

How do I know if someone needs help?

- **Changes in physical appearance**
- **Changes in mood**
- **Changes in behavior**
- **Changes in how thoughts are expressed**

If you've noticed two or more changes in these categories, that person might need some extra support.

Employee Assistance Program

Caterpillar's Employee Assistance Program (EAP) is a voluntary, **confidential**, **FREE** benefit helping employees and their families resolve a variety of personal issues before they impact well-being, health, or productivity.

The EAP is a great place to start for those feeling...**not OK**.

For 24/7 EAP support, call:
+1-866-CAT(228)-0565

RU OK?™

A simple, memorable guide to helping those around us and creating a supportive culture at Caterpillar.

Here's your opportunity to start a conversation.



Global access numbers can be found at:
CaterpillarEAP.com

For onsite EAP locations and email access:
CaterpillarEAP.com

Internal Caterpillar Benefits site:
EAP.cat.com

Mobile app and text access:
Download the LifeWorks app from your device's app store



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Sometimes the best source of help is sitting right next to us.



Once you've identified someone who may be struggling, start a conversation using these four simple steps:

1. Ask R U OK?



2. Listen



3. Encourage action



4. Check in



- Be prepared and in the right frame of mind
- Find a quiet, private place
- Allow ample time
- Comment on the specific changes you've noticed
- Let them know you're concerned
- Say, "I've noticed you seem more sad/tired/distracted/withdrawn than normal. Are you OK?"

- Sit back and listen without judgment
- Take them seriously
- Don't interrupt or rush
- Encourage them to explain or elaborate
- If they get upset, stay calm
- Let them know you're asking because you're concerned about them

- Don't try to fix it for them or cheer them up
- Let them know they're not alone
- Ask if they've talked to anyone else
- Ask what they think might help
- Get action-oriented; ask, "What would be a good first step?"
- Suggest the EAP

- Whether the conversation takes place or not, make a plan to follow up
- Put a reminder on your calendar
- Check in by saying, "I've been thinking about you and wondering how you've been doing."
- If the problem persists, ask, "Have you considered talking to a professional?"
- Have EAP information ready

RU OK?TM

A conversation could change a life.