

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 or +1-309-820-3604

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

- » Click "Get started now"
- » Choose a location under "Where do you live?"
- » Select company; click Caterpillar or Caterpillar Inc.
- » Select a language (optional)
- » Click "Global Helplines"

EAP Website and email access to services

CaterpillarEAP.com

Caterpillar Benefits site and onsite EAP access

EAP.cat.com

Mobile app and text access

Download the My EAP app for iOS, Android and Blackberry

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



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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- Say, "I've noticed you seem more sad/tired/distracted/withdrawn than normal.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

R U OK?[™]

A conversation could change a life.