

Toolkit for Managers & Supervisors

Guidance Resources®, Your State of Delaware
Employee Assistance Program (EAP)



Managing people in the modern workforce isn't easy. Everyone is busy. Stress is common. Tempers are short. Then a life event—a death in the family, a medical crisis or a need for emergency child care—occurs and work grinds to a halt.

Your GuidanceResources® program is the response to such crises. The program is made available at no cost to you and your employees, including household members, and offers confidential, professional counseling and other resources for resolving personal, family or workplace issues. As a supervisor or manager, you should look at the program as a tool to keep these personal issues from spilling over into the workplace or unduly affecting employee behavior and performance. The program offers many other benefits, including:

- Increased productivity and reduced health care costs through early recognition, intervention and resolution of business and personal problems
- Better retention of valued employees
- Reduced absenteeism, accidents and grievances
- Improved employee morale

Here is a common scenario to help you better understand how the GuidanceResources® program works and how it can help:



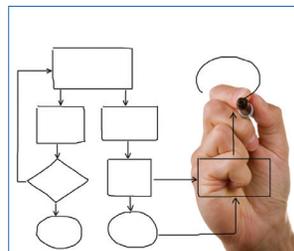
Meet Ellen. She is going through a divorce and has two young children. Ellen calls her GuidanceResources® 24/7 toll-free line.



Roger, a GuidanceConsultant™ (GC), answers the call, talks with Ellen and triages for issues caused by the divorce.



Roger determines Ellen is experiencing serious symptoms of depression and needs additional afterschool care for her children.



Roger establishes a plan of action with Ellen to determine the direction and resources needed and to help prioritize those resources.



Roger refers Ellen to Dr. Smith, a local EAP provider, for assessment and treatment recommendations. Roger completes a child care assessment and forwards it to a child care specialist and refers Ellen to GuidanceResources® Online for additional articles and resources on divorce, budgeting and more.



Ellen is treated for depression by Dr. Smith.



Ellen interviews and selects an afterschool care provider for her children. She also researches several articles on divorce and completes an on-demand training on guidanceresources.com.



With GuidanceResources®, Ellen overcomes her depression and receives the work-life support she needs.



Roger, the GC, follows up to ensure Ellen has received the help she needs with her legal, financial and child care issues and to see if she needs further assistance.

Resources Available Through Your GuidanceResources Program

Your GuidanceResources® program has been designed to give you and your employees simple, fast, direct access to confidential services 24 hours a day, seven days a week by phone, online or via our mobile site. Here is an overview of typical services offered:

Confidential Emotional Support

Our highly trained clinicians will listen to your concerns and help you or your family members with any issues. The EAP offers 5 free counseling sessions to help address concerns such as:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts

Online Support

GuidanceResources® Online is your 24/7 link to vital information, tools and support.

Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- “Ask the Expert” personal responses to your questions

Interactive Digital Tools

Our digital self-care platform offers interactive behavioral health tools and resources.

Log on for:

- Guided programs on anxiety, chronic pain and opioids, depression, mindfulness, sleep, stress, substance use and more
- Personalized resources on physical health conditions including smoking, diabetes, coronary disease
- Secure access through GuidanceResources® Online

Work-Life Solutions

Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care

Legal Guidance

Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more

Need representation? Get a free 30-minute consultation and a 25% reduction in fees.

Financial Resources

Our financial experts can assist with a wide range of issues.

Talk to us about:

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

Identity Theft Services

We can help you repair your credit and your good name with tools such as:

- Support from legal and financial professionals
- Counseling to address emotional issues
- Work-life assistance

Note on Services

ComPsych® GuidanceResources® provides “Build-to-Suit” programs to our customers. As a result, GuidanceResources® programs provide different services depending on what has been requested by your company. Please consult your Statewide Benefits Office about what services are included in your EAP. To inquire about the above mentioned services, or any others provided by ComPsych® GuidanceResources®, please consult your GuidanceResources® program account manager.

