

## Quick Tips to Help the Supervisor Recognize the Distressed Trainee

National Institutes of Health

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**Foster Well-Being:** As a supervisor or training director, you are responsible for the productivity and well-being of your trainees.

### Observe Distress

**EARLY WARNING SIGNS:** Be proactive in promoting well-being and identify warning signs related to distress, such as:

- **Attendance:** Absenteeism, tardiness, decreased productivity
- **Behavior:** Inappropriate conduct, changes in appearance, unkempt, sadness, abrupt changes in mood, irritability, agitation, interpersonal difficulties, fatigue, difficulty concentrating, decreased motivation, expression of self-harm

### Consult and Connect with Resources

- Clarify supervisor and trainee needs and outline strategies to:
  - optimize referrals for care
  - enhance workplace functioning
  - ensure safety
- Contact:
  - OITE
  - EAP
  - OMS
  - Civil
  - Ombudsman

### Triage EMERGENCIES

- Police, 24/7, Imminent threats, workplace violence, harm to self or others
  - Main Bethesda Campus call NIH Police: 911-landline; 301-496-9911-mobile
  - All other NIH facilities call Local Police: 9-911 – landline; 911 – mobile
- OMS, 24/7, Evaluations for abrupt behavior change, substance abuse, injury, illness
  - 301-496-4411, 301-496-1211 (after hours)

### Resources

National Institutes of Health

#### **Office of Intramural Training & Education (OITE)**

301-496-2427

[training.nih.gov](http://training.nih.gov), [oite-wellness@nih.gov](mailto:oite-wellness@nih.gov)

Career Services | Educational Counseling & Advising

- Consultation & training for Supervisors
- Graduate and professional school advising
- Career exploration and advising
- Interpersonal skills development
- Wellness workshops and advising
- Cultural adaptation to USA
- Strategies to improve mentor/mentee relationships

### **Employee Assistance Program (EAP)**

301-496-3164

[ors.od.nih.gov/sr/dohs/EAP](https://ors.od.nih.gov/sr/dohs/EAP)

Mental Health Professionals | Confidential | Voluntary

- Short-term Counseling
- Crisis Intervention
- Community Resources & Referral
- Supervisory Consultation
- Assistance referring trainees to EAP
- Phone and face-to-face consultations

### **Civil Program (NIH Human Resources)**

301-402-4845

<https://civilworkplace.nih.gov>

Anti-Harassment Hotline 833-224-3829

Response Team | Coordinators | Anonymous Reports

- Consultation to mitigate workplace difficulties, including all forms of harassment, inappropriate, uncivil, and other disruptive behavior
- Resource for all forms of harassment, inappropriate, uncivil, and other disruptive behavior impacting the workplace

### **Ombudsman (Center for Cooperative Resolution)**

301-594-7231

[ombudsman.nih.gov](https://ombudsman.nih.gov)

Consultation | Coaching | Facilitation

- Neutral, confidential, independent resource
- Coaching, individual and team problem-solving
- Conflict resolution of personal and interpersonal issues
- Identify work-related systems problems

### **Occupational Medical Service (OMS)**

301-496-4411

301-496-1211 (after hours)

<https://go.usa.gov/xnhG3>

Medical Emergencies | CC Bldg. 10, OP6

- 24/7: Evaluations for abrupt behavior change, substance abuse, injury, illness

### **Emergencies/Police**

24/7, Law Enforcement

- **Main Bethesda Campus**  
Call NIH Police  
911 landline, 301-496-9911 mobile  
Non-emergency, 301-496-5685
- **All other NIH facilities**  
Call Local Police  
9-911 landline, 911 mobile