

Global Well-Being at AECOM

Global Mental Health Resources Frequently asked questions

1. What is a critical incident?

A critical incident is 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.

2. What do I do if there is a critical incident at an AECOM worksite?

Any critical incident at an AECOM worksite must be reported to your local HR Representative. For critical incidents that require Employee Assistance Program (EAP) counseling services or training support, your HR Representative will coordinate services with the GuidanceResources EAP. If the critical incident occurs outside of AECOM's normal business hours, you can also call your [local GuidanceResources EAP number](#) to report the critical incident for immediate assistance. EAP counselors can provide in-person or virtual assistance within 24 to 72 hours of receiving the call.

For critical incidents that may require a Mental Fit for Duty (FFD) evaluation, such as a critical incident involving a mental health concern, self-harm or harm to others, your HR Representative will coordinate a call with Employee Relations, Legal Counsel, Global Security & Resiliency (GSR) and management to discuss next steps. Please do not initiate a mental FFD evaluation prior to speaking with your local HR Representative, Employee Relations, Legal Counsel and GSR.

3. What do I do if an employee threatens self-harm or harm to others?

Please contact emergency services ASAP. After you contact emergency services, please notify your local HR Representative of the critical incident. You can also call your [local GuidanceResources EAP number](#) to report the critical incident for immediate assistance.

All relevant information will be collected by your HR Representative and a call will be scheduled with you, Employee Relations, Legal Counsel and GSR to determine if a Mental Fit for Duty (FFD) evaluation is required. If it is determined that a mental FFD evaluation is required, your local HR Representative will initiate the evaluation by contacting the GuidanceResources EAP. The GuidanceResources EAP will help identify a mental FFD provider and set up an appointment with the impacted employee. Your local HR Representative will notify the employee of the date/time of the mental FFD evaluation. An evaluation will be conducted by the mental FFD provider, services will be recommended and the employee's adherence to the treatment recommendations will be monitored by the GuidanceResources EAP. AECOM will receive a written report within 5 days of the mental FFD evaluation, including 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.

4. **If there is an employee on international assignment who threatens self-harm or harm to others, what should I do?**

Call your local HR Representative ASAP. Your local HR Representative will contact International SOS number at +1 215.942.8226 to report the critical incident. If the critical incident occurs outside of AECOM's normal business hours, you can also call International SOS directly at +1 215.942.8226 for immediate assistance. All relevant information will be collected by International SOS and contact with the employee at risk will be prioritized. A medical evaluation will be conducted by a medical provider and care will be administered accordingly.
5. **What is a formal EAP referral?**

A formal EAP referral is made to improve an employee's performance/safety when a manager/HR suspects that an employee could be dealing with significant personal issues.
6. **When should I submit a formal EAP referral?**

An EAP referral should be submitted to your local HR Representative when there is clear indication that an employee's unacceptable work performance/behaviors are being caused by personal issues outside of work.
7. **How do I submit a formal EAP referral?**
 1. Contact your local HR Representative.
 2. HR will meet with the employee to explain the reason for the referral.
 3. HR will complete the authorization form and ask the employee to sign and date it.
 4. HR will fax the authorization form to the Formal Referral Team at 312-705-6375.
 5. HR will instruct the employee to call the GuidanceResources EAP within 24 hours of the meeting to schedule an appointment.
 6. HR will call the GuidanceResources EAP to initiate the formal referral process.
 7. The GuidanceResources EAP will provide updates to HR.
8. **What services does the GuidanceResources EAP offer?**

The GuidanceResources EAP provides a broad range of services to support the health and well-being of employees and family members living in their household. These services include five free confidential counseling services, in addition to access to financial advisors, legal support services and work/life referrals and support resources. These services can be accessed by calling the local GuidanceResources EAP number. Other digital tools and resources for employees and managers can be found on guidanceresources.com. Learn more [here](#).
9. **Where do I find the local contact number for the GuidanceResources EAP?**

You can find your local contact number within the [Global EAP directory](#).
10. **What mental health resources are available for employees?**

AECOM provides a variety of well-being resources to support employees' mental health and emotional well-being at WellBeingAtAECOM.com, including articles, videos, assessments and action plans. Emotional well-being topics include depression, digital detox, resilience, sleep, the GuidanceResources EAP and more. With mental health closely linked to other areas of well-being, we also provide employees with well-being resources to help manage their physical health, finances and personal and professional relationships.
11. **What mental health resources are available for managers?**

Managers can find manager tips, guides and resources to support employees' mental health and well-being at WellBeingAtAECOM.com. These mental health resources provide an overview of EAP resources available to managers, in addition to how they can better support healthy sleep habits, manage work from home arrangements, maintain positive, inclusive work environments, build strong teams, practice kindness/gratitude and create happy employees.