



HEALTHY EMPLOYEES - SUCCESSFUL ORGANIZATION



Employee Assistance Program and the Effective Supervisor

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Today's Objectives

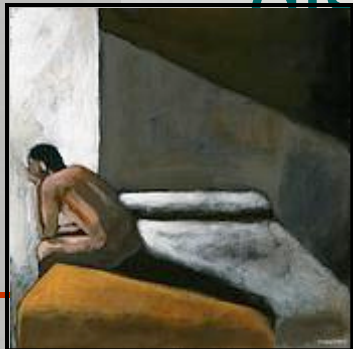
- Historical & current description of EAP
- Identifying work performance problems
- Supervisory informal & formal referrals
- Managerial Responsibility
- How EAP can help



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The CorpCare EAP Mission

Providing life solutions and guidance
for
the distracted,
disheartened and dispossessed.



Help Line: 770.396.5253 / 800.728.9444



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1940's

OAPs (Occupational Alcohol Programs)

1960's

Broadened to impaired job performance

1970's

Added: marital, family, psychological, emotional, financial, legal, childcare

1980's

Increased participation by public treatment centers & private practitioners

1990's

Managed Care trying to offer EAP services



Core Focus of Traditional EAPs

- Liaison with management for purpose of managing troubled employees.
- Serve as consultant to management.
- Provide employees & dependents with professional assessment and referral for a number of problems, including but limited to addiction.

