

Supervisor Orientation

YOUR EMPLOYEE ASSISTANCE PROGRAM:

WHAT IT IS...WHAT IT CAN DO FOR YOU



What Is an EAP?

- Professional counseling service
- Assessment/counseling/referral
- Management consultation
- Assistance with life issues



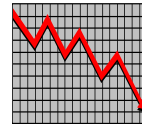
The History of EAPs

- 1940** Occupational alcoholism programs created
- 1960** Broadened to cover a wide range of personal problems
- 1970** Expanded to private vendors to promote utilization and protect confidentiality
- 1980** Medium/small companies contribute to growth of EAPs
- 1990** Services extended to address workplace diversity and work-life issues

Why Do EAPs Exist?

Personal, Mental Health, and Substance Abuse problems are costly.

- Absenteeism
- Productivity
- Accidents
- Loss of employee potential



EAP Basics

- Confidential - strict compliance with state and federal laws
- Free - prepaid by the employer
- Professional - selection, credentials
- Voluntary



Access

- 24 hour, 7 days/week, 800 telephone line
- Licensed/certified professionals answer your call
- Referral to local, licensed network counselor
- Face-to-face visits
- Crisis intervention

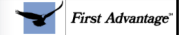


EAP Services



- Cover employee and eligible dependents
- Comprehensive assessment
- Short-term counseling if appropriate (up to **3 visits**)
- Referral to community or private resource
- Follow-up
- Advocacy

Types of Problems Served



Relationships Marital Singles Sexual	Health AIDS Cancer	Conflicts Resolution Cultural Reorganization
Work/Family Occupational Personal Family Parenting Elder care Parent-child	Emotional Depression Anxiety Adjustment Grief Trauma	Addictions Alcohol Drugs Gambling Relationships Family Food
Workplace Downsizing Change	And Other Problems of Living...	

Child and Family Services



- Practical assistance on:
 - *Childbirth and nursing*
 - *Adoption*
 - *Parenting skills*

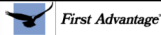


Child and Family Services



- Resources and referrals for:
 - *Childcare services for special needs*
 - *Daycare providers*
 - *Pre-schools*
 - *Camps*
 - *Support groups*
 - *Public and private schools*
 - *College selection*

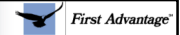
Child and Family Services



- Information packets available on:
 - *Choosing a nanny*
 - *How to choose a daycare center*
 - *Communication with an adolescent*
 - *Variety of child/adolescent parenting topics*



Eldercare Services



- Information packets available on:
 - *Care of the elderly*
 - *Care of the disabled adult*
 - *Healthcare appraisals*

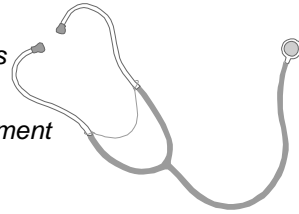


Eldercare Services



▪ Referrals for:

- Home care
- Nursing care
- Nursing homes
- Hospice
- Case management



Eldercare Services



▪ Consultation available on:

- Health insurance
- Legal issues
- Housing concerns
- Support services
- Financial planning



Legal Services



▪ Telephone consultation with licensed lawyer on:

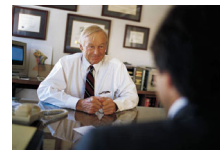
- Divorce
- Annulment
- Separation
- Child custody disputes
- Auto-related matters
- Foreclosure and forfeiture

Legal Services

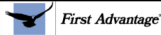


▪ Referral Services

- Face-to-face consultation
- Initial 30 minutes free
- 25% discount rate from usual hourly rate



Legal Services



▪ Emergency telephone consultation

- Available 24-hours a day
- 7 days a week
- For arrests/car accidents

Legal Service Lawyers

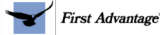


▪ Legal Services Lawyers will not consult on:

- Work related issues
- Second opinions
- Third party questions
- Issues regarding your private business



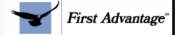
Financial Services



- Telephone access to financial counselors
- Assistance with issues such as:
 - *Financial planning*
 - *Debt management*
 - *Investments*
 - *Taxes*
 - *Budgeting*
 - *Cash management*
 - *Insurance*

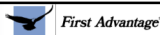


Financial Services



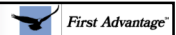
- Calls supplemented with written materials
- Investment counseling is provided by Certified Financial Planners
 - *Advice given is strategic vs. tactical in nature*
 - *Counselors will not refer to financial planners or promote their own products*

Concierge Services



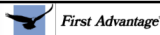
- Concierge Information Line provides employees with access to information on:
 - *Shopping: Where to find it -clothing, art, antiques, sporting goods, computers*
 - *Shopping Services: grocery, gifts, personal shoppers*
 - *Medical: hospitals, physicians, specialists, ambulance services, pharmacies, emergency information*
 - *Dining: cuisine, cost, neighborhood, specialties, latest reviews*

Concierge Services



- *Entertainment: guides to movies, concerts, theaters, ballet, opera and more*
- *Nightlife: nightclubs, late night events, places to go for every taste at any hour*
- *General Services: painters, pet sitters or groomers, contractors, auto repairs, apartment brokers, translators, drivers, personal care, physical fitness, landscapers, carpenters, roofers, plumbers, electricians, home catering and more*

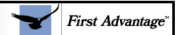
Online Resources



ONLINE RESOURCES address a wide range of topics focusing on work/life, mental health and personal development including:

- Parenting/Children
- Finances
- Legal issues
- Health
- Helping aging parents
- Workplace issues
- Managing people
- International topics
- Emotional well-being
- Addiction and recovery

Online Resources



ONLINE RESOURCES are convenient, accessible and effective:

- *Self-assessments and quick quizzes*
- *Monthly newsletters*
- *Periodic seminars*
- *Financial calculators, worksheets & child/elder care locators*
- *Life articles, web links, quick tips, audio tapes and recommended reading*

Helping people help themselves

Online Resources



Online Log-on Instructions

1. Log onto the internet
2. Type <http://www.fadv.com/eapsap>
3. Click on  **Online Resources**
4. Click on  [Click to Access Services](#)

Online Resources



Online Log-on Instructions Cont'd.

