



# FEDERAL OCCUPATIONAL HEALTH

## EMPLOYEE ASSISTANCE PROGRAM

Supervisor Orientation



Federal  
Occupational  
Health

# INTRODUCTION

*“Opportunities are problems in search of solutions.”*

– Denis Waitley



# OBJECTIVES

- Define the Employee Assistance Program (EAP)
- Explain confidentiality
- Highlight specific services designed to support supervisor functions
- Provide insight on what managers and employees can expect from the EAP
- Review management challenge scenarios

# SHARE YOUR EXPERIENCE



Have you ever used the EAP as a supervisory resource?



If so, how did the EAP support you as a supervisor?

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# **EMPLOYEE ASSISTANCE PROGRAM SERVICES**

# EMPLOYEE ASSISTANCE PROGRAM

## DEFINITION

Confidential assessment, referral, and short-term consultative services available to all employees who may be experiencing personal difficulties that negatively affect overall well-being or work performance.



# CONFIDENTIALITY



- Private, voluntary discussions
- Authorization to Use and Disclose (AUD) forms
- No identification of individuals in agency reports
- Confidentiality in accordance with federal and state laws

# OVERVIEW OF SERVICES

- In-person, virtual, and telephonic assessment
- Short-term, problem-solving counseling and consultation
- Referrals to community resources
- Legal and financial services
- Group services
- 24/7/365 telephonic support
- Website resources





# SHORT-TERM COUNSELING

## Can help with:

- Challenging relationships
- Emotional reactions and regulation
- Stress and anxiety
- Depression
- Grief
- Workplace problems
- Family concerns
- Alcohol and drug abuse issues



# WHAT EMPLOYEES CAN EXPECT

- Highly qualified, licensed professionals
- Private, in-person, virtual, or telephonic sessions
- Clinical assessment to:
  - Clarify the problem
  - Identify options
  - Develop a plan
- Referral to appropriate resources if needed
- Follow-up



# LEGAL AND FINANCIAL SERVICES

## Telephonic connection to legal\* and financial advice

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Online access to legal forms and information

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Local in-person attorney services

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Simple will preparation

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Identity theft solutions

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Budgeting and financial planning

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Saving and investment strategies

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Determining retirement needs

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Identifying a local financial planner

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Selecting which credit card to pay off first

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\*Legal advice cannot be provided on employment matters

# VALUE OF THE EAP



Increased  
employee  
retention



Increased  
employee  
productivity



Decreased  
absenteeism



# THE EAP AS A MANAGERIAL RESOURCE

# MAKING USE OF THE EAP

A manager can use EAP services in the following ways:



**As an  
employee**



To address any personal or work-related concern



**As a  
supervisor**



To access management consultations

- To get guidance on handling staff-related issues
- When referring employees to the EAP
- For advice on managing organizational change

To request group services

- In support of leadership functions
- Following a workplace crisis or loss

# MANAGEMENT CONSULTATIONS

## Behavioral or conduct-related issues

- Guidance on referring employees to the EAP
- Support for engaging with employees to address:
  - Tardiness/absenteeism
  - Presenteeism/lack of focus
  - Conflicts/complaints
  - Suspected drug or alcohol use
  - Decreased productivity or motivation

## General matters

- Recommendations for health and wellness presentations or EAP orientations
- Debriefing and direction on handling critical incidents or the death of an employee
- Assistance with organizational change processes
- Follow-up to services received
- Debriefing and support for workplace accidents

# SCENARIO: RETURN TO WORK CONSULTATION

## Challenge

An employee has been out for three months on medical leave and is due to return next week. You aren't sure how much to expect from them and want to make their transition back to work go smoothly.

## Consultation

- Recommend ways to prepare for the employee's return
- Advise on coordinating with Human Resources/Labor Relations (HR/LR)
- Discuss ways to talk about additional benefits and needs that could be addressed ahead of time to ensure a smooth transition



# SCENARIO: PERFORMANCE CONSULTATION

## Challenge

“I have an employee who has a positive performance history but whose current productivity has been declining. The employee, Sam, misses deadlines, shows up late, and doesn’t return calls or respond to emails in a timely manner. When I talked with Sam about this in the past, Sam mentioned having issues with their teenager. While I don’t like confrontation, I need to talk to Sam about their performance.”