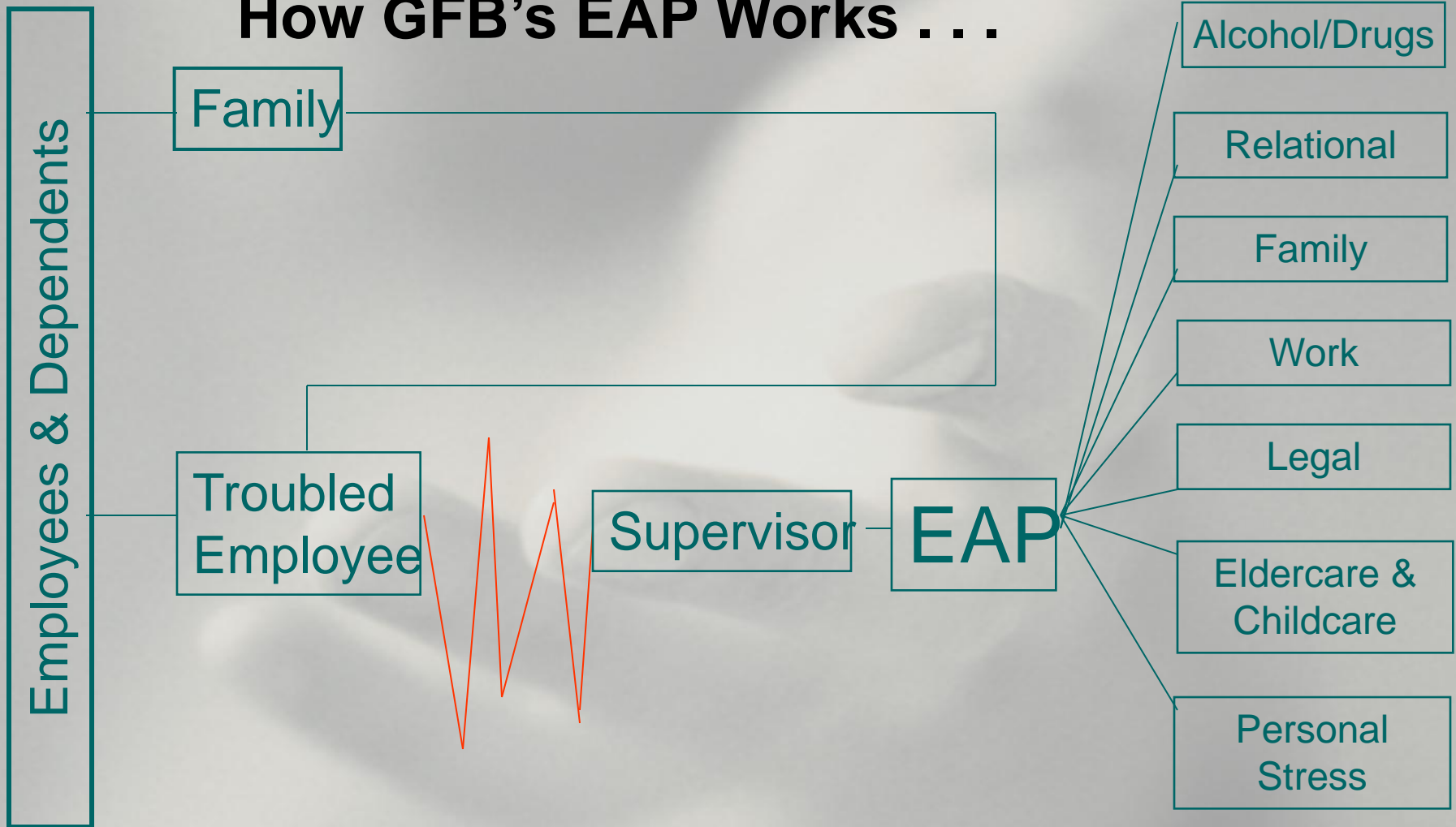


EAP Basics

- Confidential
- Comprehensive
- Concerned Caring
- Professional Counselors
- Cost? None!
- Family Program



How GFB's EAP Works . . .





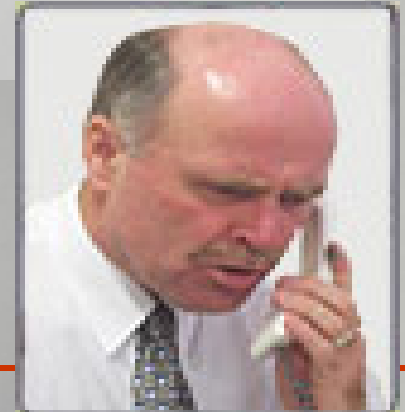
HELP . . . When You Need It

- Emotional: Stress, depression, etc.
- Behavioral: Eating disorders, Defiance, etc.
- Financial: Debt management, family budget, etc.
- Legal Questions
- Drug and Alcohol Abuse
- Caring for Aging Family Members
- Childcare Questions
- Supervisor Assistance
- Wellness Seminars and Training



How do I contact the EAP?

- **First**, call the Help Line at 800-728-9444.
- **Second**, EAP staff will request basic information from you, then...
- **Finally**, either you can call the EAP counselor directly or have the counselor call you to arrange a convenient appointment.





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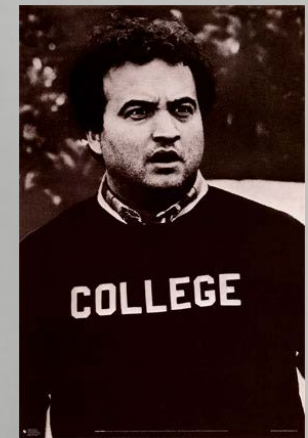
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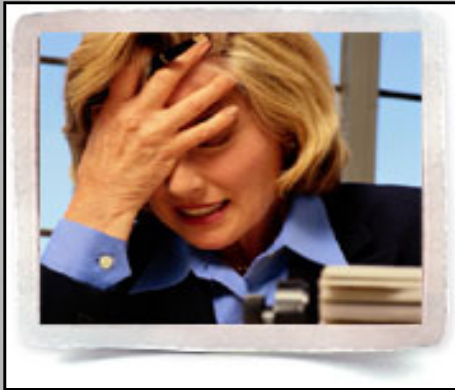


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**Today's
Average
Worker**





Work Pressures

- Frustrations at work
- Dealing with time constraints
- Managing co-worker relationships





