



Helping During a Mental Health Crisis

Every now and then, a situation goes beyond a tough day. A teammate might hit a breaking point and need immediate help. When that happens, staying calm and knowing what to do can make all the difference. Your job is to keep people safe, get help fast, and make sure no one faces a crisis at work alone. Call 988 if someone is experiencing a mental health crisis.

A mental health crisis might look like:

- Extreme panic or anger
- Seeing or hearing something that's not based in reality
- Talking about giving up or self-harm
- Saying things that don't make sense

Know the steps to keep everyone safe:

- **Stay steady:** Speak slowly, don't argue or tell them to "calm down."
- **Keep the area safe:** Ask bystanders to leave or suggest you move to a quiet area, ideally where tools and equipment are out of reach. Do not physically restrain the person or block exits.
- **Call 988:** If someone's not acting like themselves or is talking about suicide, dial 988 for the Suicide and Crisis Lifeline.
 - **Call 911** if someone needs medical attention or is actively threatening harm with a weapon.
 - If there is no immediate danger, you can offer: "*Let's call 988 together. They'll walk us through what to do.*"
- **Don't leave them alone:** Unless you feel physically threatened, stay with them until help arrives.
- **Loop in your safety lead and/or call your company's HR/Security hotline.**
- **Follow up with the employee once they return to work**, even a quick chat in passing matters.

Remember, prevention is just as important. If a worker tells you they feel unsafe, take it seriously. Report it to your designated HR lead.

We look out for our people and connect them with information and support when needed so we can all go home safe. Every day, every shift.

If you want to create a more detailed plan with your leadership, check out the [**NAMI Workplace Mental Health Crisis Guide**](#).

NAMI HelpLine: 1-800-950-NAMI, text "NAMI" to **62640**, or email helpline@nami.org (M-F, 10 a.m.–10 p.m. ET)

Find Local Support: nami.org/local

In Crisis? Call or text **988**, the National Suicide and Crisis Lifeline