

HR Toolkit for Employee Mental Health

October 2020



Supporting the Mental Health and Emotional Well-Being of AECOM Employees

- Mental health is an important component of an individual's overall well-being.
- Having an intentional focus on improving one's mental health can lead to a decrease in anxiety, depression and stress. It also impacts and is impacted by other areas of well-being, including:
 - Staying physically active
 - Maintaining healthy sleep habits
 - Eating well
 - Maintaining supportive relationships
 - Making sound financial decisions
- Mental health can affect an employees' work performance, safety and behavior on the job.
- Managers play a critical role in supporting employee well-being by creating supportive, inclusive work environments, identifying work and other behavioral changes and fostering positive relationships among their teams.
- This presentation provides managers with an overview of global tools and resources available to help support employees' emotional well-being, including how to manage critical incidents and personal problems that may impact job performance.

Global Tools and Resources

WellBeingAtAECOM.com

The screenshot shows the homepage of WellBeingAtAECOM.com. At the top, there is a navigation bar with the AECOM logo and links for CULTURE, EVENTS, RESOURCES, and a button for 'NEED EAP SUPPORT?'. The main banner features a woman sleeping with a white pillow and a white headband, with the text 'GLOBAL WELL-BEING Sleep better. Feel better.' Below this, there is a short paragraph about sleep and a 'LEARN MORE' button. The bottom section contains three tiles: 'Culture of Well-Being' with a world map, 'Well-Being Wheel' with a circular diagram, and '#MyMomentToBeWell' with social media icons for Twitter and Instagram.

GuidanceResources EAP

The screenshot shows the login page for GuidanceResources Online. The header includes the 'GuidanceResources Online' title and the 'COMPSYCH' logo. A 'Login' button is visible in the top left. The main content area features a large image of a person walking on a beach and a 'Welcome to GuidanceResources Online' message. Below this, there is a login form with fields for 'User Name' and 'Password', a 'Remember Me?' checkbox, and a 'Login' button. There are also links for 'I forgot my username' and 'I forgot my password'. The footer contains a 'Privacy' notice, copyright information for 2020 ComPsych Corporation, and logos for 'DAVEY AWARDS', 'GALAXY', and 'Health SERVICES'. App store download buttons for the App Store and Google Play are also present.

International SOS

The screenshot shows the homepage of International SOS. The header includes the 'INTERNATIONAL SOS' logo, a phone number '+1 215 942 8226', and links for 'Member Login', 'About Us', 'Careers', 'Foundation', and 'Sustainability'. The main banner features a man wearing a face mask working at a computer, with the text 'RETURN TO OPERATIONS Building a safe, resilient and sustainable future for your workforce'. Below this, there is a section titled 'THE WORLD'S LEADING HEALTH & SECURITY SERVICES COMPANY' with a brief description of the company's services. An 'ENQUIRE' button is located below this section. The bottom of the page features three columns: 'UPCOMING EVENTS', 'NEWS RELEASES', and 'INSIGHTS', each with a small thumbnail image.



Mental Health Resources



Employee Assistance Program (EAP) Page



Manager Resources on the Resource Hub

Who's Eligible	All global employees, contractors and family members living in their household		
Description	<ul style="list-style-type: none"> • Access articles, videos, assessments and action plans on emotional well-being topics such as depression, digital detox, resilience, sleep and more • Additional resources to manage physical health, finances and maintain supportive relationships in the Employee Resource Center 	<ul style="list-style-type: none"> • Find the EAP number for your country • EAP Overview and FAQs • Call to receive 5 free counseling sessions, as well as financial, legal and work-life referral assistance and support • Access digital resources on guidanceresources.com 	<ul style="list-style-type: none"> • Access manager-specific resources to help you support employee well-being, including manager EAP toolkit, instructions for submitting manager referrals, and manager tips and guides
How to Access Resources	<u>Emotional Well-Being Resources Resource Center</u>	<u>GuidanceResources EAP Page</u>	<u>Manager Hub</u>

