



 **First Choice Health®**

# **Employee Assistance Program**

Supervisor Orientation

# Need for Support

- 48M people currently live with mental health issues
- \$200B is spent on mental health care annually
- 23.5M need drug and alcohol abuse treatment
- Someone dies of suicide every 11 minutes
- 4 out of 5 employees' job performance is negatively affected by financial concerns
- 31% have trouble managing work and family responsibilities



## COVID-19 Has Deepened The Mental Health Crisis and the Need for Care

- Increased stress due to 31M unemployed as of July 2020
- 60% of population has been at one time or another under stay-at-home order
- Isolation and loneliness are two of the biggest concerns for people working from home.
- Food banks have reported a 59% increase in demand
- 68K lives may be lost to the despair caused by the socioeconomic impact of COVID-19
- Increase of compulsive behaviors
- Substance abuse treatment has been challenged
- Addiction, depression, anxiety, PTSD and family/couples issues are on the rise

## COVID-19 Has Deepened The Mental Health Crisis and the Need for Care (continued)

- CDC study in late June 2020 of 5400 people:
- 26% reported trauma and stress disorders
- 31% said they had symptoms of anxiety or depression
- 13% reported using drugs (legal and illegal) or alcohol to cope with pandemic related stress, anxiety and depression
- 25% of young adults 18-24 have considered suicide due to pandemic
- 11% of adults seriously considered suicide in the past 30 days (19% of Hispanics and 15% of Blacks)



# To Support Others You Need to “Support Yourself”

You must care for yourself as you care for and support others

- What have you been experiencing during these challenging times?
- Often no sense of direction or end in sight
- Lack of control
- People are tired
- Is what I am doing have meaning?
- Grieving (what have you lost?)
- Fatigued, anxious and depressed
- Poor concentration and memory
- Not feeling like your “old self”



## Common Symptoms of Anxiety

- Nervousness, restlessness or being tense
- Feelings of danger, panic or dread
- Rapid heart rate
- Rapid breathing or hyperventilation
- Increased or heavy sweating
- Trembling or muscle twitching
- Weakness or fatigue
- Poor concentration and memory
- Gastrointestinal problems
- Lack of sleep
- Obsessive ideas or compulsive behaviors
- Avoidance of things that cause anxiety
- Anxiety over past life events or experiences (PTSD)



## Common Symptoms of Depression

- Persistent sadness, anxiousness or “empty” feelings
- Trouble concentrating, remembering details or making decisions
- Persistent fatigue
- Feelings of guilt or worthlessness
- Uncontrollable emotions
- Feeling of helplessness or hopelessness
- Insomnia, early morning waking or sleeping too much
- Restlessness or irritability
- Loss of interest in things that were once pleasurable including sex
- Aches, pains, headaches or cramps that won't go away
- Digestive problems that don't get better even with treatment
- Suicidal thoughts or attempts


## Taking Care of Yourself

- Deal with things “one day at a time.” Things are changing almost daily
- Acknowledge everyone is experiencing stress. It’s not just you. Don’t criticize yourself. Normal responses to an abnormal experience. Reality check with others
- Address things you can control and let go of those you can’t
- Stop fighting those losing battles (can’t do many of those old things you used to do)
- Be “stingy” with your time. Leave plenty for yourself
- Reach out for support. Friends, family, co-workers, your spiritual supports and EAP
- Remember resilience is a two-way street. You need to give **and** received support





# Employees Are Stressed

-  **Family and Relationship Concerns**
-  **Poor Health**
-  **Addiction**
-  **Financial Hardship**



# Warning Signs

## Behavioral

- Increased absences or lateness
- Decreased productivity
- Inability to problem solve
- Withdrawal
- Difficulty working with others
- Extreme emotional responses



**Bottom Line:** A significant change in behavior

# Warning Signs

## Reasonable Suspicion

- Accidents
- Blank staring
- Dilated pupils
- Impaired coordination
- Tremors/hand shakes
- Paranoid
- Irritable
- Odor of alcohol on breath



**Bottom Line:** A significant change in behavior

## Supporting Yourself and Your Team During These Challenging Times

- #1 reach out and connect with each other
- Learn to be a good listener. Be “real”
- Do regular informal and formal “check-ins” with each other
- Be open to feedback and communication from others
- Address questions and fears as quickly and honestly as possible
- Look out for your “workplace warning signs”



# Consult with HR, Your Manager and Your EAP



## **Concerned? Call Us!**

First Choice Health EAP  
is available 24/7 at  
**1-800-777-4114.**



## **We Listen**

We'll listen and ask questions.  
We can help you problem  
solve or manage risk.