Why People Should Use GuidanceResources®

- Vacation planning
- Construction and remodeling
- Moving arrangements
- Legal concerns
- Divorce and child custody
- Wills and estate planning
- Real estate/landlord-tenant relations
- Criminal issues
- Parenting needs
- Child care concerns
- Adoption questions
- Step-parenting issues
- Special needs children
- Choosing schools and colleges
- Homework and study habits
- Work-Life balance
- Pet-sitting services
- Older adult resources

When is an EAP referral considered?

Consider an EAP referral when an employee's performance is unacceptable and there are clear indications that personal factors are involved. The objective of an EAP is to improve the employee's performance at work and life at home. **Contact your Human Resources representative to discuss the situation and determine if a referral is appropriate.**

Some signs may alert you to watch an employee more closely, such as:

Personality Changes

- Edgy and/or irritable
- Nervous and/or jittery
- Intolerant of co-workers
- Suspicious of co-workers
- Disenchanted and cynical
- Declining attitude or mood

Work Behavior Changes

- Decreased productivity
- Missed deadlines
- Procrastination
- Avoidance of leaders
- Decreased work quality
- Rigid and impaired judgment
- Customer complaints

Co-worker Relations

- Overreacts to criticism
- Borrows money from co-workers
- Avoids co-workers
- Steals from co-workers

Physical Changes

- Red or blurry eyes
- Hand tremors or nervousness
- Weight fluctuations
- Physical fatigue
- Slurred speech
- Unusual cuts, bruises, scratches
- Flushed face, complexion changes

Out of the Office/Away from Desk

- Excessive sick leave or tardiness
- Routinely leaves work early
- Peculiar excuses for absences
- Long breaks
- Frequent trips to water fountain, bathroom

High Accident Rate

- Regular accidents on or off the job
- Frequent near-misses

Drinking/Drug Use

- Drinks before work
- Drinks at lunch
- Odor of marijuana or other drugs
- Fails to return from lunch
- Overuse of over-the-counter or prescription drugs



Formal Management Referrals

There may be an occasion when you require an employee to participate in the GuidanceResources® program. This decision should be made in conjunction with your Human Resources department to ensure that your internal policies are followed.

Under the formal referrals process, the employee will be required to sign a release of information (ROI) form to allow ComPsych® staff to notify the referral contact (HR/management) that the employee has been compliant with the referral by participating in and completing all recommended services. No personal or diagnostic information will be provided to the referral contact. The authorization form can be supplied by the GuidanceResources® program.

What is the manager's or supervisor's role in the EAP?

As management, you are the cornerstone of a successful EAP. You are in the best position to observe your employees' performance, attendance and conduct. It is your responsibility to document any performance issues and to take corrective action, **in accordance with your organization's performance review and performance improvement policies.**

At the same time, it is not your job to be a professional counselor or best friend. Getting involved in your employees' personal issues can cloud your judgment and make it difficult to treat everyone in a fair, consistent and objective manner.

When an employee's performance falls below acceptable standards, discuss your concerns with Human Resources and develop a course of action, including a referral to the EAP, if appropriate. Referral to the EAP may motivate the employee to seek professional help.

To assist you in managing your employees and to head off personal issues before they escalate, it is highly recommended that you use the materials provided by the EAP. These communication materials may include posters, flyers, HelpSheetsSM and other handouts, as well as the GuidanceResources® Online website and mobile application.



How does an employee engage with the EAP?

An employee can utilize EAP services as follows:

Self-Referral

Self-referrals are voluntary referrals by an employee who recognizes a need for assistance and calls the EAP's toll-free number to request services. All voluntary referrals are strictly confidential. Without a signed release by the employee, no information regarding EAP participation will be revealed to any third party.

Informal Referral

Informal referrals are referrals to the EAP suggested by the employee's supervisor or manager as a result of the employee sharing personal issues. As a manager, you should see this as an opportunity to encourage the employee to utilize EAP services rather than providing advice on how the employee can resolve his or her personal issue.

Formal Management Referral

Formal referrals are initiated by management after consulting with Human Resources to ensure that all internal policies are followed. These referrals take place when the employee's personal issues affect work performance or workplace behavior. A formal referral should be exercised only after careful thought and preparation. Human Resources shall contact the EAP to initiate the referral prior to management and Human Resources meeting with the employee.

