

Supervision Issues: How the EAP Can Help



INVEST EAP Services

- 24/7 hot line – **800-287-2173** – Follow prompts to speak with licensed mental health counselor immediately.
- Licensed Mental Health Counselors Statewide
- Assessment, Brief Counseling, Referral
- Work/Life Resource & Referral- Legal, Financial, Daycare, Eldercare, *any* Question
- Critical Incident Stress Debriefings
- Supervisory Consultations as needed
- Wellness Workshops
- Newsletter
- Website~ www.investeap.org/ Org Password: *vlct*



EAP WEBSITE for You and Your Employees: Create your personal log-in!

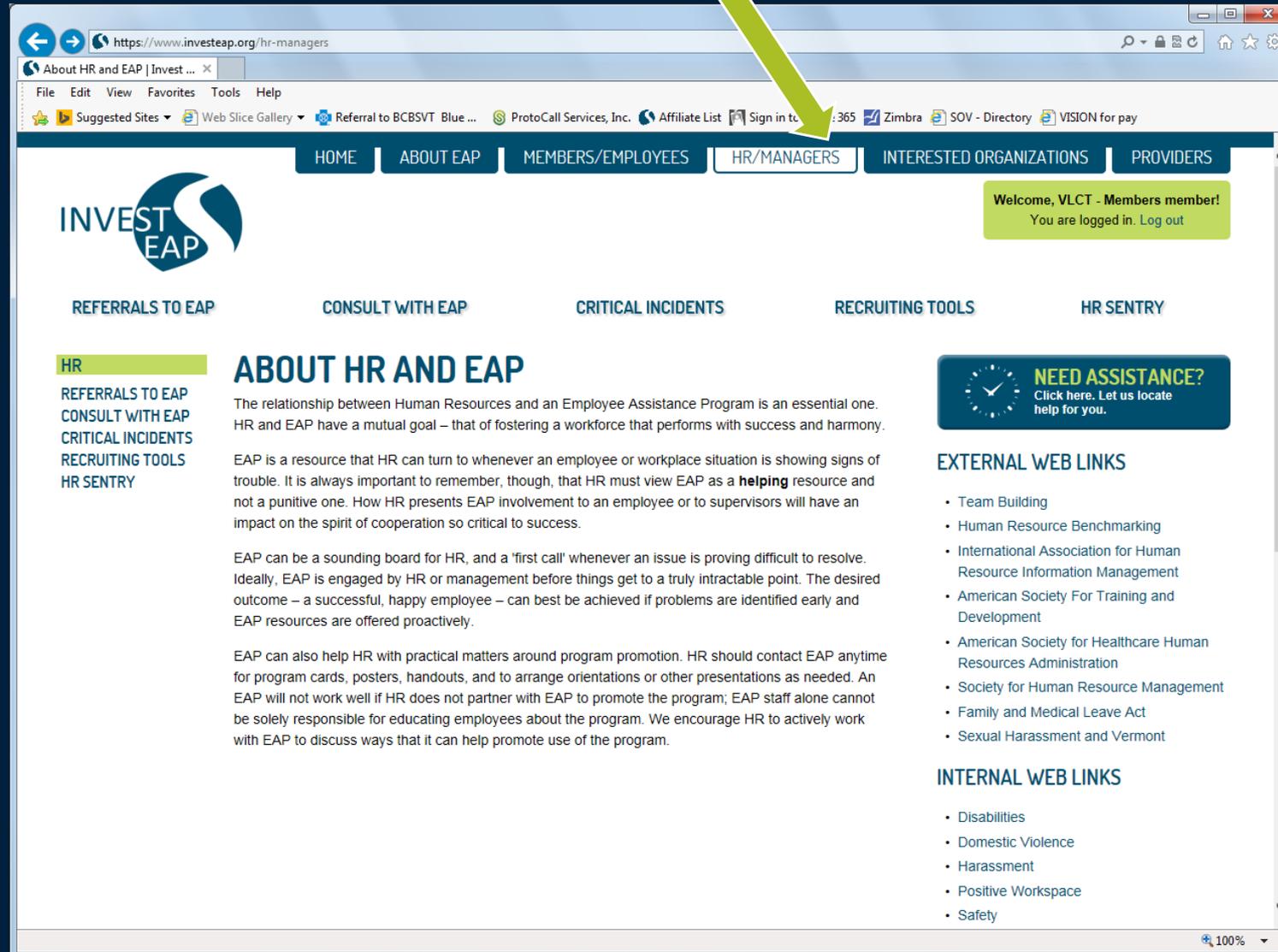


The screenshot shows the Invest EAP website interface. At the top, there is a navigation bar with links for HOME, ABOUT EAP, MEMBERS/EMPLOYEES, HR/MANAGERS, INTERESTED ORGANIZATION, and PROVIDERS. A green arrow points to the PROVIDERS link. Below the navigation bar is a login form with fields for Email and Password, and a LOG IN button. A red text box above the login form reads: "We have upgraded our website! Please click 'create a login' on the right and create your username and password to access the site. If you have any questions please call us during regular business hours, toll free, at 1-888-681-8112." Below the login form is a secondary navigation bar with links for SELF-ASSESSMENTS, FAMILY, MENTAL HEALTH, LEGAL/FINANCIAL, WORKPLACE, HEALTH, NEWSLETTERS, BENEFITS, and STRESS. The main content area features a large image of a woman with her arms raised, and the text "MENTAL HEALTH: FEELING BETTER" followed by a short paragraph: "A balanced emotional state brings everything into perspective. EAP is here to support your maximum mental health and connect you with the resources for your needs." Below this is a row of four green buttons: LEARN ABOUT YOURSELF, ABOUT YOUR EAP, NEWSLETTERS, and NOT A MEMBER?. The browser's address bar shows the URL https://www.investeap.org/ and the taskbar at the bottom shows the system tray with the date 6/1/2015 and time 4:46 PM.

