MANAGER’S GUIDE TO THE EMPLOYEE ASSISTANCE PROGRAM (EAP)

Created by Cigna Employee Assistance Program for University of Richmond
WHAT IS A CAREGIVER?

**Definition of caregiver**
- a person who provides direct care (as for children, elderly people, or the chronically ill)

Former First Lady Rosalynn Carter, whose Institute for Caregiving focuses on the support of caregivers, is credited with stating:

“There are four kinds of people in the world – those who have been caregivers, those who are currently caregivers, those who will be caregivers, and those who will need a caregiver.”
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BECOMING A CAREGIVER

By the numbers…

18% of U.S. adults provide some level of unpaid care

24.4 hours/week on average are spent caregiving

60% of caregivers report some impact on work

38% of caregivers report high emotional stress

(AARP Public Policy Institute & National Alliance for Caregiving (NAC), 2015)

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WHAT CONTRIBUTES TO CAREGIVER STRESS?

- Financial strain
- Time pressures
- Work can suffer
- Relationships impacted
- Lack of training
- Emotional tasks
CAREGIVER STRESS CAN LEAD TO BURNOUT

Watch for signs
- Always feeling under pressure
- Increasingly irritable
- Constantly tired, even after sleeping
- Regular insomnia or restless sleep
- Emotions on edge, frequent crying
- Drinking, smoking, or eating more
- Refusing to go out “because he/she needs me”

(Helpguide.org, 2018)
Brittle  Stressed  Frustrated  Unsure  Stretched  Unsupported
Guilty  Sad  Resentful  Worried  Overwhelmed  Isolated  Like a failure
Needed  Useful  Humbled  Protective  Gratified  Tender  Proud
Irritated  Confused  Over my head  Exhausted  Scared  Embattled
Grief-stricken  Angry  Forgotten  Drained  Impatient  Trapped

Rewarding and challenging: I feel…
WHAT IS AN EAP?

An EAP is a benefit that is paid for by the company to assist employees and their household members in obtaining help for a wide variety of issues.

These problems may include: issues with family, alcohol, drugs, emotions, stress, legal or financial questions.
BENEFITS OF THE EAP

- Up to 4 face-to-face sessions, per issue, per member, per year
- Confidential
- Prepaid
- Unlimited telephonic consultation
- Management consultation
- Available 24 hours a day, 7 days a week

- Household benefit
- Work/life support such as eldercare, childcare, and pet care
- Financial services
- Legal services
- Identity theft services
- Convenience services

DID YOU KNOW?
You can use these benefits for yourself too.
EAP RESOURCES FOR MANAGERS

• EAP Management Resources
  – Management Consultation
  – Management Referrals
  – Critical Incident Response
• EAP Wellness Seminars and Management Trainings
• Health and Benefit Fair requests
• National Webcast Seminars
• Online access to benefit information, self-assessments, disaster resource page, article library and other resources
• Communications materials
Working with an EAP Consultant can help you determine a plan of action that may include:

- A conversation with the employee
- A written or verbal warning
- A referral to the EAP

Example - an employee is telling inappropriate jokes in the workplace, making teammates uncomfortable and offended. Manager can get assistance with how to address the situation with the employee and possibilities for next steps.

Using the EAP can make your job easier – and less stressful!
WHY SHOULD A MANAGER REFER AN EMPLOYEE TO THE EAP?

• It shows compassion and caring for your employees
• It can prevent personal issues from interfering with workplace functioning
• It may help protect your company from liability and litigation
PERFORMANCE MANAGEMENT TEAM

**Human Resources**
- Company policies and procedures
- Progressive discipline

**EAP**
- Consultations and behavioral expertise
- Assessment and counseling referrals

**Manager/Supervisor**
- Communicates expectations and consequences
- Monitors performance
Informal/Self-Referral

- Employee reveals personal problem to you
- No major performance problem
- Tell employee about the EAP and give them the number
- Employee calls the EAP himself/herself
- No further involvement by manager

Example - an employee comes to HR office to change dependents on benefits due to divorce. They begin to express stress and anxiety around all the change and emotional ramifications of divorce and are extremely concerned about their child with special needs. HR teammate can give employee brochure on EAP and let them know a bit about the numerous resources (i.e. counseling, financial & legal assistance, etc.)
TYPES OF REFERRAL TO THE EAP