## Consultation

- Provide options for scripts and conversation openers
- Review resources available and how to access them
- Discuss EAP referrals and how to initiate them
- Receive ongoing support from the EAP if needed

# SCENARIO: BEHAVIORAL CONSULTATION

## Challenge

A new supervisor called the EAP after struggling with an employee who “pushes their buttons” and is viewed as a bully by their team. The supervisor states that the employee regularly reminds each person of their job duties. The employee even reminds the supervisor of their job duties! The supervisor doesn’t know how to approach the situation.

## Consultation

- Discuss what has been done up to this point
- Receive guidance on consulting with next-level supervisor and/or HR/ER/LR
- Review ways to talk with the employee about behavior

# TYPES OF EAP REFERRALS



## Self-Referral

An employee reaches out to the EAP on their own accord for any reason



## Informal Referral

A medical professional, friend/family member, or supervisor suggests the EAP to an employee as a resource



## Formal Referral

An employee receives a formal letter documenting significant behavioral, conduct, or performance-related issues that can significantly impact the employee's job if not addressed

# INFORMAL REFERRAL EXAMPLES

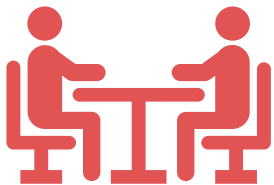
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An employee visits their Primary Care Physician, (PCP) to discuss how increased stress at home and work may be affecting their health.

**The doctor recommends that the employee talk with a counselor regarding strategies for stress reduction.**

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During a 1:1 with their manager, an employee mentions worrying about caring for an older parent and having trouble concentrating and meeting deadlines.

**The manager reviews the benefits of the EAP that can help with stress and caregiving issues.**

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**A manager mentions the EAP** to a once high-performing employee who has begun to often call out sick and miss deadlines.

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# FORMAL REFERRALS

Use when you've had continued concerns about the employee's conduct or performance, and after lesser forms of discipline have taken place.

