EAP Orientation for Managers and Supervisors

2018

CompEAP
we are comprehensive

PROGRAM OBJECTIVES

You will learn:

- What the Employee Assistance Program (EAP) can do to help employees & families.

- How the EAP can assist supervisors who are dealing with employee personal problems.

- How to refer an employee to the EAP.

CompEAP
we are comprehensive

EAP (Employee Assistance Program)

"A worksite based program to help companies address productivity issues and help employees identify and resolve personal problems that may affect well-being and job performance."

How EAP Helps Employees & Their Families

Counseling

Legal/Financial

Childcare

Eldercare

Work/Life Services

Wellness Coaching

Sleep Coaching

MANAGERS ARE EMPLOYEES TOO!

CompEAP
we are comprehensive

How EAP Helps Supervisors & Managers

- You want to help your employees but still need to get your own work done.

- Want to be involved but quickly can become over involved!

- Well meaning conversations quickly evolve into "too much information" situation.

CompEAP
we are comprehensive

Employee Pathways Into EAP

Employee Self-referral

- Aware of EAP through brochures, posters, social media, word of mouth, benefit fairs, prior experience etc.

Management Referral:

- Performance issues not present (Informal)
- Performance issues present (Formal)

CompEAP
we are comprehensive

QUESTIONS SO FAR?

CompEAP
we are comprehensive

Management Referral:
No Performance Issue (Informal)

- Informational and supportive: making sure employee is aware of benefit

- Preventative

- Confidentiality emphasized

- No need for manager to call EAP consultant

CompEAP
we are comprehensive

Management Referral:
Performance Issue (Formal)

- Discuss situation with Human Resources

- Contact your EAP management consultant to develop a coordinated plan

- Meet with employee and discuss EAP referral as part of performance improvement plan

CompEAP
we are comprehensive

Management EAP Referral Tips:

- Referral is "strongly recommended" rather than "mandatory". Persuasion not coercion.

- Set clear performance expectations independent of EAP participation

- Don't diagnose (even when you think you know the problem)

- Emphasize confidentiality and follow-up

CompEAP
we are comprehensive

Privacy & Confidentiality

Information With A Signed Release

- Employee's initial contact with the EAP

- Employee's compliance with EAP recommendations (not their specific nature)

CONSENT FOR THE RELEASE OF INFORMATION
Comprehensive EAP, Inc.

I, _____, authorize_____
   (Name of Person/Client)   (Name of Person/Organization Disclosing Information)

To disclose to/obtain from _____
                            (Name of Person/Organization Receiving/Sharing Information)

The following information:

    ____ Attendance at the EAP
    ____ Participation in Treatment
    ____ Progress/Compliance with Treatment
    ____ Discharge Plan
    ____ Other Information as Specified _____
                    _____
                    _____
                    _____
                    _____

For the purpose of:

    ____ Assisting in Evaluation and/or Referral
    ____ Follow-up on a Referral
    ____ Informing Work Supervisor/HR Manager/Health Services
           Of Treatment Participation
    ____ Other Information as Specified _____
                    _____
                    _____
                    _____
                    _____

The Release of Information will be valid for a period of 90 days from the date signed below.

I understand that by law I need not consent to this release of information; however, I choose to do so voluntarily for the purpose(s) specified above. I understand that I may revoke my consent at any time, except where the disclosure(s) has already been made.

_____   _____
Signature of Client/Participant   **Signature of Witness**

_____   _____
Date   **Date**

CompEAP
we are comprehensive

EAP Is Non-Disciplinary & Voluntary

- EAP's cannot dispense, recommend (for or against), or interfere with disciplinary action

- Participation in EAP does not excuse unsatisfactory job performance

- Your hands are not tied with respect to taking action in response to job performance issues

CompEAP
we are comprehensive

Accessing Services

Phone: Call us at 800-344-1011. A professional counselor will always answer your call and be available for immediate consultation.

E-mail: Contact us at info@compeap.com

Website: Find out more about the services we offer, request services, contact our staff directly and register for our monthly webinars. compeap.com

Text Us: #eldercare, #childcare, #financial, #legal, and #sleepcoach to 781-999-0902.

Smartphone APP: The CompEAP App, available on both Apple and Android devices, gives you fast and easy access to all CompEAP services, the ability to access insightful articles that help you manage your work-life balance as well as initiate service requests through the texting portal, email or phone.

CompEAP
we are comprehensive