



Life doesn't stop when you are at work. EAP will help you manage both.

## Tips for How to Support Someone in Distress

September is Suicide Prevention Awareness Month

### 1. Notice the Signs

- Mood: withdrawal, sadness, irritability, hopelessness
- Behavior: missing work, decline in performance, substance use, giving away belongings
- Words: talking about being a burden, feeling trapped, or wanting to escape

### 2. Start the Conversation

- Choose a private, quiet setting.
- Use gentle, non-judgmental language: "I've noticed you seem down lately, and I care about you. How are you doing?"
- Listen more than you talk. Avoid rushing to solutions.

### 3. Offer Support

- Let them know they're not alone.
- Encourage professional help: "Talking with a counselor could really help."
- Share resources (below).
- If you're at work, remind them about the C+FS EAP—confidential, no cost, and available for employees and their families.

### 4. Know When to Act Immediately

- If someone talks about suicide or self-harm, take it seriously.
- Do not leave them alone.
- Call 911 in an emergency.
- In the U.S., call or text 988 for the Suicide & Crisis Lifeline.

### 5. Share Resources

- C+FS EAP: 716-681-4300 • [eap.cfsbny.org](http://eap.cfsbny.org)
- 988 Suicide & Crisis Lifeline (call or text 24/7)
- National Alliance on Mental Illness (NAMI): [nami.org](http://nami.org)

You don't have to have all the answers. Showing care, listening, and connecting someone to help can save a life.

Call or visit the Child and Family Services  
Employee Assistance Program website for confidential support.

Contact Us Directly!

Call 716-681-4300

Visit [eap.cfsbny.org](http://eap.cfsbny.org)