GuidanceResources EAP - Formal Referrals

Who's Eligible	US and Canada employees only
Description	A formal EAP referral made to improve an employee's performance/safety when you suspect that your employee could be dealing with significant personal issues (e.g. substance abuse).
Additional Resources	<u>Submit a Formal EAP Referral</u>

How it Works:

1

Contact your local HR Representative to report the employee relations issue

2

HR will meet with employee to explain reason for referral

3

HR will complete authorization form and ask the employee to sign and date it

4

HR will fax the authorization form to 312-705-6375

5

Employee must call the EAP within 24 hrs of the meeting to schedule an appointment

6

HR will call the EAP to initiate the formal referral process

7

EAP will provide updates to HR

GuidanceResources EAP – Critical Incidents

Who's Eligible	Employees and contractors
Description	An event that impacts an AECOM work site, such as a natural disaster, sudden or tragic death of a co-worker, any acts of workplace violence or a workforce reduction.
How to Access Resources	<p>Call your local HR Representative to report a critical incident. Your local HR Representative will coordinate counseling services or training support with the GuidanceResources EAP.</p> <p>If a critical incident occurs outside of AECOM's normal business hours, please report the critical incident directly to the GuidanceResources EAP using your country-specific EAP number.</p> <p>Counselors can provide in-person or virtual assistance within 24 to 72 hours of receiving the call.</p> <p>Learn more on page 8 of the EAP Manager Toolkit</p>

GuidanceResources EAP – Overview of the Mental Fit for Duty (FFD) Evaluation

- A Mental Fit for Duty (FFD) is an evaluation completed by a medical professional to determine if an employee is ready to safely perform their work assignment. It may be initiated after a critical incident involving a mental health concern, self-harm or harm to others.
 - Examples: An employee revealing thoughts or actions around self-harm; and/or demonstrating threatening behavior toward coworkers or the workplace
 - Available for U.S. employees only
- There are three parties involved in facilitating a mental FFD evaluation - AECOM, ComPsych (Guidance Resources EAP) and the mental FFD provider. Each party has a distinct role, which is noted below:

AECOM

Managers **MUST** notify HR Representative of suspected or known critical incident and confer with HR, ER/C, Global Security and Resiliency (GSR) and Legal on next steps

HR explains the mental FFD process and expectations to the employee.

HR submits all pertinent referral information.

HR communicates directly with the mental FFD provider regarding the written report.

Makes all employment decisions.

ComPsych

Provides mental FFD consultation.

Locates a qualified provider for the mental FFD evaluation.

Provides guidance to AECOM on pertinent referral information to submit to the provider.

Ensures that the provider submits a written report to AECOM within five (5) business days of the evaluation.

Ensures that the employee has access to all recommended services.

Monitors the employee's compliance with all treatment recommendations.

Mental FFD Provider

Assesses employee's ability to perform essential job functions.