Please remember that for any type of referral, the toll-free number 877.527.4742 included on all EAP communication materials should be used.

Did You Know...

Workplace stress is estimated to cost American businesses up to \$500 billion a year in lost productivity.

Mental Health America, 2017

Encouraging a Healthier, Happier Workforce

Your EAP is a tool to promote a healthier, more productive workforce. As such, promotional materials have been provided to your Statewide Benefits Office, and new materials are added regularly. Be sure that your employees receive these materials and encourage them to use the services they promote. EAP materials, along with the GuidanceResources® Online website and GuidanceNowSM mobile site, are designed to encourage health and well-being and to help employees head off any personal issues before they become significant problems. The following materials are examples of what is provided. Talk with your Statewide Benefits Office about what is available to you.

Trifold, Enrollment Flyer and Wallet Card

These materials are designed to welcome your workforce into the Employee Assistance Program, detail its many benefits and explain how to take advantage of those benefits. The customizable materials come with a detachable wallet card so that your employees never need to look farther than their purse or pocket to get help.

HelpSheets, Posters and Flyers

The GuidanceResources® communications team regularly produces materials for distribution to your workforce. These topical, vibrant and informative materials focus on the biggest issues today's busy employees face, including work-life balance, wellness and financial and legal issues.

Online and Mobile Resources

GuidanceResources® Online and the mobile app, GuidanceNowSM, put knowledge at your fingertips with expert-reviewed articles on thousands of topics, plus planning tools, calculators, self-assessment questionnaires, multimedia streaming video and audio clips, chat and message boards and more. Search by topic and keyword for instant information on health, wellness, family, career, education, legal and financial subjects. You can even "Ask the Guidance ConsultantSM" for personalized answers to your questions via email.

Contact Us... Anytime, Anywhere
No cost, confidential solutions to life's challenges.

Confidential Emotional Support
Our highly trained clinicians can help you and your family members with any issue, including:
• Anxiety, depression, stress
• Grief, loss and life adjustments
• Relationship and family conflicts

Work-Life Solutions
Our experts provide confidential advice and resources for just about anything on your to-do list, such as:
• Finding child and elder care
• Hiring, furlough or home care contractors
• Relocating, moving and more

Legal Guidance
Talk to our attorneys for practical assistance with your most pressing legal issues, including:
• Divorce, adoption, family law, wills, trusts and more
Have comprehensive coverage through your employer and a 25% reduction in fees.

Financial Resources
Our financial experts can assist with a wide range of issues:
• Retirement planning, 401k
• Resolutions, mortgages, insurance
• Budgeting, debt, bankruptcy and more

Online Support
GuidanceNowSM Online is your 24/7 tool to visit information, tools and support. Log on for:
• Anxiety, depression, stress, substance abuse
• On-demand coaching
• "Ask the expert" personalized responses to your questions

24/7 Support, Resources & Information

Contact Your GuidanceResources® Program
Call: XXX.XXX.XXXX
TTY: 800.897.2953
Online: guidanceresources.com
App: GuidanceNowSM
Web ID: XXXXXXX

GuidanceResources®

TAKE FLIGHT
With Your GuidanceResources® Program

Here when you need us.
Call: XXXXXXXXXX (landline)
XXXXXXXXXX (mobile)
Online: guidanceresources.com
App: GuidanceNowSM
Web ID: XXXXXXX

Counseling • Legal and Financial Guidance • Work-Life balance • Online Resources

GuidanceResources®

A HELPING HAND

Clinicians can help get you back in the groove, at work or at home. Call us anytime, 24/7. For:
• Relationship and marital conflicts
• Job pressure
• Stress, anxiety and depression
• Substance abuse

We're your life assistant.

