



Employee Assistance Program (EAP) resources for managers

Our comprehensive WorkLifeMatters EAP¹, through Uprise Health, is not only for employees who need assistance with work-related or personal issues. Resources are also available for supervisors and managers who need assistance communicating with employees, developing organizational policies, implementing HR best practices, or accessing tips and strategies on a variety of management topics. In addition, semi-annual utilization reports provide an overview of what services are being utilized by your staff.

Telephonic counseling

EAP counselors can be contacted by telephone on an unlimited basis for help with:

- Guidance on performance reviews
- Managing a difficult employee
- Conducting meetings and public speaking
- Handling discrimination, bullying and sexual harassment within the office
- Breaking bad news to employees, such as a major reorganization or downsizing
- Assistance in the development of organizational policies and implementing HR best practices when it comes to promoting work-life balance and a healthy work environment

Referrals for additional assistance or counseling will be made when appropriate.

Onsite assistance

Onsite training for supervisors and managers is available at a rate of \$250 per hour/per counselor, with no additional fees incurred for travel expenses. Webinars on select topics are free of charge.

Critical incidence response

Onsite assistance for critical incidents such as death of an employee, potential employee self-harm, potential threat to other employees, difficult employee termination, natural disaster response, and robbery can be requested at a rate of \$250 per hour/per counselor, with no additional fees incurred for travel expenses.

Employer mandated referrals

Although most EAP services are voluntary and initiated by the employee themselves, managers or supervisors can refer an employee directly when there is evidence of problems with performance such as conduct, attendance, quality of work, suspected drug or alcohol abuse, and other work-related issues.

Self-guided references and training

Online articles, FAQs and videos on various management topics are available via the EAP website. The WorkLifeMatters Training Room offers self-study courses on managing people, managing stress, professional development, and workplace issues. A monthly newsletter geared specifically towards supervisors provides helpful tips and strategies.



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