Browser window showing the URL <https://www.investeap.org/members/register>. The page features a navigation menu with links for HOME, ABOUT EAP, MEMBERS/EMPLOYEES, HR/MANAGERS, INTERESTED ORGANIZATIONS, and PROVIDERS. A red notice states: "We have upgraded our website! Please click 'create a login' on the right and create your username and password to access the site. If you have any questions please call us during regular business hours, toll free, at 1-888-681-8112." A login form includes fields for Email and Password, with a LOG IN button and a "Forgot your password?" link. Below this is a "CREATE LOGIN" section with fields for Email, Password, and Organization Password, each with a descriptive note. A "Newsletter" section has a checkbox for "Sign me up for Invest EAP's quarterly newsletter" and a "Create Login" button.



Management Issues?



https://www.investeap.org/hr-managers

HOME ABOUT EAP MEMBERS/EMPLOYEES **HR/MANAGERS** INTERESTED ORGANIZATIONS PROVIDERS

INVEST EAP

Welcome, VLCT - Members member!
You are logged in. Log out

REFERRALS TO EAP CONSULT WITH EAP CRITICAL INCIDENTS RECRUITING TOOLS HR SENTRY

HR

ABOUT HR AND EAP

REFERRALS TO EAP
CONSULT WITH EAP
CRITICAL INCIDENTS
RECRUITING TOOLS
HR SENTRY

The relationship between Human Resources and an Employee Assistance Program is an essential one. HR and EAP have a mutual goal – that of fostering a workforce that performs with success and harmony.

EAP is a resource that HR can turn to whenever an employee or workplace situation is showing signs of trouble. It is always important to remember, though, that HR must view EAP as a **helping** resource and not a punitive one. How HR presents EAP involvement to an employee or to supervisors will have an impact on the spirit of cooperation so critical to success.

EAP can be a sounding board for HR, and a 'first call' whenever an issue is proving difficult to resolve. Ideally, EAP is engaged by HR or management before things get to a truly intractable point. The desired outcome – a successful, happy employee – can best be achieved if problems are identified early and EAP resources are offered proactively.