## **We Empower You**

We provide specific  
recommendations and  
resources.  
You make the final decision.

# Make an Informal Referral

**Informal Referrals** support employees struggling with home/life issues.

- Educate your employees about the EAP
- Remember – the EAP is free, confidential and easy to access 24/7
- Document that you have offered EAP informally

**EXPERT TIP: Call the EAP together.**

Once connected, you can hand the phone to the employee for immediate support.

# Organizational Support During These Challenging Times

Be familiar with your Company health-related resources

- Healthcare Insurance
- Wellness & Well-being Programs and Benefits
- Remember confidential EAP support
- Review your EAP summaries, special telehealth services, newsletters, website information (etc.)
- Remind your family members of the EAP and other resources that are available to them
- What has worked for you, your family and your teams

The background of the slide is a grayscale photograph of a modern building's interior, featuring a complex network of concrete beams and metal railings for a staircase. A white rectangular box with a black border is centered on the page. To the left of the box is a vertical bar with a green-to-blue gradient. Below the box is a solid blue horizontal bar. The text "Employee Assistance" is written in a bold, black, sans-serif font within the white box.

# Employee Assistance



From everyday issues to occasional curveballs, we're **here to help** on your toughest days.





## Slide 18

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- 1 Telehealth should be "Referral to Counselor" (or "Face-to-Face or Telehealth for Mental Health"?  
-Heather Alder  
, 9/23/2020

## How Do I Access Services?



### **Reach Out**

We're available 24/7 at  
**1-800-777-4114** or online at  
[www.FirstChoiceEAP.com](http://www.FirstChoiceEAP.com)



### **We Listen**

We'll ask about your concerns  
and preferences to match  
you with the best available  
resource.



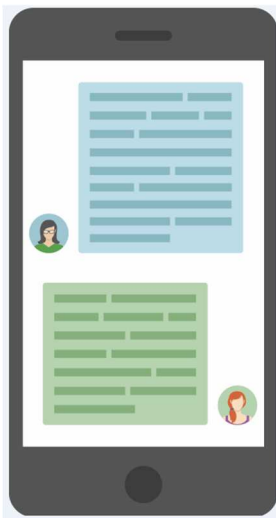
### **One Call to Match**

Make only one call to the  
EAP. A provider will call you  
to schedule shortly.

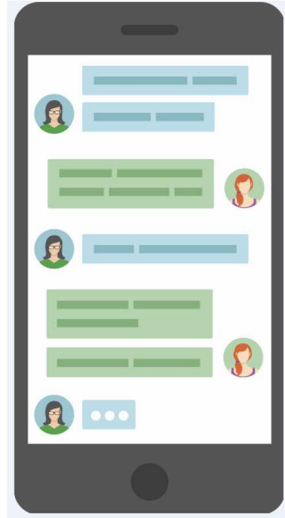
# Telehealth

- Convenient, private virtual therapy (text, email, phone, or secure video)

**Messaging  
(Unscheduled)**



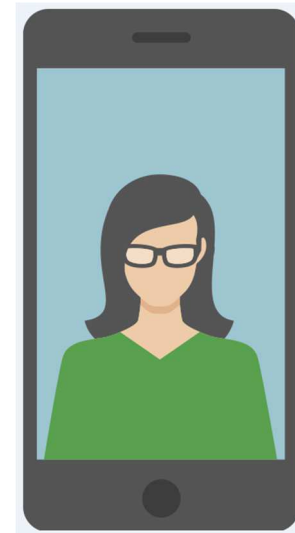
**Chat  
(Scheduled)**



**Phone  
(Scheduled)**



**Video  
(Scheduled)**



# Legal Services

- Free 30 minute consultation per issue, per year
- 25% off attorney fees if retained
- **Topics include:**

Will Preparation and Estate Planning

Domestic/Family Concerns

Landlord/Tenant

Motor Vehicle

Criminal

*Exclusions: Workplace issues*



# Financial Resources

- Free 30 minute coaching for education, guidance and counseling per issue, per year

- **Topics include:**

Budgeting Techniques

College Funding

Credit after Bankruptcy

Retirement Planning

Debt Counseling

Student Loans



# ID Theft

- 60 minute coaching session per issue, per year
- **Support includes:**
  - Fraud Resolution Counseling
  - Deterrence Education
  - Assistance with third party notification
  - Assistance with affidavits and fraudulent account summaries





# Childcare Resources

- Experienced professional staff provides referrals and resources

- **Referrals include:**

Childcare Centers and Daycare

Nanny Agencies

Before and After-School Care

Schools (Private, Public, and Boarding)

State Subsidy Programs

Special Needs

College Planning, Scholarships, Test Prep, and More



# Eldercare Services

- Experienced professional staff provides referrals and resources
- These services are available for nation-wide support.