## Manager contacts ER/LR

to discuss the employee's conduct or performance issues and actions you've taken

**Employee receives formal letter**  
referring them to the EAP for counseling

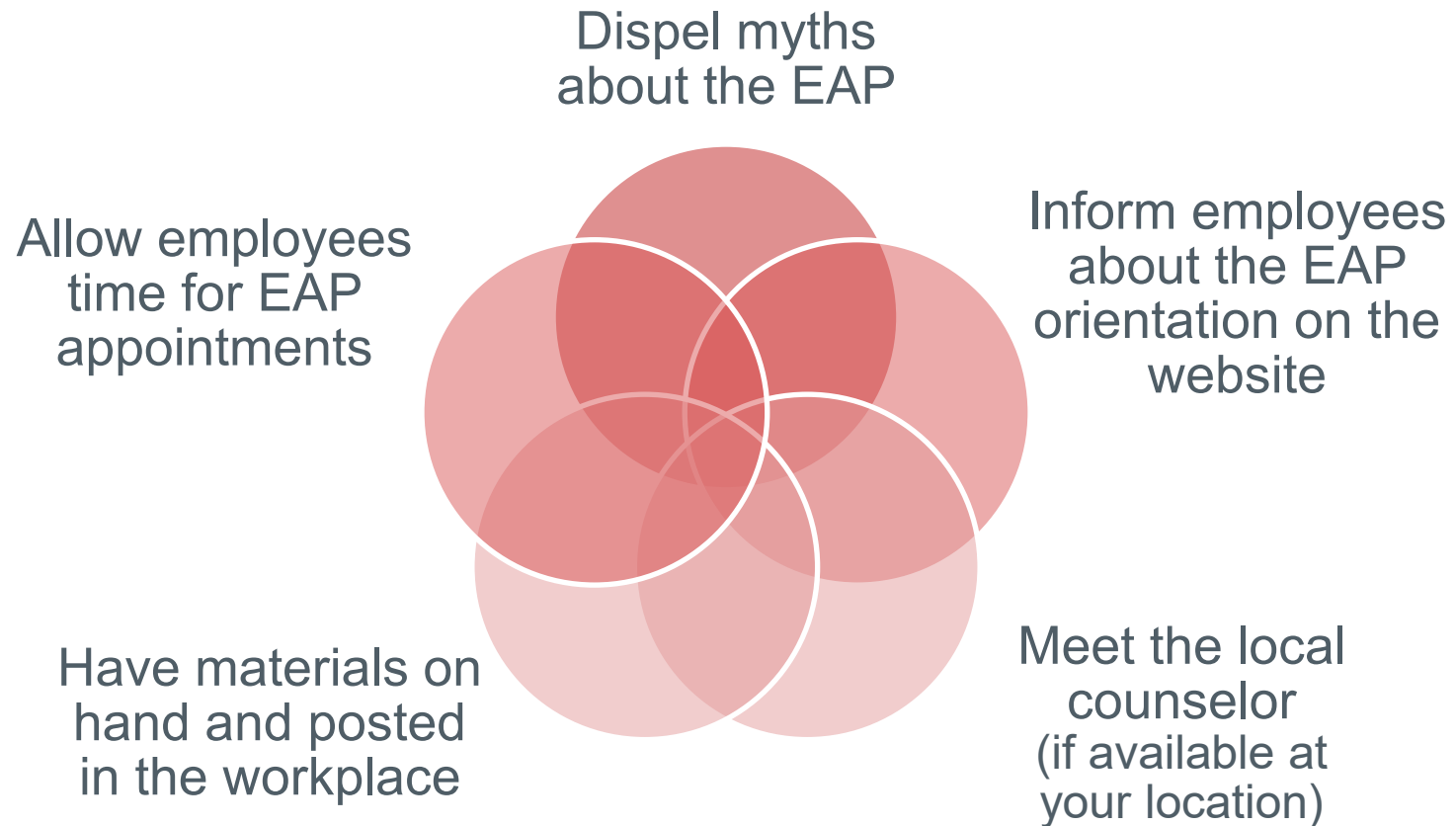


## Manager contacts the EAP

to prepare for referring the employee and to receive tools and guidance for discussing the EAP with the employee

**Employee voluntarily calls the EAP**  
to set up counseling

# ENCOURAGE EMPLOYEES' USE OF THE EAP



# GROUP SERVICES

# GROUP SERVICES

## When requested by a manager, the EAP can provide:

- Critical incident response services for crises in the workplace
  - When employees have witnessed or directly experienced a traumatic event at the worksite
  - In the aftermath of natural and man-made disasters
  - Following a loss in the workplace
- Program orientations for employees and supervisors
- Health and wellness presentations
- Presence at health fairs





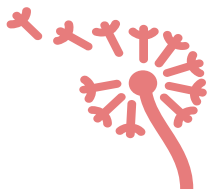
# SCENARIO: GRIEF GROUPS

## Challenge

“Last weekend one of our long-time employees died in a car accident. The whole division is in a state of shock, and it’s been tough for us to focus on work. How do I handle this?”

## Consultation

- Assess your unique circumstances
- Review common employee reactions to loss
- Provide educational handouts to share with affected employees
- Schedule a grief group for your team when appropriate



Grief groups are generally one-hour voluntary sessions, facilitated by a counselor. Participants can learn about common reactions, share memories, and acknowledge the impact of a loss.

# SCENARIO: HEALTH AND WELLNESS PRESENTATIONS

## Challenge

“My employees have been mentioning increased stress due to organization and staffing changes. The whole division is feeling overwhelmed, and I want to be able to support them fully. How can EAP help assist me and my team?”