EAP can also help HR with practical matters around program promotion. HR should contact EAP anytime for program cards, posters, handouts, and to arrange orientations or other presentations as needed. An EAP will not work well if HR does not partner with EAP to promote the program; EAP staff alone cannot be solely responsible for educating employees about the program. We encourage HR to actively work with EAP to discuss ways that it can help promote use of the program.

NEED ASSISTANCE?
Click here. Let us locate help for you.

EXTERNAL WEB LINKS

- Team Building
- Human Resource Benchmarking
- International Association for Human Resource Information Management
- American Society For Training and Development
- American Society for Healthcare Human Resources Administration
- Society for Human Resource Management
- Family and Medical Leave Act
- Sexual Harassment and Vermont

INTERNAL WEB LINKS

- Disabilities
- Domestic Violence
- Harassment
- Positive Workspace
- Safety

https://www.investeap.org/hr-managers/referrals-eap

Referrals to EAP | Invest EAP

File Edit View Favorites Tools Help

Suggested Sites Web Slice Gallery Referral to BCBSVT Blue ... ProtoCall Services, Inc. Affiliate List Sign in to Office 365 Zimbra SOV - Directory VISION for pay

HOME ABOUT EAP MEMBERS/EMPLOYEES HR/MANAGERS INTERESTED ORGANIZATIONS PROVIDERS

INVEST EAP

Welcome, VLCT - Members member!
You are logged in. Log out

REFERRALS TO EAP CONSULT WITH EAP CRITICAL INCIDENTS RECRUITING TOOLS HR SENTRY

HR

[REFERRALS TO EAP](#)
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REFERRALS TO EAP

Referring an employee to EAP for assistance can be one of the most valuable uses of the program. EAP can offer struggling employees the opportunity to express themselves confidentially, while also allowing for coaching and planning around whatever personal or performance issues they may be facing.

The first step to formally referring an employee to EAP is for the direct manager/supervisor to call our EAP Clinical Manager to review the matter at 888-392-0050; our Clinical Manger will be happy to guide you through the process.

This initial discussion is critical to the success of any EAP intervention. First, EAP will help the referring manager or HR representative to assess the situation and identify the *desired outcome*. This stated desired outcome will serve to frame the focus of the EAP counselor's work; without it, a 'blind' referral to EAP regarding a performance problem may miss the mark entirely.

There are several types of referrals to EAP:

- 1. SELF REFERRAL**

Employees are encouraged to call INVEST EAP **directly** to schedule an appointment or talk to a counselor about a particular concern. The EAP is designed to provide convenient, confidential counseling so that problems can be addressed in their early stages, before they begin to interfere with work or personal life. Most of our callers self-refer.

- 2. INFORMAL REFERRAL**

When an employee is struggling with a personal or work-related issue that is not yet affecting his/her performance, colleagues and managers are encouraged to remind the employee of the fact that EAP is available, provide the contact information and encourage its use. Supervisors may facilitate an Informal Referral through one of the following options:

NEED ASSISTANCE?
Click here. Let us locate help for you.

INVEST EAP

Supervisory Training

Using EAP to Improve Your Supervisory Effectiveness

EAP SUPERVISORY ORIENTATION VIDEO



100%

Page: 1 of 1 Words: 0

11:48 AM 5/6/2015



Employee Assistance is here because...

- Municipalities depend on high performance.
- 20% of employees experience problems reducing their productivity by $\geq 25\%$.
- EAP reduces absenteeism, turnover, accidents, low morale, healthcare costs, and supervisory time spent on employee performance problems.



Why any employee or household member calls EAP:

- Anxiety
- Depression
- Workplace Conflicts
- Workplace Bullying
- Family/Relationship
- Domestic violence

