



# 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.

# TriHealthEAP.com

[FIND A DOCTOR](#) [INSTITUTES & SERVICES](#) [HOSPITALS & LOCATIONS](#) [RESEARCH & EDUCATION](#) [HEALTH RESOURCES](#) [ONLINE TOOLS](#)

## TriHealth EAP

[Institutes & Services](#) > [TriHealth Corporate Health](#)

<a href="#">Health Data Analytics</a>	+
<a href="#">Executive Health</a>	+
<a href="#">Occupational Medicine</a>	+
<a href="#">Worksite Wellness and Fitness</a>	+
<a href="#">Mobile Health and Wellness Unit</a>	+
<a href="#">Pay Your Corporate Health Bill</a>	+
<b><a href="#">TriHealth EAP</a></b>	-
<a href="#">About Us</a>	
<a href="#">Employee and Family</a>	+
<a href="#">Employer and Manager</a>	+
<a href="#">New Customers</a>	+
<a href="#">Provider Services</a>	+
<a href="#">Resources</a>	+



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](http://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.
- Registration by phone at 513 977 2165.
- Online registration at [TriHealthEAP.com](http://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.



# 2019 Employee Enrichment Topics

## **Emotional Eating**

Live Webinar

Jan. 4, 2019 Jan. 9, 2019

12 p.m. to 1 p.m. EST

## **Verbal De-Escalation Strategies**

Live Webinar

Apr.10, 2019 Apr.12, 2019

12 p.m. to 1 p.m. EST

## **Emotional Intelligence**

Live Webinar

June 12, 2019 June 14, 2019

12 p.m. to 1 p.m. EST

## **Understanding Depression**

Live Webinar

Oct. 9, 2019 Oct. 11, 2019

12 p.m. to 1 p.m. EST



# 2019 Supervisor Training

Date	Training Topic	Time	Location
Wednesday, Feb. 6	Supervisor's Guide to Mental Health	9:00A.M. to 11:00A.M. EST	Corporate Health
Wednesday, Feb.13	Supervisor's Guide to Mental Health	12 p.m. to 1:00P.M. EST	Live Webinar
Friday, Feb.15	Supervisor's Guide to Mental Health	12 p.m. to 1:00P.M. EST	Live Webinar
Wednesday, May 15	Workplace Harassment Awareness	9:00A.M. to 11:00A.M. EST	Corporate Health
Wednesday, May 22	Workplace Harassment Awareness	12 p.m. to 1:00P.M. EST	Live Webinar
Friday, May 24	Workplace Harassment Awareness	12 p.m. to 1:00P.M. EST	Live Webinar
Wednesday, Aug.7	Stress Management for Supervisors	9:00A.M. to 11:00A.M. EST	Corporate Health
Wednesday, Aug.14	Stress Management for Supervisors	12 p.m. to 1:00P.M. EST	Live Webinar
Friday, Aug. 16	Stress Management for Supervisors	12 p.m. to 1:00P.M. EST	Live Webinar
Wednesday, Nov.13	Difficult Conversations	9:00A.M. to 11:00A.M. EST	Corporate Health
Friday, Nov. 15	Difficult Conversations	12 p.m. to 1:00P.M. EST	Live Webinar
Monday, Nov.18	Difficult Conversations	12 p.m. to 1:00P.M. EST	Live Webinar



# 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](https://TriHealthEAP.com) or  
call 513 891 1627.

