and tools noted in this guide to identify an appropriate resource to help the employee. It may be appropriate to provide the employee with some privacy to be able to call a resource to discuss the situation. The employer may also decide to reach out separately to obtain additional guidance on how to approach the situation.



*Key Point: Remember, as an employer, you are not trained in providing mental health crisis treatment and should use these resources as appropriate and necessary. If you believe an employee is in crisis and needs to seek immediate intervention, call 911.*

**Employees participating in one of the state's health plans for state government employees can access mental health services through the Employee Assistance Program (EAP) offered with their health plan.**

### COVA Care & COVA HDHP

- Anthem Blue Cross and Blue Shield  
1-855-223-9277 (toll free)  
Press 1 for crisis  
[www.anthemep.com](http://www.anthemep.com)

### COVA HealthAware

- Aetna  
1-888-238-6232  
[www.covahealthaware.com](http://www.covahealthaware.com)

### Kaiser Permanente HMO

- Kaiser Permanente  
(866) 517-7042 (toll free)  
<http://www.achievesolutions.net/kaiser>



*Key Point: If an employee is transported from the work location for a mental health crisis, remember to contact the employee's emergency contact. Agency staff should not be utilized to transport the impacted employee.*

**For employees who are not participating in one of the state's health plans for state government employees, please refer to the resources below for assistance.**

- National Suicide Prevention Lifeline (24/7 assistance):  
1-800-273-8255; <http://www.suicidepreventionlifeline.org/>
- Virginia Suicide Hotlines: provides hotline numbers for several hotline services around Virginia
  - Arlington – (703) 527-4077
  - Blacksburg – (540) 961-8400
  - Bristol – (540) 628-7731 or (540) 466-2312
  - Charlottesville – (804) 295-8255
  - Danville/Pittsylvania County – (804) 792-4357 (8am-10pm)
  - Dumfries – (703) 368-4141
  - Lynchburg – (804) 947-4357 or 1-888-947-9747
  - Martinsville – (540) 632-7295
    - Franklin County (540) 489-5490
    - Patrick County (540) 694-2962
  - Norfolk – (757) 622-1126
  - Richmond – (804) 819-4100
  - Roanoke – (540) 344-1948 (8:15am to midnight M-F)
  - Winchester, Clarke County, Frederick County – (540) 667-0145
    - Page County (540) 743-3733
    - Shenandoah County (540) 459-4742
    - Warren County (540) 635-4357
- Community Services Boards in Virginia: respond to psychiatric emergencies 24 hours a day
  - <http://www.dbhds.virginia.gov/individuals-and-families/community-services-boards>