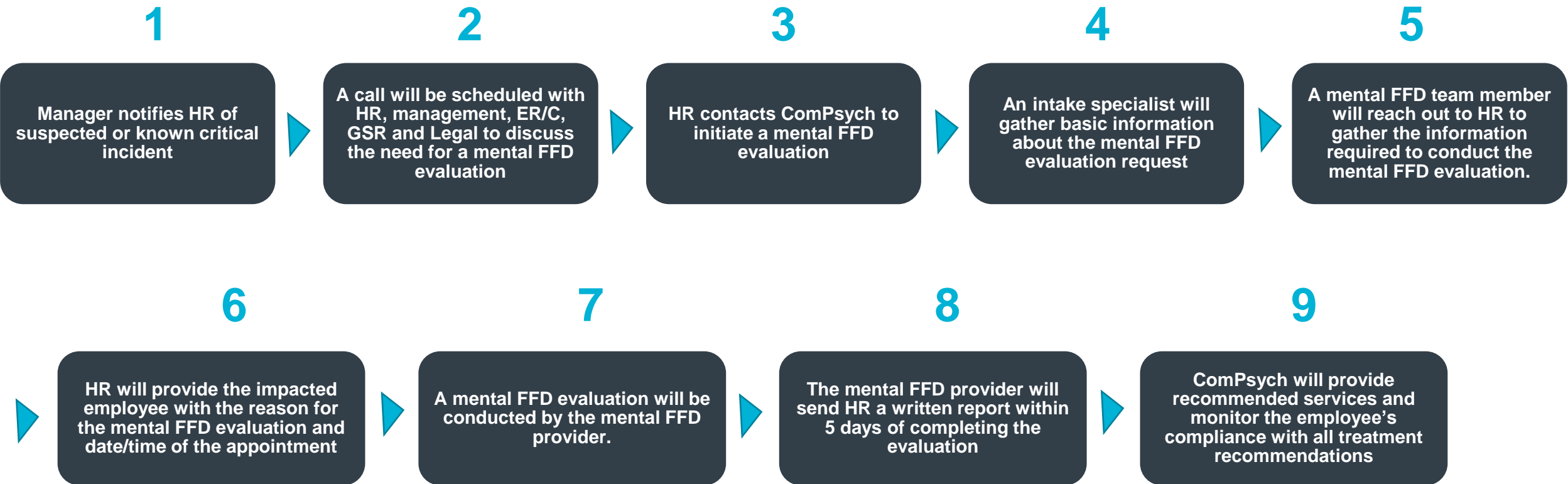
Assesses risk factors for potential workplace threat.

Provides recommended strategies, psychological testing and accommodations to eliminate the potential threat and facilitate a successful return to work.

Submits a comprehensive written report within five (5) business days of the evaluation.

Discusses evaluation findings and recommendations directly with AECOM representative, if requested.

GuidanceResources EAP – How the Mental FFD Evaluation Process Works



GuidanceResources EAP – Submitting a Mental FFD Evaluation Request

- To initiate a mental FFD evaluation, you will need the following information:
 - Employee’s name; date of birth; employment status; length of employment.
 - Detailed information regarding the event(s) leading to the mental FFD evaluation.
 - Pertinent performance concerns, including attendance, interpersonal difficulties, and behavioral changes.
 - Job description; include any social skills that are critical to the job or any other information related to the job requirement.

- Once you gather all of the required information, you can initiate the mental FFD evaluation by submitting the mental FFD Referral Form:
 - By phone: 1-866-501-7962
 - To a secure email: NewManagementReferralCases@compsych.com
 - To a secure fax number: 1-312-705-6375

GuidanceResources EAP – Mental FFD Written Evaluation

The medical provider examining the employee will provide a written report to AECOM within 5 business days of the mental FFD evaluation. The report will include answers to the following questions:

1. Whether the employee is presently a direct threat to harm self and/or others.
2. Whether the employee is presently fit to return to work and able to perform the essential functions of the job with or without restrictions.
3. If the employee requires accommodation(s), how will the accommodation(s) allow the employee to perform the essential functions of the job.
4. If accommodation(s) are recommended, details of the accommodation(s) and their duration.

International SOS

Who's Eligible	Employees (and eligible dependents) on international assignment or approved international business travel
Description	<ul style="list-style-type: none">• International SOS provides assistance with:<ul style="list-style-type: none">• Medical emergencies and evacuations• Repatriation of remains• Lost travel documentation and trip cancellations• Health concerns and travel risks• Stress management and more <p>All suicidal complaints are treated as an emergency. When a suicidal complaint is received, "Code Blue" is communicated to the call center and the call is immediately triaged to a medical team for evaluation.</p>
Additional Resources	Call International SOS number at +1 215.942.8226. Business Travel Benefits Information

How it Works:

1

A call is placed to International SOS by an employee, dependent, HR, GSR or manager.

2

Designated GSR/HR contact(s) is notified via phone to confirm the employee/dependent's eligibility and to authorize care. *

3

Ongoing notifications are provided to the designated contact, as well as the GSR and Benefits teams until the issue is resolved.