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“The chaos and turbulence in today’s world is beyond the ability of most organizations to cope with. When groups of employees make lists of their challenges and difficulties, they often say that they feel pressured to do more work,

of better quality,

in less time,

with fewer people,

in new ways,

using new technology and new methods,

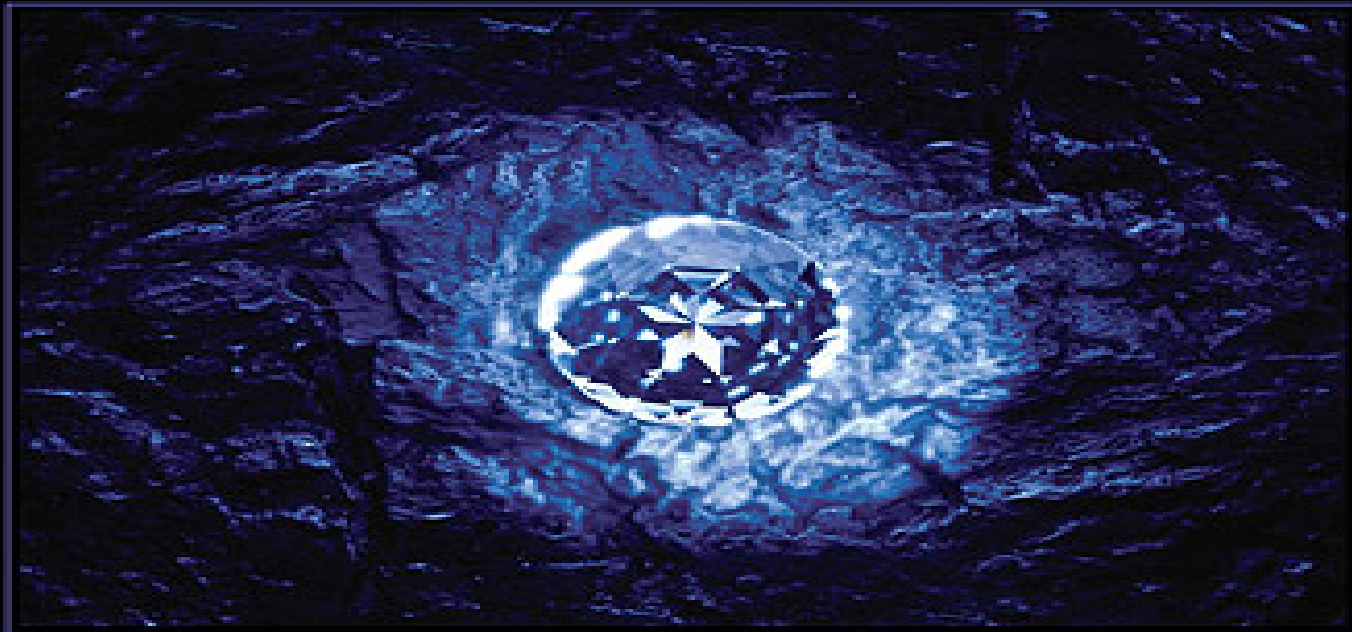
with a reduced budget,

while worrying that their jobs are safe. “

Al Siebert, PHD



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PRESSURE

IT CAN TURN A LUMP OF COAL INTO A FLAWLESS DIAMOND-
OR AN AVERAGE PERSON INTO A PERFECT BASKETCASE.