5. User ID = XXX (case sensitive)
6. Password =XXX (case sensitive)
7. Click on the "Enter" icon
8. Experiment, explore and have fun!

Anonymous access from your
personal computer

EAP Services



Available
24-hours a day
7 days a week

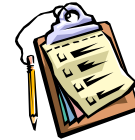
Call First Advantage
800.935.9551



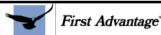
Management Training



- Agenda
 - *The role of the manager*
 - *Services available*
 - *The troubled employee*

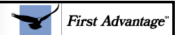


The Role of the Manager



- To lead others in accomplishing goals:
 - *Set direction*
 - *Manage resources*
 - *Provide tools*
 - *Provide feedback*
 - *Monitor performance*

When to Contact the EAP



- Disturbing event / Critical incident
- Consultation for work related issues
- Initiate supervisory referral process

Disturbing Event / Critical Incident



- Situations which disrupt the workplace and challenge the employee's ability to cope
 - Death or illness of a coworker
 - Victim of crime or violence
 - Natural disasters



Actions after Event



- Immediate threat - notify police and/or security
 - Know company workplace violence policy
- Notify Human Resources of any incidents
- Contact First Advantage - We will arrange for onsite intervention and provide support and follow up services to employees

Managers Are Key to Success



- Periodic reminders
- Management suggestions
- Supervisory referral
- **Mandatory referral (last chance agreement)**

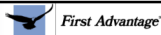


The Troubled Employee



- Attendance
- Performance
- Behavior
- Physical signs

Warning Signs:

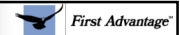


Attendance

- Tardiness
- Extended lunch time
- Abuse of leave / Unscheduled leave
- "On the job" absenteeism
- Patterns of absenteeism
 - i.e. Mondays, Fridays, etc.



Warning Signs:



Attendance

- Missing deadlines / Extended time needed to complete tasks
- Inconsistent work quality
- Work quality below expectations
- Difficulty following instructions
- Forgetfulness / Absentmindedness
- Job accidents
- Inability to learn from mistakes

Warning Signs:

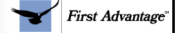


Behavior

- Verbal threats or assault
- Insubordinate
- Inability or unwillingness to cooperate
- Harassing and/or disrupting co-workers
- Complaints about employee from others
- Isolation/alienation from co-workers



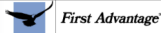
Warning Signs:



Physical

- Weariness, exhaustion
- Unusual untidiness
- Slurred or rapid speech
- Sleepiness (nodding)
- Unsteady walk
- Signs of physical violence
- Changes in appearance after lunch breaks

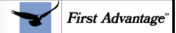
What to Do:



Supervisory Referrals & Suggestions

- Observation
- Written documentation
- Initial constructive interview
- Follow up interview

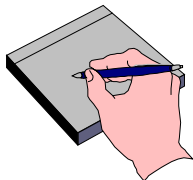
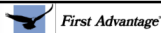
Observation



- Take responsibility for being aware of employee workplace behaviors
- Look for patterns of behaviors that affect the workplace
- Recognize that a problem exists

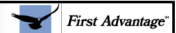


Written Documentation

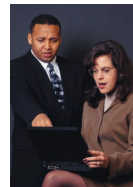


- Absenteeism - **record of specific dates**
- Tardiness - **record of specific dates and times**
- Work mistakes, poor quality - **have specific examples**
- Poor work attitude - **list specific examples**

Preparing for the Interview



- Select a time and place (should be private but not isolated)
- Beware of own expectations
- Be consistent
- Bring written documentation
- Consult with First Advantage



Initial Corrective Interview: First Advantage®

Supervisory Suggestion

- Review the history of the problem and why you are concerned
- Tell the employee that you are establishing a course of corrective action
- Clearly outline your expectations for job performance
- Be prepared for the employee's reaction; listen and refocus

Initial Corrective Interview: First Advantage®

Supervisory Suggestion

- Describe all aspects of the course of action
- Present EAP as a resource, provide overview emphasizing confidentiality
- Indicate what next step in discipline process will be if expectations not met
- Set date for follow up meeting and express your confidence/support

The Follow-up Interview First Advantage®

Supervisory Referral

- Review progress toward goals
 - *Compliment positive change*
 - *If no improvement, make supervisory referral to the EAP*
- Inform employee that you are making supervisory referral
 - *provide EAP access information again*
- Consult with & notify EAP you are making a referral

Supervisory Referral First Advantage®

- Upon accessing the EAP, employee will be asked to sign a release of information
 - *Without release, EAP will only reveal whether employee came to appointment*
 - *With release, EAP will provide compliance and attendance information*
- Continue to monitor performance, behavior and attendance

Supervisory Referral First Advantage®

- If employee does not accept or follow through on referral
 - *The EAP is not a part of the disciplinary process*
 - *Consult with Human Resources*
 - *Follow company disciplinary process*

The Mandatory Referral First Advantage®

- **Dictated by company policy**
 - *Always consult with Human Resources*
- **Job termination or "last chance"**
 - *Non-compliance with referral and recommendations is reason for termination*
- **Releases must be signed**
- **Follow steps of interview process in coordination with Human Resources**

EAP Services



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