Formal EAP Referral

- Pattern of performance and/or behavior problems
- You want to use the EAP as part of a Performance Improvement Plan
- You want confirmation of the employee’s follow-through with the EAP referral process and recommendations
- Referrals may be mandatory, for example a ‘continuation of employment’ referral (consult your HR department)

- Example: an employee is having angry/violent outbursts in the workplace and is having issues with attendance. Manager suspects possible substance abuse may be a factor. As a part of a performance improvement plan, HR would like the employee to engage in EAP sessions in an effort to address and seek support for new behavior patterns.
HOW TO MAKE A FORMAL REFERRAL

• Consult your Human Resources Department about internal policies

• Call the EAP *before* meeting with employee and ask to speak with an Employee Assistance Consultant

• If a formal referral is appropriate, provide the following information about the employee:
  – Name
  – Address
  – DOB

• Employee Assistance Consultant will send you a Release of Information form for employee to sign
• Meet with employee:
  – Review performance issues
  – Give employee the EAP Employee Procedures handout
  – Ask employee to sign the Release of Information form

• Employee calls EAP for list of EAP practitioners

• Employee makes an appointment with the EAP practitioner and calls EAP back with name of practitioner they will be seeing

• EAC contacts practitioner to provide workplace concerns

• Employee meets with EAP practitioner

• After the appointment the EAC will inform you of:
  – Employee’s attendance
  – Counselor’s recommendations
  – Employee’s compliance with recommendations
CRITICAL INCIDENT RESPONSE

• The EAP can provide on-site or telephonic support to employees after a traumatic or tragic event.

• An EAP Provider can come to the workplace to facilitate a group meeting and/or meet with impacted employees individually.

• The EAP can provide the workplace with informative handouts on a number of related topics.

DID YOU KNOW?
Your company determines if the impact of any event merits a critical incident response.
**EXAMPLES OF CRITICAL INCIDENTS**

- Death of an employee (on- or off-site)
- Industrial accidents
- Workforce reduction/reorganization
- Natural disasters
- Threats of violence or terrorism
- Robberies
- Homicide
- Suicide
- Acts of violence

A Critical Incident Response may positively impact morale, disability claims, absenteeism, turnover and productivity after an incident.
CRITICAL INCIDENT RESPONSE

- Goal is to return employees to normal, productive functioning as quickly as possible
- EAP Provider can conduct both group and individual meetings and supply handouts
- EAP Provider can address employees’ need to:
  - get information
  - talk about what happened
  - understand one’s reactions
  - gain coping skills

A Critical Incident Response is not meant to be psychotherapy.
EAP WELLNESS SEMINARS

• Wide range of topics:
  - Workplace issues
  - Family matters
  - Personal development
  - Managing stress
  - Handling emotional challenges
  - Health and wellness

• Employer Service Coordinators help schedule onsite presentations

• National webcasts also offered
WORK/LIFE SUPPORT

Child Care
• Daycare centers
• Family daycare homes
• Nannies and au pairs
• Residential camps
• Adoption
• Special needs
• Prenatal classes

Senior Care
• Nursing homes/long term care
• Assisted living
• Home care agencies
• Adult day care
• Senior centers
• Support groups
WORK/LIFE SUPPORT

Education
- Kindergarten programs
- Public schools
- College programs

Pet Care Services
- Veterinarians
- Pet insurance
- Pet sitting
- Obedience training

Identity Theft
- Consultation with a fraud resolution specialist
Please note, the EAP cannot answer questions about employment law.

**Financial**
- 30 minute financial consultation session
- Managing debt/credit
- Budgeting strategies
- Retirement planning
- 25% off tax preparation

**Legal Services**
- Family law—divorce, custody, child support
- Housing and real estate
- Landlord/tenant disputes
- Financial/tax issues
- Wills
- Personal injury
- Adoption
CONVENIENCE SERVICES

- Community volunteering
- Consumer issues (BBB referrals)
- Dining and entertainment
- Emergency services (including domestic abuse support group referrals)

- Event planning
- Home repair & maintenance
- Relocation
- Travel and recreation
EAP ONLINE SERVICES

• Provider directory
• Article library
• Wellness seminars
• Orientation to the EAP
• Self-assessment tools
• Healthy Rewards online
• Promotional communications
• Online access and referral

www.myCigna.com
HOW TO ACCESS EAP

Call your toll-free access number 24 hours a day, 365 days a year for:
- Employee access to all services
- Management referrals and consultation
- Critical incident response

Toll-free 24 hours a day, 365 days
Question & Answer Session