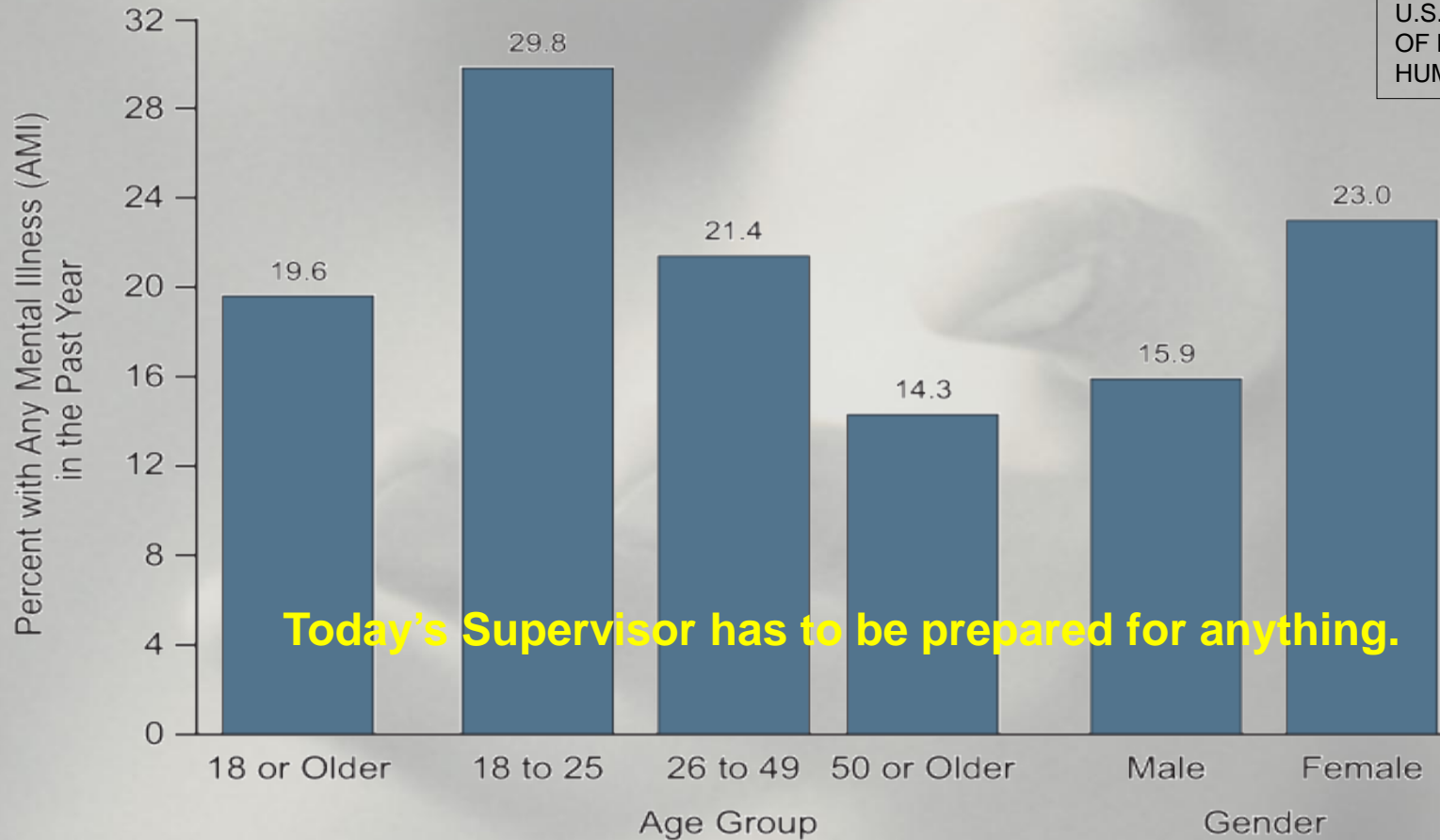
www.despair.com



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Any Mental Illness in the Past Year among Adults Aged 18 or Older, by Age and Gender: 2011

Results from the 2011 National Survey on Drug Use and Health: Mental Health Findings
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES



Today's Supervisor has to be prepared for anything.

Over 45 M adults in US had a mental illness disorder in 2009. In Georgia, 167,000 (2011).



