

YoUR Support  
Resource Guide for Staff Emotional Support

Serious event resource need	Support resources
Staff emotional support	<ul style="list-style-type: none"> <li>• Employee Assistance Program (EAP) to contact 24/7 Counselor on-call and request YoUR Support: (585) 276-9110</li> <li>• Chaplaincy on-call 24/7: (585) 275-2222</li> <li>• <a href="#">Well-U Programs</a>: A variety of mental health and wellness resources available to URM C employees. Individual and group programs are offered.</li> </ul>
HR Business Partner	<ul style="list-style-type: none"> <li>• Available M-F, normal business hours. After hours, leave message. <a href="http://www.rochester.edu/working/hr/contact/contact_list.html">http://www.rochester.edu/working/hr/contact/contact_list.html</a></li> <li>▪ Consults with management, providing HR guidance when appropriate.</li> <li>▪ Manages and resolves complex employee relations issues. Conducts effective, thorough and objective investigations.</li> </ul>
Patient/family/staff complaints related to patient care	<ul style="list-style-type: none"> <li>• Patient and Family Relations: (585) 275-5418</li> <li>• Note: Area staff should attempt to resolve complaint. If unable to resolve, call Patient &amp; Family Relations Dept.</li> </ul>
Patient/employee/visitor commission of a crime contributing to the serious event	<ul style="list-style-type: none"> <li>• Call Public Safety: (585) 275-3333</li> </ul>
Staff Professional Conduct incident	<ul style="list-style-type: none"> <li>• Notify manager of area, if desired.</li> <li>• <a href="#">UR Reporting policies, procedures, and guide</a></li> <li>• Follow your department's guidelines regarding using RL Solutions Event Reporting System Professional Conduct Form</li> <li>• Complete Policy against discrimination and harassment (<a href="#">PADH</a>) form</li> <li>• Call Intercessor: (585) 275-9125</li> <li>• Report sexual assault, harassment, discrimination to <a href="#">University Title IX Office</a></li> <li>• URM C Integrity Hotline: (585) 756-8888</li> </ul>