

What to do when concerned about Employee Wellbeing – a guide for Leaders

URGENT

Critical Incidents

Some indicators

- Aggressive, threatening or violent behaviour by employee or towards employee(s)
- Imminent suicidal behaviour
- A medical emergency
- Drug or alcohol poisoning
- Other imminent risks to safety

Identify urgent critical incidents

Respond immediately

Call 911 for imminent life-threatening situations

Call Campus Security at **403.220.5333** for all other safety concerns

Less Urgent

Concerning Indicators of Distress

Some indicators

- Visibly upset or behaving in a manner that is out of character or unusual
- Expressing a low mood with feelings of heightened worry/anxiety, sadness or pain
- Withdrawing from colleagues, family or friends
- Displaying prolonged irritability and/or unpredictable outbursts of anger
- Expressing hopelessness and/or referencing suicide, self-harm and/or harm to others
- Displaying unusual disregard for work with marked changes in concentration
- Indicating or showing signs of relationship violence

If an unexplained absence is the indicator, please consider if the employee:

- requested time off, and that request was overlooked, misplaced or forgotten?
- could have reported their absence to another manager, supervisor or Staff Wellness? Or by undetected voicemail, email or text?
- is working at another location (e.g. conference, home or other campus location)

This is not a complete list, and other behaviours or actions may cause concern.

Reach Out

Promptly reach out to the employee via phone, video conferencing, or in-person to initiate a caring conversation

1. Instructions for accessing employee contact information are [here](#).
2. Name your concern (e.g. You seem down lately, is there anything I can do to help?)
3. Inform employee that their health and safety is of utmost importance
4. Offer resources and support
5. Attempt to get employee's commitment to reach out for resources

Please refer to the [Assisting a Colleague in Distress](#) resource for guidance in having this conversation, and for applicable resources available for the employee.

Call your HR partner or Staff Wellness if you remain concerned or are unable to reach the employee. They will work with you to determine next steps for checking the employee's wellbeing.