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DRUG-FREE AMERICA



AGE 0-4
AMOXICILIN

4-12
RITALIN

12-18
APPETITE
SUPPRESSANTS

18-24
NO-DOZ

24-38
PROZAC

38-65
ZANIAC

65 —
EVERYTHING
ELSE



Substance Abuse in the Workplace

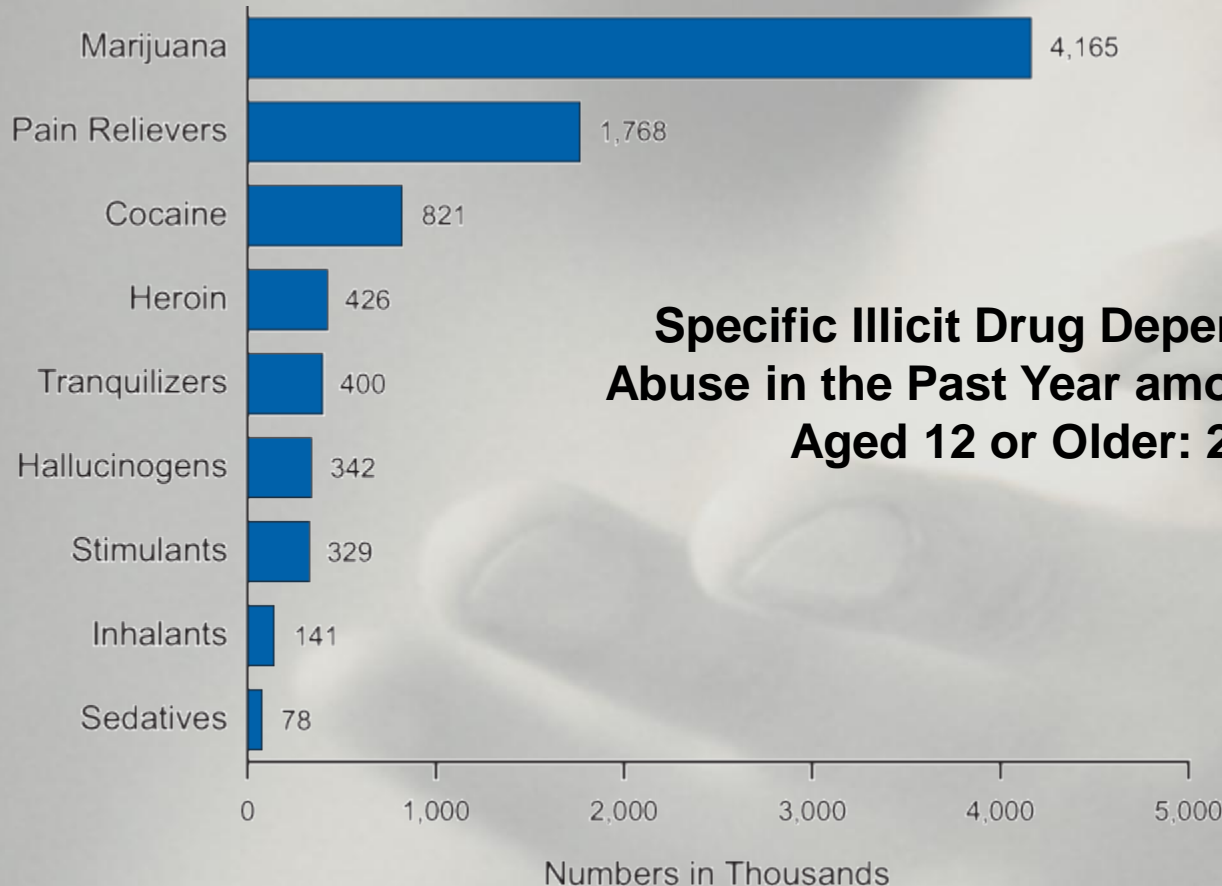
Abuse of tobacco, alcohol, and illicit drugs is costly to our Nation, exacting over \$600 billion annually in costs related to crime, lost work productivity and healthcare.