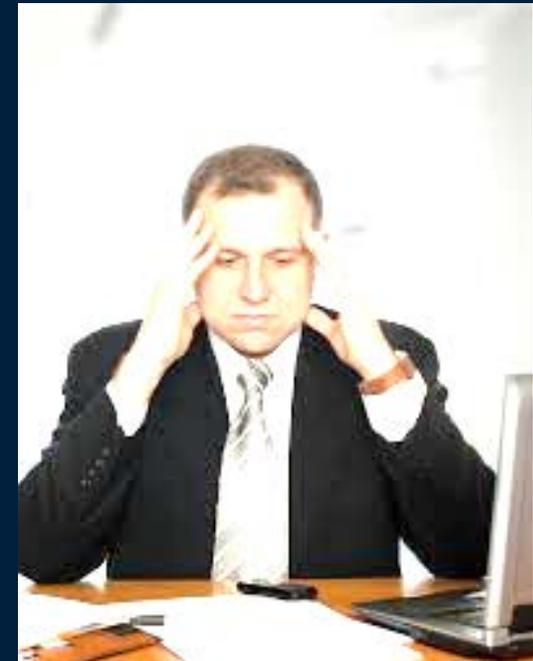


- Drug / Alcohol
- Anger
- Eldercare
- Financial
- Legal
- Childcare

*Any Concern, Large or Small:
If it's on your mind, we can help.*

Why Supervisors call EAP:

- Hitting a wall resolving a problem
- Need objective, confidential consultation
- Unsure how to approach employee
- Old ways of supervising aren't working
- Workplace climate deteriorating
- Feeling burned out



4 Types of Referral to EAP

Self-referral

- 95% of EAP callers self-refer.

Informal referral

- For troubled employee *not yet* having performance affected (remind of EAP benefit)

Formal Referral

- Linked to Performance Problems; not mandated: What *is* mandated is the improved performance...

Safety Sensitive (mandatory) referral

- Employee has demonstrated a risk to self or other. Usually has been removed from workplace. Rare. Check with HR & EAP before making mandatory referral.



Make EAP Part of the Solution

Management consultations are confidential!



Team Approach:

- *EAP* addresses personal problems;
- *You* monitor & address performance.

Call EAP early to prevent disciplinary action and turnover.

Supervisory/Management Consultations

802-951-5156 or 1-888-392-0050

Signs that May Indicate a Problem

- **Unusual Absenteeism**

- Unexplained sick time
- Unusual patterns/ tardiness

- **Decreased Productivity**

- Unacceptable work
- Missed Deadlines



- **Interpersonal Problems in Workplace**

- Yelling, refusing to work with a colleague, gossiping, hitting, bullying, insulting
- Unsafe behavior/accidents
- Complaints from co-workers



Formal Referral Form

COLUMN A: Performance Issues	COLUMN B: Expected Standards
a. Sleeping in hallway	a. Employees are expected to be awake during workday
b. Yelled at town resident who was knocking on door before opening time.	b. Employees are expected to be polite and professional at all times.

This is a referral to EAP counselor Andy Kelley. Please call Andy for an appointment at 802-885-6486 to work on a confidential Plan of Action to make sure that the performance issues are addressed and to accomplish the changes outlined in Column B above.



A CDL Driver Tested Positive?

- *See Notice to Municipalities in Your Packet*
 - DER receives notice of + test
 - DER calls EAP for SAP referral
 - EAP provides 2 SAP names to DER who gives to Employee
 - Employee calls for SAP appointment / assessment.
 - EAP Pays for SAP appointment but does not pay for recommended Treatment or Education
 - DER and SAP have direct communication after that.

Any Challenging Workplace Situation...

- Lends itself to an EAP consult.
- EAP can help you think the situation through & provide an independent, neutral perspective.



Your EAP Account Manager

➤ **Connie Gavin, MA: 802-951-4032**
connieg@investeap.org

➤ **Call Connie**

- If you need to set up Orientations, Workshops, Supervisory Trainings or
- If you need more EAP supplies or
- If you have a concern about how the EAP has responded to a situation. She wants to know.

Your EAP Management Consultants

- Can be reached at your EAP #:
 - 1-800-287-2173; follow the prompts to speak with us immediately
- OR
- Myra Handy, LICSW: 888-392-0050 Toll Free or 802-951-5156 Locally in Burlington

Remember...

- **EAP is not used as punishment**; we help employees solve performance problems.
- **EAP is voluntary**, except in rare safety sensitive situations.
- **Great leaders consult with EAP!**
- **No one loses job for refusing to use EAP**, but because performance problems persist.

EAP is confidential!

Thank you for your time!

