

Supervisor Orientation

TriHealth EAP Services



TriHealth EAP (513) 891 1627

As part of the Corporate Health Division of TriHealth, Inc. - an integrated, not-for-profit health system in Greater Cincinnati, TriHealth EAP provides services directly to employees and for organizations.

Services for employees & their dependents

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

Services for organizations

- Trainings
- Management consultation
- Critical incident response services

www.TriHealthEAP.com

Be seen. Be heard. Be healed.™



Counseling

- TriHealth EAP provides free confidential counseling for employees and any dependent family members
- All clinicians are 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 **X** sessions per presenting problem





Examples of presenting problems

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

How TriHealth EAP is making a difference

"The experience was wonderful and the counselor I was assigned to was fantastic. She was very helpful accessible, empathetic and provided great advice. I always felt better after talking to her."

"I really appreciate your meetings. I'm shocked at how quickly I started to see improvement after beginning our sessions."

"You really did make a big difference for me. You helped me put things in perspective and make decisions on what is best for me."

"You walked me through a really hard time, and I still appreciate that! Thank you for getting me through - I can honestly say that I feel the best that I have in years. "

"You were super helpful during probably the hardest time in my life ever so far so I can't thank you enough."

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24-hour crisis line

- A counselor is available 24 hours/day, 7 days/week via telephone
- Available 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

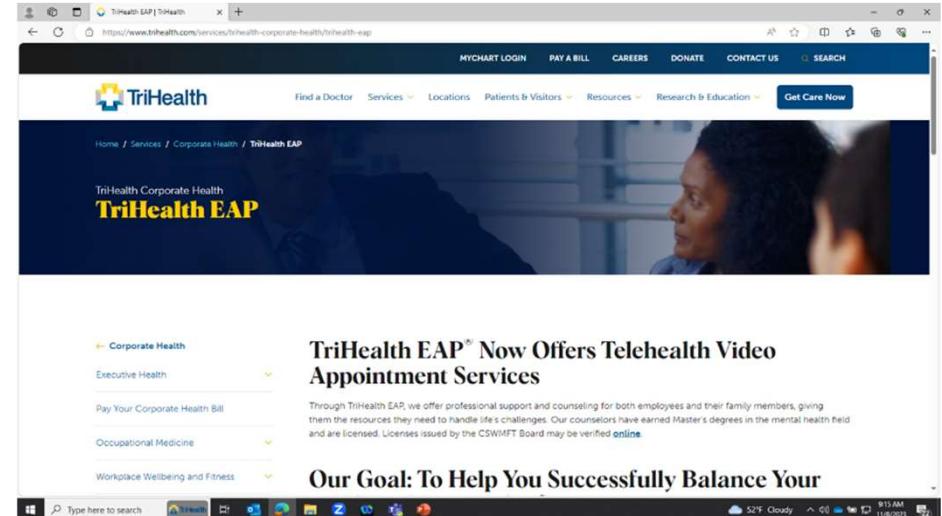


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Visit our website to access services & resources

- Ask-A-Counselor
- Request-A-Counselor
- Recorded webinars
- Registration for training
- Wellbeing and resilience scales
- WorkLife services
- Guided Meditations

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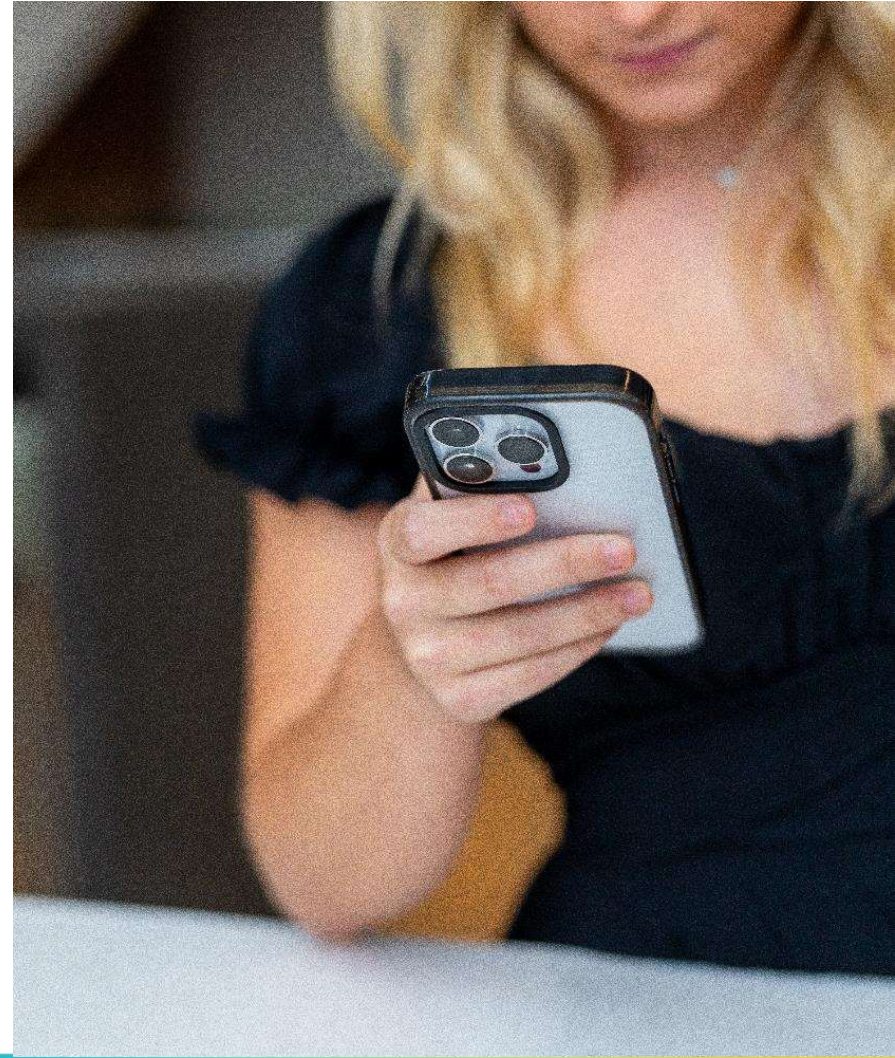