From the CDC, 2012



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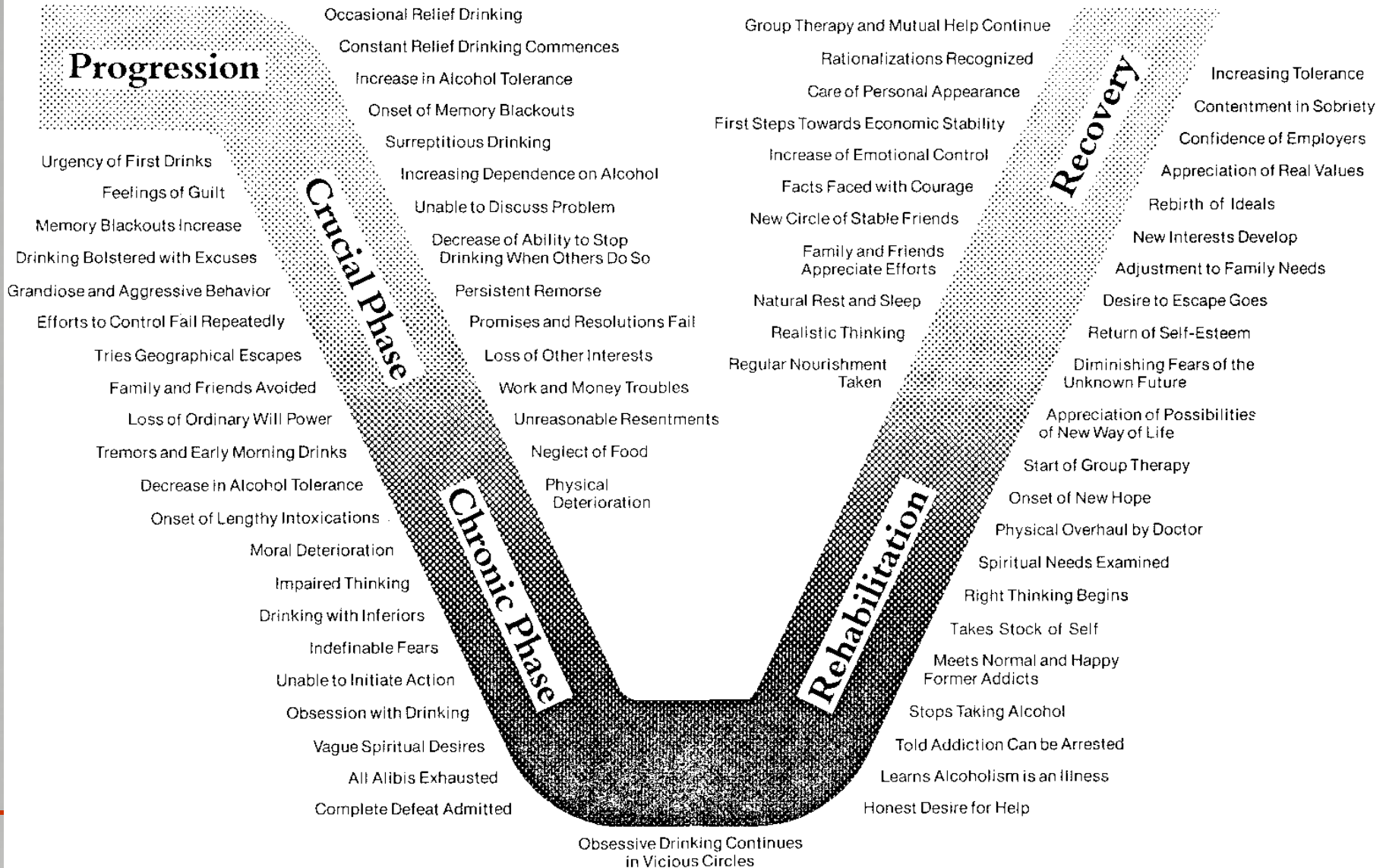
Specific Illicit Drug Dependence or Abuse in the Past Year among Persons Aged 12 or Older: 2011

In 2011, 21.6 million persons aged 12 or older needed treatment for an illicit drug or alcohol problem. Yet rates have declined since 2002.

The Progression and Recovery of the Alcoholic in the Disease of Alcoholism

To be read from left to right.

Enlightened and Interesting Way of Life Opens Up with Road Ahead to Higher Levels than Ever Before





Continuum of Addiction

- Initial Stage
- Casual
- Intensive
- Compulsive
- Addiction
- Lethal Dose



Work Performance Problems

- Physical Symptoms
- Mental & Emotional Symptoms
- Work Related Symptoms
- Behavioral Symptoms



Patterns of Deteriorating Job Performance

- Absenteeism
- Presenteeism
- High accident rate
- Difficulty in concentration
- Confusion
- Coming/returning to work in abnormal condition
- Lowered job efficiency
- Poor peer relations
- Varied work patterns



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Managing Employees





The Manager's Role

- Monitor job performance/attendance
- Document any deterioration
- Discuss with employee need for improvement
- Give time limit for improvement
- If no improvement, intervene with employee and refer to CorpCare



Five Steps of Intervention

1. Observation
2. Documentation
3. Interview
4. Referral
5. Follow up



1. Observation

- Look for patterns
- Admit there is a problem
- Don't diagnose the problem
- Focus on work performance



2. Documentation

- Work performance
- Attendance records
- Warnings & reprimands
- Behavioral episodes
- Agreed-upon actions or solutions
- Time frames for improvement
- Follow up meetings



3. The Interview



How to Conduct the Interview?

