

# A Leader's Orientation to the Employee Assistance Program (EAP)

## Your Employee Assistance Program (EAP)

- A pre-paid benefit
- Confidential—individual information is not reported back to your employer
- Available to all your household members and dependents
- Easy to reach through your toll-free number or online
- Available 24 hours a day/7 days a week

## Common reasons people use EAP services

- Manage stress
- Enrich relationships
- Support a healthy lifestyle
- Work conflict
- Build coping skills
- Anger management
- Tobacco/nicotine cessation
- Enhance problem-solving skills
- Improve sleep
- Build a support system
- Boost emotional health
- Better balance work and life
- Alcohol or substance use concerns
- Child and elder care resources
- Enhance parenting skills
- Time management resources

## What can I expect when I call the EAP?

- Toll-free accessibility
- Confidential assistance with all life areas:
  - Parenting
  - Work-life balance
  - Communication
  - Healthy living
  - Professional growth
  - Healthy aging
  - Stress and anxiety
- Confidential telephonic consultation and referrals
  - Counseling/coaching

## What can I expect when I visit the website?

Program tiles make for easy access to information 24 hours a day, seven days a week!

- Provider search
- Live chat
- Program information

- Monthly newsletter and live webinar
- Learning center
  - Emotional health and wellness content including articles, videos, assessments
  - Videos, podcasts and webinar recordings
- Self-care programs
  - **FearFighter**® for anxiety (general, phobia, panic)
  - **MoodCalmer** for mild to moderate symptoms of depression
  - **RESTORE**® for overall sleep difficulties
  - **OCFighter** for obsessive compulsive disorder
  - **SHADE** for drug and alcohol abuse (and associated depressive symptoms)
  - **ComfortAble** for chronic pain
- Convenient links to download mobile apps including:
  - Apps for many of the self-care programs (listed above)
  - LifeMart discount center

## Work-life

Online you'll find a variety of resources and information to help you manage work and life, such as

- ✓ Parenting
- ✓ Finance/legal
- ✓ Health and wellness
- ✓ House and home
- ✓ Travel
- ✓ Pet ownership
- ✓ Education
- ✓ Career
- ✓ LifeMart discount center (offering hundreds of discounted services for you and your family)

**Don't have time to search online?** Call your 800 number to access convenience services, which offers you pre-screened, qualified referrals to providers, resources, and educational materials. You'll get personalized assistance finding services, such as:

- Home or car
  - Repair services
  - Home improvement
- Relocation assistance
  - Mortgage brokers
  - Moving companies
- Education
  - Private/public schools
  - Colleges/universities
- Parenting
  - Adoption
  - Child care
  - Summer camps
- Seniors
  - Elder care

## Legal and financial

### Legal assistance

- Free consultation on the phone or in person (up to 60-minutes)
- Discounted fees for services needed after the initial consultation
- Online tools, education and resources for help with:
  - ✓ Debt and credit
  - ✓ Divorce
  - ✓ Real estate
  - ✓ Taxes and audits
  - ✓ Trusts
  - ✓ Wills

### Financial coaching

- Two free telephone consultations (up to 30-minutes each)
- Discounted fees if you elect to continue working with a financial coach beyond initial consultations
- Online tools, education and resources for help with:
  - ✓ Budget planning
  - ✓ Debt and credit
  - ✓ College and retirement planning
  - ✓ Taxes and audits
  - ✓ Loan and mortgage assistance

### Identity theft resolution

- ✓ Free telephone consultation (up to 60-minutes)
- ✓ Fraud Resolution Specialist™
- ✓ Listens to issues, answers questions
- ✓ and gives directions and tools to help resolve your situation
- ✓ Free ID Theft Emergency Response Kit<sup>SM</sup>

## When managers visit the website

- ✓ Information on your EAP's manager support tools and resources
- ✓ Management skills articles
- ✓ How to address job performance concerns
- ✓ Manager-specific recorded webinars

## Workplace Support - Core issues

- ✓ Anger Management
- ✓ Absenteeism
- ✓ Conflict resolution
- ✓ Deteriorating job performance
- ✓ Substance use issues
- ✓ Threat of violence
- ✓ Bullying and harassment
- ✓ Emotional instability
- ✓ Stressful and traumatic events

## Workplace Support – Warning signs

- ✓ Decline in work quality, quantity, missing deadlines
- ✓ Difficulty working with others
- ✓ Accidents/injuries
- ✓ Chronic exhaustion, drowsiness
- ✓ Arriving late, leaving early, unscheduled absences
- ✓ Lack of interest or participation
- ✓ Moodiness, irritability, over-reactive, anger outbursts
- ✓ Harassing or bullying others
- ✓ Excessive personal phone use

## Workplace Support – How the team can help

Consultations with leaders & human resource personnel:

- ✓ Clarify/define the issue
- ✓ Coaching
- ✓ Refer back to company policy/legal department
- ✓ Address workplace and employee safety concerns
- ✓ Develop action plan
- ✓ Facilitate referrals
- ✓ Follow up

