



Supporting Employees

Disasters can be shocking and take an emotional toll on people. Employers can be impacted too. Employees impacted by a natural disaster may find it hard to balance job demands while trying to rebuild their personal lives. Below are ways you can support your employees during these difficult times.

- **Address the organization immediately.** Senior management should meet with all levels of the organization. Discuss ways to promote counseling services and community resources to help the employees.
- **Designate a contact for assistance.** Designate a person in human resources or leadership as a contact person to whom employees can turn for help and resources.
- **Promote communication among employees.** Allowing employees to discuss their feelings and experiences with co-workers can help during difficult times. Consider providing additional break times and have conference rooms available where employees can meet.
- **Help the community.** Organize a blood drive, clothing drive or fundraiser to help those impacted. Many people not directly affected may feel helpless and unsure of how to help. When people are able to make a difference by contributing to their community, they will feel better about themselves.

Communication tips for managers:

What to do:

- Be sensitive to employees with mixed emotions. These are normal reactions to a critical incident.
- Allow employees to express any reactions they may have about this event.
- Answer any questions employees may have to the best of your ability.
- Offer support to employees and try to be flexible.

What to avoid:

- Avoid statements like, “I know how you feel” or “Everything will be all right.” These statements may make some people feel that their concerns are not understood or validated.

Resources Are Available

Additional information, self-help tools and other resources are available online at www.MagellanHealth.com/member. Or call us for more information, help and support. Counselors are available 24 hours a day, seven days a week to provide confidential assistance at no cost to you.