- Have a plan
- Alert Human Resources
- Know company policies
- Have performance documentation on hand
- Have EAP brochure on hand
- Arrange a private meeting with employee
- Review performance objectively



How to Conduct the Interview? (Cont.)

- Stress seriousness of situation
- Present plan for performance improvement
- Make sure employee understands expectations
- Stick to facts. Do not debate, argue.
- As per company policy, employee signs documentation that he/she understands the discussion, expectations, & time frame



Do's & Don'ts

- Focus on job performance
 - Describe situations
 - Refer to documentation
 - Supervise
 - Follow procedure
 - Be honest, firm, & respectful
 - Ignore the situation
- Discuss personal problems
 - Judge
 - Rely on memory
 - Rely on hearsay
 - Diagnose
 - Psychoanalyze
 - Threaten



4. Referral Process

Informal: Personal Problem with no work performance issues

Formal: Work performance, may or may not have personal problem causing it





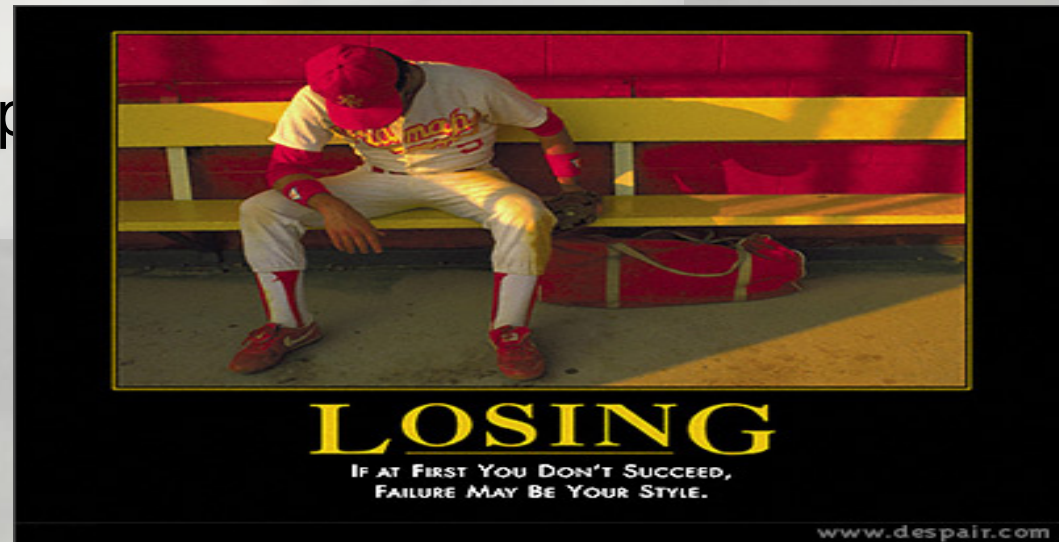
How to Make a Formal Referral?

- Know your company contact who arranges referrals
- Company designee calls EAP Client Services Manager
- Manager has interview with employee
- Make referral to EAP
- EAP notifies company contact if employee called EAP
- EAP updates with release: Compliance or not



5. Follow Up

- Continue open communication
- Continue to monitor & document performance
- Abide by your set time frame with employee
- Continue to provide feedback periodically
- Be firm, but fair
- Call EAP if we can help





How Can a Manager Interfere?





Enabling Behaviors

- Ignoring signs & symptoms of potential problems
- Covering up or ignoring poor performance
- Assisting others to do an employee's work
- Having "Off the record" discussions
- Failing to take disciplinary action
- Allowing or ignoring the use of alcohol or drugs in the workplace



IN CONCLUSION....

Doing Nothing Is Doing
Something, Just Not the
Right Thing





SUGGESTIONS:

- Formal referral is not a “mandatory” referral
- Employee does not have to seek EAP to keep job
- Employee must improve job performance to keep job
- EAP is a Manager’s tool offered to help the employee with job performance & often personal problems.
- EAP does not protect the employee’s job



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“CorpCare believes that healthy employees create a successful company.”

CorpCare Associates, Inc.

Atlanta, Georgia

800.728.9444

www.corpcareeap.com