## Consultation

- Provide education, guidance, support, and a variety of options to assist you and your team
- Assess your unique circumstances
- Review common employee reactions to change
- Suggest applicable health and wellness presentations, an EAP orientation, or both

# WEBSITE AND COMMON QUESTIONS

# FOH4YOU.COM



# ANSWERS TO COMMON QUESTIONS



# KEY TAKEAWAYS

The EAP is:



A valuable, supportive resource to help supervisors with a wide range of management functions and situations

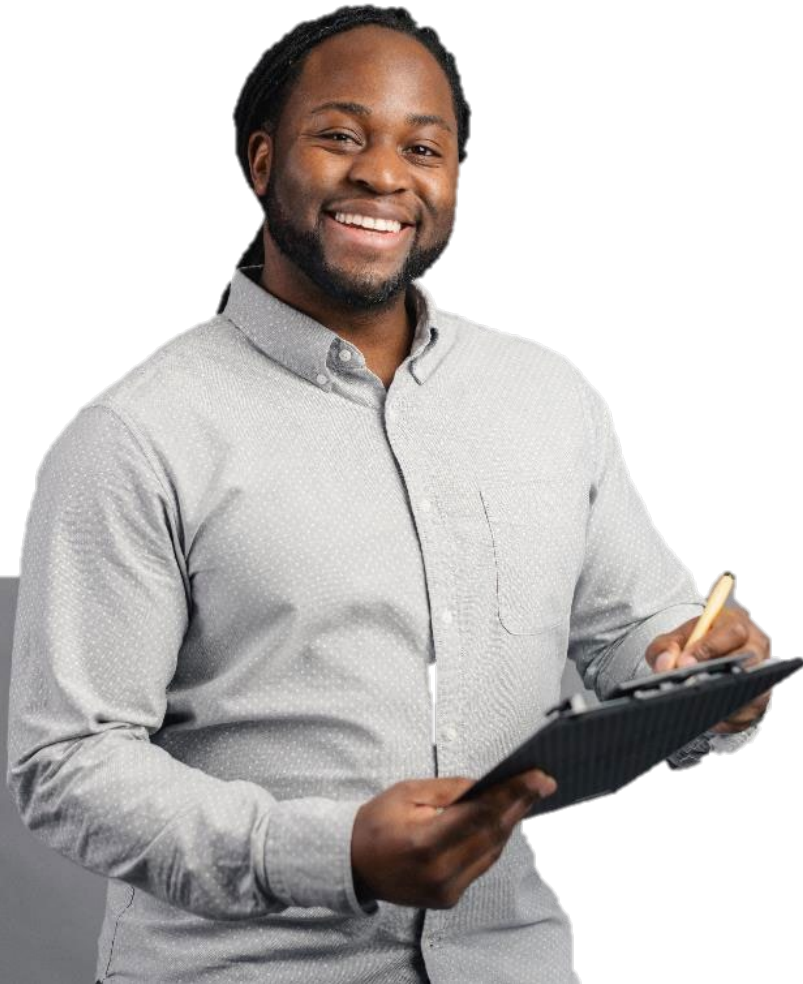


A proactive and confidential tool



Available 24/7, 365 days a year

# WE CARE, JUST CALL



- Contact the EAP for guidance on how to refer employees to the EAP
- Use the EAP counselor as a consultant on workplace behavioral and organizational issues
- Consult with the EAP to develop a comprehensive plan for providing a range of services to you, your employees, and the office or agency as a whole

# ACCESS IS EASY

## 800-222-0364

- Lines are answered 24 hours a day, seven days a week, 365 days a year
  - Even on holidays
- Always reach a live person
  - There's no voicemail or call menu
- Consultants will help you obtain needed resources

## FOH4You.com

- Interact with specialists
- Search for providers nationwide
- Access live and on-demand webinars
- Attend expert-led care talks
- Browse tips, videos, in-depth articles and newsletters, and more



# THANK YOU



## Behavioral Health Services Employee Assistance and WorkLife Programs

24 HOURS A DAY

**800-222-0364**

**[foh4you.com](http://foh4you.com)**



**Scan to let us know  
how we did! We  
value your feedback.**

