

# FOH

## Federal Occupational Health

a component of the US Public Health Service

... improving health and safety of  
the government work force

# EAP Orientation - Supervisor

healthy bodies  
sound minds  
a safe place to work

The original version of this material was developed by Magellan Behavioral Health for the Department of Health and Human Services through contract number 232-01-0021 with Federal Occupational Health Service.

# **“Managing...The Human Element”**

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Supervisory Orientation  
to the  
Employee Assistance Program

# Three Assumptions

↪ People have personal problems

✂ Problems follow people to work

🕒 People hesitate to ask for help



# Saving Money, Saving Employees

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- ❖ Prepaid company benefit
- ❖ Early identification of emotional or substance abuse problems
- ❖ Improved wellness and work performance

# Why Use EAP?

Improve the quality of your work and family life

Maintain a healthy, productive and safe work environment

Easy to access and available when you need it

- Toll-Free number

- 24 hours a day, 7 days a week, year-round

# Confidential

- ❖ Private discussions
- ❖ Release of Information forms
- ❖ Summary utilization reports with no identification of individuals
- ❖ Supervisor consultation also confidential except as required by law



# EAP Helps With...

- ❖ Troubled relationships
- ❖ Emotional reactions
- ❖ Stress
- ❖ Anxiety or depression
- ❖ Grief



# EAP Also Helps With...

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- ❖ Alcohol and drug abuse, and co-dependency issues
- ❖ Parenting concerns
- ❖ “Sandwich generation” issues
- ❖ Legal and financial concerns
- ❖ Other issues

# What Employees Can Expect

- ❖ Highly qualified professionals
  - Masters degree or higher
  - Counseling experience including drug/alcohol counseling
  - All required licensing
- ❖ Clinical assessment
- ❖ Referral to appropriate resource if needed



# The Assessment Process

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Clarify the problem

Identify options

Develop a plan



The background is a stylized globe with a color gradient from orange on the left to teal on the right. A large yellow oval is centered over the globe. Inside the oval, the text is centered and reads: "Legal Services", "Financial Services", "Web Site", and "(www.foh4you.com)".

Legal Services  
Financial Services  
Web Site  
([www.foh4you.com](http://www.foh4you.com))

# The Challenge for Supervisors

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- ❖ Impaired performance or behavior
- ❖ Decreased productivity
- ❖ Morale issues
- ❖ Safety concerns
- ❖ Missed deadlines
- ❖ Unhappy customers



# Consultation and Coaching

A dedicated team of professionals:

- ❖ Specialize in working with supervisors
- ❖ Listen, advise and coach
- ❖ Are knowledgeable about --
  - Drug free workplace and DOT compliance
  - TOV
  - Critical incidents



# Role Clarification

**Supervisor  
Focus**

**Job Performance**



**EAP  
Focus**

**Personal Concerns**



**Healthy, Productive Employee**

# 3 Ways to Access the EAP

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- ✚ Self-referral...Employee or family member calls EAP directly to ask for help
- ✚ Supervisor/Manager Recommendation ... Supervisor suggests that employee call EAP
- ✚ Supervisor/Manager Referral...Employee's work performance has shown a pattern of decline

# Constructive Confrontation: Overview

## Support

- ❖ Show concern:  
acknowledge positive  
performance



- ❖ Offer EAP
- ❖ Indicate confidence in  
employee



## Confront

- ❖ Identify expectations
- ❖ Specify performance  
concerns
- ❖ Set timeline and follow-up  
meeting date
- ❖ Describe consequences

# Constructive Confrontation: Preparation

➤ Observe/identify performance problems

✦ Document problems as soon as you recognize them

✦ Consult with Workplace Support Services; inform HR and your management



# Constructive Confrontation: Addressing the Performance Issue

- ❖ Review results with the employee
- ❖ Ask for ideas and action steps
- ❖ Agree on an action plan and outcomes; state consequences; offer encouragement
- ❖ Set a follow-up meeting date; let employee know you will be monitoring progress



# Constructive Confrontation: Discussing EAP

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- ❖ Position EAP as a resource
- ❖ Explain how it works -- confidential, voluntary, no cost to employee
- ❖ Reiterate expectations
- ❖ Indicate confidence that employee can achieve expected results

# Living healthy, working well

- ❖ EAP—an “umbrella service” addressing all aspects of life: home, work, family, 24 hours a day, 7 days a week
- ❖ Voluntary and confidential (except as required by law)
- ❖ Management consulting and workplace support services
- ❖ Critical incident stress management
- ❖ Health and wellness seminars
- ❖ Call one toll-free number for help in dealing with life’s challenges!



# FOH

**Federal Occupational Health**  
a component of the US Public Health Service

Innovative

Customized

Cost-Effective

*Solutions*

*...healthy bodies  
...a sound mind  
...a safe place to  
work*

**Toll Free**

**1-800-222-0364**

**TTY**

**1-888-262-7848**

**[www.foh.dhhs.gov](http://www.foh.dhhs.gov)**

**[www.foh4you.com](http://www.foh4you.com)**