

Supervisor Orientation to TriHealth EAP Services

TriHealth EAP

TriHealth EAP is part of the Corporate Health division of TriHealth Healthcare System. We provide services directly to employees and to organizations.



For employees and their dependents:

- Assessment and treatment recommendations
- Counseling
- Crisis intervention
- WorkLife services

For organizations:

- Trainings
- Management consultation
- Critical incident response services



Counseling

- TriHealth EAP provides free confidential counseling for employees and any dependent family members.
- All clinicians are independently licensed counselors or social workers.
- EAP counseling is appropriate for many types of emotional issues.
- To make an appointment, call 513 891 1627.
- Employees, spouses and dependent family members receive up to _ sessions per presenting problem. (Check with your HR representative to learn how many sessions your organization provides.)

Examples of Presenting Problems

- Stress management
- Depression
- Anxiety
- Loss and grief
- Eldercare
- Relationships
- Parenting
- Workplace issues
- Life changes such as divorce or retirement



24 Hour Crisis Line

- A counselor is available 24 hours/day, 7 days/week via telephone for employees and covered family members experiencing a behavioral health emergency.
- A counselor can be reached by calling 513 891 1627 or 1 800 642 9794.

TriHealth EAP

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Through TriHealth EAP, we offer professional support and counseling for both employees and their family members, giving them the resources they need to handle life's challenges.

Our Goal: To Help You Successfully Balance Your Work and Personal Life



Wellness Tools:
[Well-Being Scale](#)
[Test Your Resilience](#)

Fountain Pointe 1 4665 Cornell
Road, Suite 350
Cincinnati, OH 45241
Call 513 891 1627
Toll Free 800 642 9794

[Driving Directions »](#)

[Fountain Pointe 1 Directions](#)

[Contact Us](#)

[Ask-A-Counselor Secure Form](#)

TriHealthEAP.com

Visit our website to access services and resources such as:

- Ask-A-Counselor
- Recorded webinars
- Registration for trainings
- Well being and resilience scales
- WorkLife services

Ask-A-Counselor

- Ask-A-Counselor is a confidential service in which employees can email questions to a TriHealth EAP counselor.
- Responses are received within two business days.
- Questions should be about daily living problems and practical questions. This service should not be used for critical or emergent issues.

WorkLife Services

- Confidential
- Available 24/7
- Accessible through TriHealthEAP.com
- Free for employees and dependent family members
- Most information available in Spanish
- Articles and other informational resources
- Skill builder center
- Yearly planner
- Legal Assist
- Financial Assist



WorkLife Topics

- **Parenting** – kids' wellbeing, adoption, childcare
- **Aging** – aging well, grief and loss, home care, health
- **Balancing** – personal growth, relationships, mental health
- **Thriving** – live healthy, healthy eating, health challenges
- **Working** – career develop, career transition, workplace diversity
- **Living** – consumer tips, go green, pets

Legal Assist

- TriHealth EAP provides you access to a network of experts who can assist you with your legal questions or concerns.
- Employees are eligible for a free, 30 minute consultation with a qualified attorney either on the phone or a scheduled in person appointment.
- Consultation on a variety of issues, excluding employment law.
- Consultation consists of analysis of the issue and suggestions on how to proceed. No document creation or review.
- If additional legal service is needed, in most cases employees receive a discount.

Financial Assist

- TriHealth EAP provides you access to a network of experts who can assist you with your financial questions or concerns via a free telephonic session.
- No appointment needed Monday to Friday during regular business hours. Saturday hours by appointment.
- Our financial educators can provide information and assistance around consumer-based issues such as:
 - Planning for or managing major life changes: college funds, retirement
 - Debt management
 - Individualized budgeting consultations
 - First-home buying
 - Bankruptcy prevention
 - Consumer education



Employee Enrichment and Supervisor Training

- Free seminars for employees of TriHealth EAP customers.
- Presents topics such as Understanding Depression and A Supervisors Guide to Substance Abuse.
- Registration by phone at 513 977 2165.
- Online registration at TriHealthEAP.com.
 - Click the “Enrichment Seminars” or “Supervisor Seminars” link on the homepage.
 - Click on the title of the seminar you would like to attend.
 - Create a username and password if you are a first time user.
 - Sign in if you are an existing user.
 - Complete registration.



EAP Services

Several ways the EAP supports supervisors and managers:

- **Trainings** EAP offers trainings on many topics affecting the workplace. See TriHealth EAP Training Catalog for a complete list of training options.
- **Critical Incident Stress Response (CISR)** EAP staff are available for on-site support services when employees have been affected by a traumatic event.
- **Consultation** EAP staff are available for consultation regarding policies and procedures, as well as challenging employee issues.
- **Management referrals** EAP staff can assist in determining if a management referral is indicated. Fitness for Duty, Performance and Substance Abuse assessment. Clinical assessment, counseling, or if necessary a referral to appropriate professionals, case management, monitoring of progress and compliance.

**Always follow your organization's policy and protocol.

Supervisory Intervention

Supervisors can utilize the EAP as a resource in several ways:

- **Informal recommendation** remind employee about the free counseling benefit
- **Management recommendation** based on performance problems, the manager recommends the EAP
- **Management referral** based on performance problems, the manager refers the employee to EAP as a condition of employment
- **Fit for duty** based on concerns regarding the employee's ability to safely perform his/her job responsibilities, the manager refers the employee for a fit for duty evaluation

Possible Indicators of Drug/Alcohol Impairment

- Poor balance
- Loss of motor control
- Dizziness
- Bloodshot eyes
- Very small or large pupils
- Flushed face
- Slurred speech
- Rambling speech
- Confusion
- Difficulty with concentration
- Rapid or slowed heart beat



Deterioration of Job Performance

- Monday and Friday absences
- Leaving work early/Coming in late
- On-the-job absenteeism/unexplained disappearances, such as continued absences from post, long breaks, frequent trips to restroom
- Presenteeism
- Accidents on and off the job
- Ignoring safety rules
- Carelessness/Mistakes or errors in judgment

Deterioration of Job Performance

- Difficulty in concentrating
- Lack of focus
- Mood swing
- Inconsistent work quality
- Complaints from co-workers
- High and low periods of productivity/erratic work patterns



Examples of Problematic Behaviors

- Problems getting along with co-workers
- Excessive tardies and absences
- Change in work quality or quantity
- Excessive time spent on personal issues
- Positive alcohol or drug screen

Referral Process

- Organization's representative contacts TriHealth EAP.
- EAP will obtain information regarding problematic behaviors, length of employment, etc.
- One person at organization is designated as the referral contact.
- Information regarding appointment attendance, compliance, and progress will be released to the referral contact only.
- EAP and organization schedule assessment date.
- Organization's representative communicates date, time, and other details to employee.

Referral Process

- Employee attends/does not attend assessment.
- EAP notifies organization's representative with information regarding employee's attendance.
- EAP monitors employee's compliance and progress with treatment recommendations and informs organization's representative.

EAP as a Resource

- Remind staff about EAP benefits at meetings.
- Post current flyers where staff frequent.
- Keep promotional materials, such as wallet cards, where staff can discreetly take one.
- Disseminate topical handouts on issues such as worry and stress reducers.
- Remind staff about Employee Enrichment and Supervisor trainings.



Thank you!

Visit us at TriHealthEAP.com or
call 513 891 1627.