Ask-A-Counselor

- 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
- This service is not an email counseling service

Request-A- Counselor

- A confidential service in which employees can request a counselor via the TriHealth EAP encrypted email
- Employees will be asked for demographics, client info, type of counseling, and counselor preferences
- Employees will be sent a provider name and contact information
- TriHealth EAP will send an authorization to the provider
- Employees will call the provider directly to schedule an appointment





WorkLife services

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

Your company password: ____

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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 development, career transition, workplace diversity
- **Living** – consumer tips, go green, pets

Legal Assist

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





Financial Assist

- TriHealth EAP provides access to financial experts who can assist with financial questions or concerns via phone sessions
- Our financial educators can assist with 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
- No appointment is needed Monday to Friday during regular business hours. Saturday hours by appointment.

Excelling at Work and Life Training

- Free seminars for employees and family members of TriHealth EAP customers
- Topics such as *Emotional Intelligence: Tools for Everyday Success*
- Registration by phone at 513 977 2165
- Online registration at TriHealthEAP.com
 - Click the training 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
- Archived webinars such as Resilience, Positive Psychology, etc.

EAP services

Several ways the EAP supports supervisors and managers:

- **Training:** EAP offers training 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 onsite support when employees have been impacted by a traumatic event.
- **Consultation:** EAP staff are available for consultation regarding policies and procedures, as well as challenging employee issues.
- **Management referral:** 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 employees 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

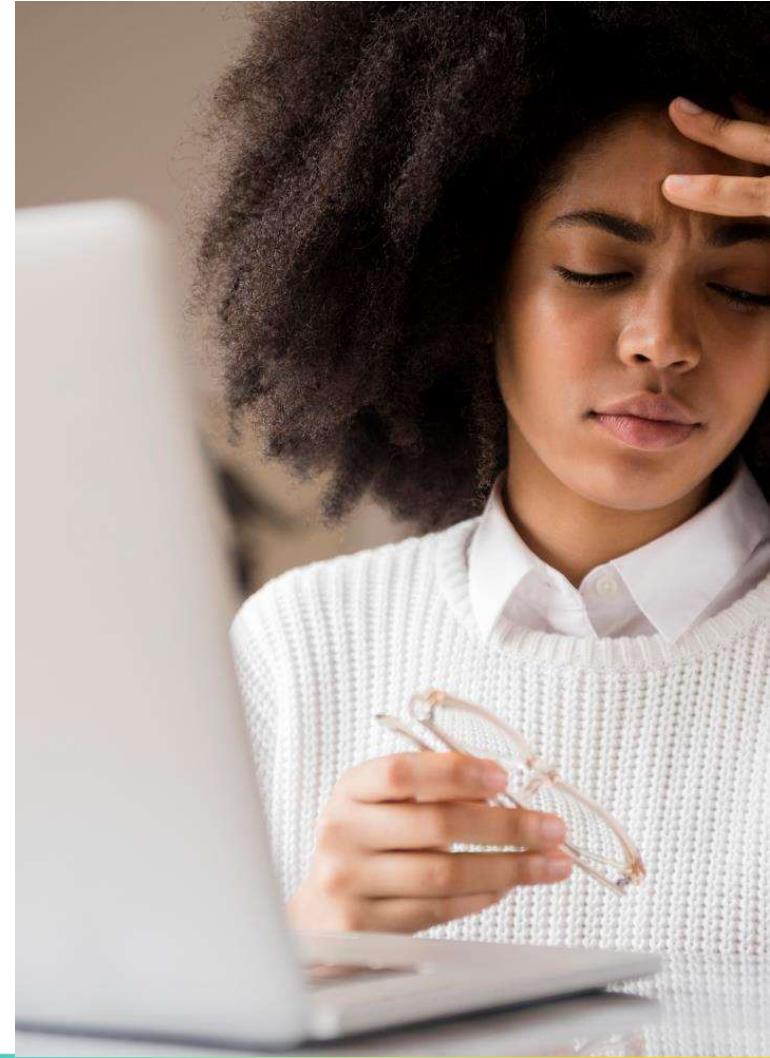
- Poor balance
- Dizziness
- Very small or large pupils
- Slurred speech
- Confusion
- Rapid or slowed heart rate
- Loss of motor control
- Bloodshot eyes
- Flushed face
- Rambling speech
- Difficulty concentrating

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 the post, long breaks, frequent trips to the 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 swings
- Inconsistent work quality
- Complaints from co-workers
- High and low periods of productivity/erratic work patterns





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 the organization is designated as the referral contact
- Information regarding appointment attendance, compliance, and progress will be released to the referral contact only

Referral process

- EAP and organization schedule assessment date
- The organization's representative communicates the date, time, and other details to the employee
- Employee attends/does not attend assessment
- EAP notifies the organization's representative with information regarding the employee's attendance
- EAP monitors employees' compliance and progress with treatment recommendations and informs the 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 Excelling at Work and Life training



Thank you!

Visit us at TriHealthEAP.com or call 513 891 1627

