

# A QUICK-START CHECKLIST FOR HR

## 1 Prepare

- ☐ **Summarize key benefits** (Employee Assistance Program [EAP], mental health care coverage, apps, wellness stipends and more)
  - For each key benefit, answer:
    - **Why** an employee would use a specific benefit/support
    - **How** the employee accesses each benefit/support
    - **Who** the employee can reach out to with questions
    - **Where** the employee can learn more
  - If your company offers an EAP:
    - Ensure that employees understand it is a voluntary and confidential resource, as well as the many offerings it covers
    - Who the EAP covers (just the employee or dependents, too)
- ☐ Add local supports, like [nami.org/local](https://nami.org/local), and national supports like NAMI Helpline (1-800-950-NAMI) and the 988 Suicide & Crisis Lifeline
- ☐ Include benefits in all onboarding materials (digital and print)
- ☐ Align with managers to reinforce a culture of mental health awareness and support
  - Resource: [NAMI StigmaFree Workplace Guides](#)

## 2 Communicate

- ☐ Use **plain language**—skip the insurance jargon
- ☐ Show, not just tell, the **step-by-step** process to access each benefit by accessing each support option with the employee
  - Example: Log on to the insurance portal, demonstrate how to find an in-network therapist or psychiatrist
- ☐ Normalize usage of benefits, sharing your own experience if you're comfortable
- ☐ Provide an **easy-to-read document** with:
  - Clear instructions on accessing benefits
  - Local and crisis support links
  - Confidentiality rights
- ☐ Encourage saving/bookmarking info for easy access
- ☐ Make sure managers are trained on all available supports

# Mental Health Onboarding: A Quick-Start Checklist for HR



## 3 Follow Up

- ☐ Check in after two weeks; remind new employees about the available resources
- ☐ Offer optional **1:1 information support** sessions
- ☐ Reinforce resource knowledge: EAP, HR, managers, NAMI, and 988 are all options

## 4 Keep It Going

- ☐ Add mental health to 30/60/90-day check-ins and employee engagement surveys. For example:
  - Do you understand your mental health benefits?
  - Are you feeling connected to your team?
  - Do you have any overwhelm with your new role?
- ☐ Reinforce supports via all-staff meetings, newsletters, emails, and/or messaging platforms
- ☐ Offer frequent “office hours” so employees can drop in with questions
  - These office hours can be virtual or in-person in an open area like a break room
- ☐ Connect with **Employee Resource Groups**, peer groups, or well-being champions
- ☐ Regularly reshare key supports: EAP, NAMI, 988, etc.

## 5 Make It Long-Term

- ☐ Train managers on mental health benefits, how to guide their teams, and **how to have a conversation** about mental health with a coworker
- ☐ Add **crisis** and other support information to internal portals/apps
  - Review the company’s **Mental Health Crisis Plan** with all new and current employees yearly (see Appendix in linked Guide)
- ☐ Highlight mental health resources during benefits season, awareness months/events, and more—not just at onboarding
- ☐ Get regular feedback on the clarity, accessibility, and adequacy of mental health resources
- ☐ Become a **NAMI StigmaFree Workplace** to continue the conversation

## Quick Support Info

- NAMI HelpLine: 1-800-950-NAMI, text “NAMI” to 62640, or email [helpline@nami.org](mailto:helpline@nami.org) (M–F, 10 a.m.–10 p.m. ET)
- Find Local Support: [nami.org/local](https://nami.org/local)
- Fact Sheets and Tools: [NAMI StigmaFree Workplace Guides](#)
- In Crisis? Call or text **988**, the National Suicide and Crisis Lifeline