




**Your Employee Assistance Program –
It's More Than Just Counseling**


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AGENDA

1. Hire-to-Retire (H₂R): Program Review
2. The Employee Assistance Program (EAP):
More Than Just Counseling
3. Wellness Connection
4. Employer Services
 - Supervisor Consultation
5. Resources

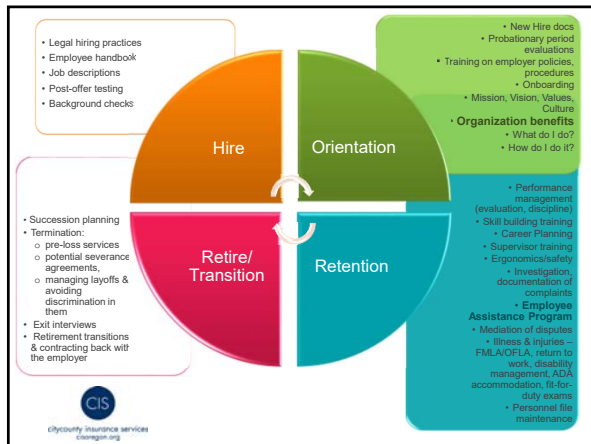


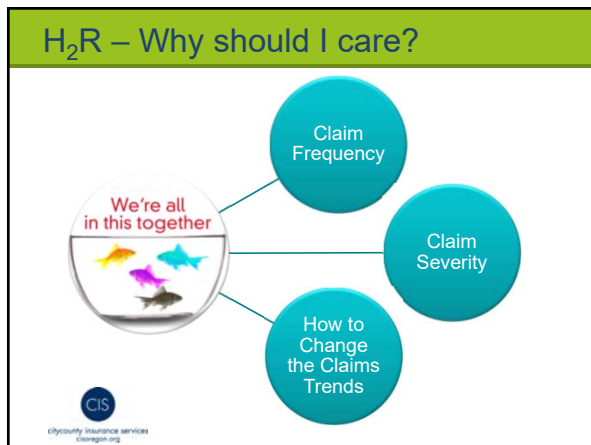
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Hire to Retire (H₂R): Program Background



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Work/Life Services



Counseling Services

Available to all household members, related or not:

- 24 hour crisis line
 - For you and any household members experiencing a crisis
- 5 confidential counseling sessions
 - Face-to-face counseling sessions for each new issue, including family, relationship, stress, anxiety, and other common challenges



Mediation Services

- Free 30 minute consultation for personal, family, and non-work related issues by phone or in person. 25% discount provided if the specialist is retained.
 - Divorce
 - Neighbor disputes
 - Real Estate



Legal Services

- Free 30 minute legal consultation by phone or in person
- 25% discount in legal fees for non-work related services



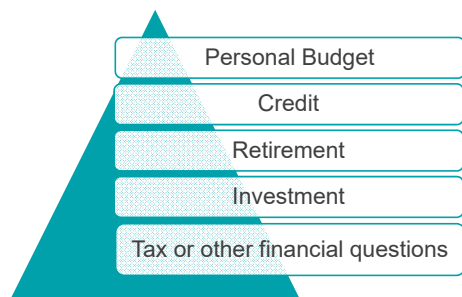
Will Preparation

- Individuals can call to request a Simple Will Template, which can be completed on their own time.
- Once completed, the template needs to be notarized to make it legal, according to state law.



Financial Services

Help with:



Financial Services

Access free phone consultations for up to 30 days for each new financial matter

- Example: debt counseling, budgeting, and college or retirement planning

Receive a 25% discount off specialist's normal fees when their service is retained.



Home Ownership Program

Free support and information regarding:

- Shopping for a home
- Financing or re-financing
- Relocating
- Selling a home



Identity Theft Services

Support after an incident with identifying the steps to take towards restoring your identity and credit.



Questions?



*Do not be afraid to ask dumb questions.
They are easier to handle than dumb mistakes.
-- Unknown*



Wellness Connection



Wellness

- Online Personal Health Profile
- Biometric Screenings
- Incentive Management



Wellness – Health Coaching

Free private health coaching sessions by phone or email

Weight loss

Exercising

Reducing stress

Smoking cessation

Managing chronic health conditions



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Wellworks for You

■ Unlimited access to online wellness portal

– Behavior modification resources

- Fitbit Device Synchronization
- Interactive Nutrition & Fitness Planner
- Fitness Planner
- Weekly Recipes & Grocery Lists
- Health & Wellness Assessments
- Personal Wellness Journal
- Wellness Calculators
- Weight & Health Metrics Trackers



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Employer Services



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Critical Incident Stress Debriefings

- Help for worksites coping with critical incidents
- Provides emotional support in workplace following a traumatic event which may leave employees affected by event
- Debriefings are delivered by local, credentialed EAP providers



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Worksite Services for Supervisors



Unlimited Supervisor Consultations

- Consultations offer assistance with performance issues and other worksite challenges.



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Recognizing and Tracking Issues

Supervisor consultations to:

Define problems and review solutions

Discuss confidentially a subordinates job performance/conduct

Provide coaching to deal with disputes between individuals or among work groups

Assist with the reintegration of employees into the workplace after a leave of absence or critical incident



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Signs of Deteriorating Performance

- Increased Absenteeism
- On the Job Absenteeism
- Erratic Work
- Lowered Job Efficiency
- Friction with other employees
- Concentration Problems
- Confusion
- Unusual Behavior



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"Still Alice", Julianne Moore

Signs of Deteriorating Performance

How to recognize that you need professional help:

- Declining performance
- Inability to sleep or excessive sleep
- Losing or gaining weight
- Feeling low or tired all the time
- Mood swings: crying, getting angry
- Not wanting to talk to anyone



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Confronting an Employee – DON'Ts

- Speculate or label the problem by using terms such as family issues, depression, drinking, anxiety, etc.
- Moralize or preach to the employee about his or her problem
- Lose your temper or let the meeting deteriorate from the professional level



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Confronting an Employee – DO's

- Base the conversation on job-related performance and behavior
- Have samples of declining performance – speak to the documents
- Be straight forward about the seriousness of the problem
- Specify exactly what needs to be changed and how follow-up will occur
- Document the meeting
- Offer EAP as a resource for any personal problems



Making an EAP Referral

- Making an EAP referral is compassion-based and intended to help people resolve challenging life problems.
- As part of established personnel policies, include an EAP management referral program for:
 - Discipline / Conduct / Safety
 - Substance Abuse



Making an EAP Referral

1. Supervisor and HR identifies job performance problems and calls EAP to clarify an intervention strategy.

2. Supervisor / HR meets with employee to clarify job performance problems and expectations, sign appropriate referral forms.

3. EAP Consultants work with employee.

4. EAP reports adherence information to Supervisor / HR.



Resources – Links and Posters



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Posters to Print – RBH Road Maps

MM8

- Coping with suicide loss
- Grief in the workplace – supporting staff
- Balancing Work with Family
- Coping with trauma
- Critical incident info
- Eating disorders
- What to do as a supervisor



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Personal Advantage: Web Resources

Personal
Growth

Financial
and Legal

Caregiving

Advance
Care
Planning

Hospice &
Palliative
Care

Grief and
Loss



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Education Opportunities

Ways to share EAP information:

- Introduce this benefit in New Employee Orientation
- Supervisors meetings



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December Webinar

Aligning Work Measurements with Goals

December 17 | 10:00-11:00 am

Presenter: Kurt Chapman, CIS Senior HR Consultant

Register at:

Learn.cisoregon.org





Thank You!

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