## Referral options

Informal Referral	Formal Referral* *Available with some company benefits	Mandatory Referral* *Available with some company benefits
<ul style="list-style-type: none"> <li>• Management makes suggestion</li> <li>• Employee’s participation is voluntary</li> <li>• No feedback given to company</li> </ul>	<ul style="list-style-type: none"> <li>• Management formalizes the process</li> <li>• Employee’s participation is voluntary</li> <li>• Company receives feedback with proper release that the employee has called EAP and attended one appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Management calls in referral to EAP</li> <li>• Employee’s participation is required to avoid consequences as determined by the company</li> <li>• Company receives feedback on compliance with all recommendations throughout entire referral until clinically indicated for closure</li> </ul>

## Julie

- Good customer service call center employee of 5 years.
- Lately observed crying and keeping to herself.
- Co-workers are aware she may be having family issues.
- Using leave time excessively
- Although scheduling leave according to attendance policies, about to exhaust available time. Next - absences without pay and accrue 'points'.

### What do you think would be the best referral option for Julie?

- No specific performance issues or violation of leave time.
- A **formal referral** chosen to facilitate access to counseling and resources.
- Learned to be caring for elderly mother with dementia, no local family supports, and stressful incidents of her wandering off while Julie was at work.
- Assisted in accessing local adult day care and assisted living options, enrolled mother in day care and accessed much needed financial help.
- Follow-up reports of no concerns and thankful to manager for help accessing much-needed EAP support and resources.

## Ted

- Tenured employee, works remotely 20 days with limited resource access.
- Called work, somewhat incoherent when speaking with the HR manager, stated inability to come in due to being under the influence and disclosed substance use issue.
- Suspended pending provider treatment recommendations.

### What do you think would be the best referral option for Ted?

- As part of a **mandatory referral**, was referred for face to face EAP assessment and recommended longer-term outpatient counseling.
- Plan - monthly sessions, allowing for return to work and participation in care.
- Agreed to abstinence and when working remotely to utilize the web-based SHADE program through the EAP website - a ten-session program for alcohol and/or drug use.
- Successfully completed 7 months of counseling and an additional 5 months of telephonic support through the EAP.
- Maintained abstinence throughout. No additional concerns reported during the one year time frame. Case successfully closed.

## Doug

- Customer service associate referred for making multiple errors and an anger outburst with manager when confronted about performance.
- In prior 6 months, received verbal counseling from manager for the performance concerns.
- Manager reported poor attitude before referral was initiated. Job was in jeopardy if concerns were not resolved.
- Doug remained actively working during the course of referral.

### What do you think would be the best referral option for Doug?

- **Mandatory referral** to EAP counselor who recommended ongoing care to address workplace concerns and outside stressors impacting mood and performance.
- Initially minimized workplace concerns. During the course of care insight improved on the concerns and his role on improving those concerns.
- Initial HR reports were of some improvement in mood and performance but errors continued. Additional care was recommended.

- Participated in 3 additional months of counseling through insurance.
- Mood, attitude and performance improved. No longer making errors. More responsive to his manager's feedback. Case closed successfully.

## Tom

- Tom's son recently passed away after a long illness.
- He returned to work and is meeting expectations of his role but has been observed tearful at his desk.
- Today was in the restroom crying and talking with his spouse on his cell phone.

### What do you think would be the best referral option for Tom?

- His manager met with Tom, acknowledged how difficult it must be to go through the loss.
- Assured Tom there were no concerns with performance or meeting objectives.
- **Informally** offered the EAP program, shared the 800# for access and advised services are confidential and available to Tom and his wife. Tom thanked the manager for the EAP information.
- The next week Tom followed up with his manager to say he called the EAP and was referred to a local counselor who had a skill in bereavement. He and his wife attended, felt it was very helpful and they will continue to attend.
- Tom was grateful for his manager providing him with the service.

## Critical Incident Response (CIR)

- ✓ Employee death
- ✓ Threat of violence
- ✓ Termination
- ✓ Criminal act
- ✓ Natural disasters
- ✓ Accidents
- ✓ Downsizing
- ✓ Suicide

## Goals of CIR services

- ✓ Calm the environment
- ✓ Lessen critical incident stress
- ✓ Mitigate escalation of distress
- ✓ Encourage and elicit the natural resiliency of the workforce
- ✓ Provide opportunity for assessment/follow-up

## Workplace Support's CIR services

- 24/7 Access – intake, consultation, resources
- Onsite Support - crisis response services
- Clinical follow up - post-incident support

## Learning Events

### Topics

- ✓ Emotional Well being
- ✓ Healthy living
- ✓ Home & family

- ✓ Leadership
- ✓ Working well

#### **Schedule a session**

- ✓ In-person
- ✓ Webinar

#### **Live webinars**

- ✓ Monthly members
- ✓ Quarterly managers

#### **On demand**

- ✓ Recorded webinars
- ✓ Podcasts

#### **Video resources:**

Employee Orientation: <https://youtu.be/-49B33UYmTg>

Work-life Services: <https://youtu.be/dOglUWZvfHw>

Legal and Financial Services: <https://youtu.be/aujLvcJnd2s>

Critical Incident Response Services: <https://youtu.be/OksbL43-IQU>