Call: XXXXXXXXXX
TTY: 800.897.2953
Online: guidanceresources.com
App: GuidanceNowSM
Web ID: XXXXXXX

ComPsych® GuidanceResources®

Wellness Relationships Work & Education Financial Legal Lifestyle Home & Auto Working Abroad

ComPsych® Welcomes ComPsych

CONNECT TO CARE

- Talk with an Expert ComPsych_Benefits@compsych.com
- WorkLife Services
- Send a Question

FEATURED RESOURCES

- BE WELL: Tools for Healthy Lifestyle. Explore resources for healthy lifestyle. Learn about your health status and ways to remain healthy.
- BE AWARE: Make Use of Wellness.

GUIDE or the ups and downs of the or to budget finances and

WELLNESS

Additional Services

Critical Incident Stress Management (CISM) Services

A critical incident is an event that impacts the work site, such as a natural disaster, sudden or tragic death of an employee, any acts of workplace violence or a workforce reduction. We hope that you never have to deal with any of these situations, but if you do, your GuidanceResources® program is available to help. Our 24-hour-a-day Critical Incident Response Unit deals exclusively with these incidents. This specialized team will consult with you about options and assist you in determining the most appropriate plan.

In the event of a critical incident, employees may experience varying responses. If employees display any of the following signs, reassure them that their reactions are normal and encourage them to call the GuidanceResources® Program for confidential assistance at any time.

Physical Responses

- Rapid breathing
- Increased heart rate
- Stomach issues
- Sweating or dizzy spells

Behavioral/Emotional Responses

- Crying or emotional outbursts
- Behavioral changes
- Social withdrawal
- Anger, grief, sadness or anxiety

Requesting CISM Services

Requests for service should be routed through your 24-hour toll-free line. Use of any other phone number may result in delayed services.

Management Consultation

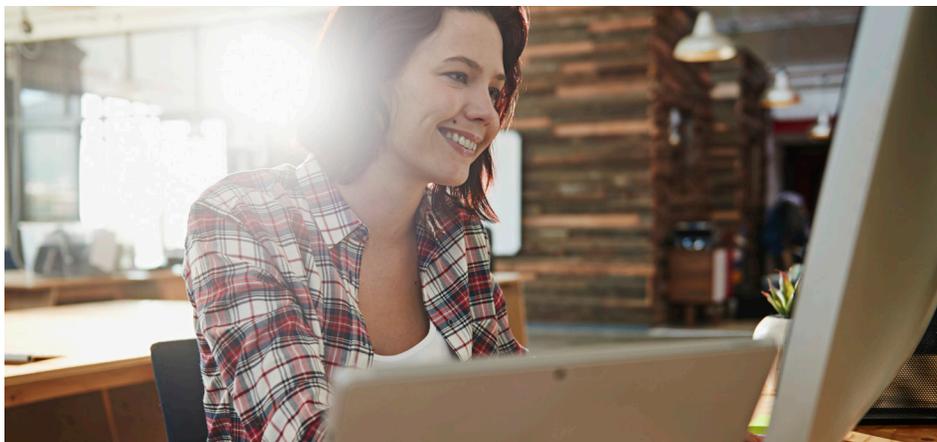
The GuidanceResources® program offers managers and supervisors the opportunity to speak with experts regarding substance abuse, workplace violence, organizational changes or any other employee-related situations. If you need information and support when handling such issues, a GuidanceResources® staff member can provide a consultation, drawing upon knowledge and experience with workplace regulations, behavioral health issues and HR best practices.

Training and Consulting for Workplace Development

Over 100 workshops on a variety of personal, work-life and professional topics are available through your GuidanceResources® program. The workshops can be useful tools for the development of employees and managers. They can be facilitated on site, as e-learning opportunities or as webinars. In addition, we can provide GuidanceResources® Program orientations highlighting the confidential and professional nature of the benefit and how employees can best utilize the services.

Note on Services

Remember, GuidanceResources® benefits are strictly confidential. To view the ComPsych® HIPAA privacy notice, please go to guidanceresources.com/privacy. If you have questions regarding the State of Delaware Employee Assistance Program, please contact the Statewide Benefits Office at benefits@delaware.gov.



Here when you need us.

Call: 877.527.4742

TRS: Dial 711

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: State of Delaware