- **Referrals include:**

In-home Care, Back-up Care, and Personal Care

Assisted Living, Retirement Communities,  
Nursing Homes

Financial and Legal Options

Transportation and Meal Programs

Long-term Care Insurance



# Home Ownership Program

- This program helps employees buy, sell, or refinance a home and provide significant discounts
- Available to first time, repeat, or investment home buyers and sellers
- **Support includes:**
  - Finding a Realtor or Lender
  - \$1,000 Lender Credit Towards Closing Costs
  - Year-End Mortgage Review
  - Down payment assistance and grant programs
  - Discounts on real estate commissions; buying and selling



# Online Services & Education

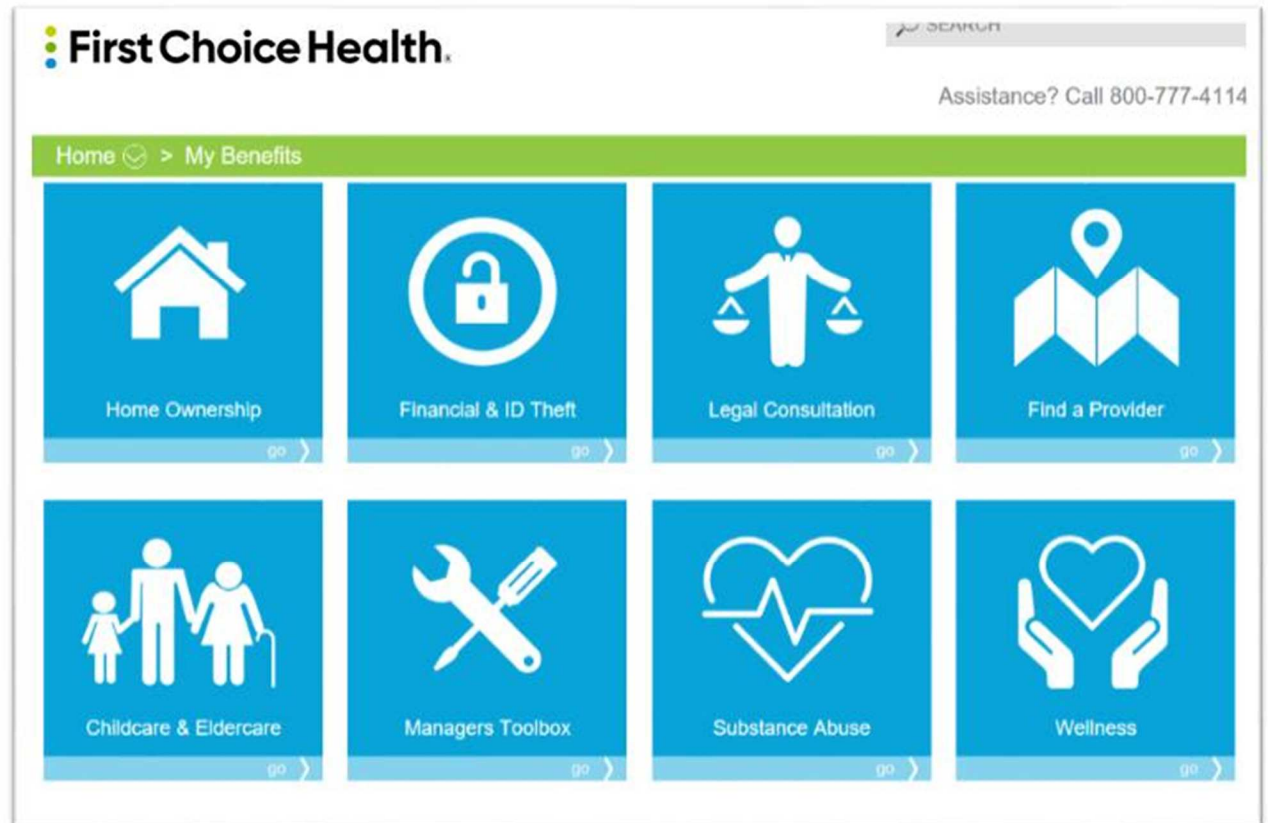
- Request Appointments
- Unlimited Online Trainings
- Monthly Newsletters
- Webinars
- Health Assessments
- EAP Employee/Supervisor Orientation
- Content in English and Spanish

[www.FirstChoiceEap.com](http://www.FirstChoiceEap.com)  
your username: **nwkidney**

The screenshot displays the First Choice Health website interface. At the top left is the logo, and at the top right is a search bar and the phone number 800-777-4114. A red banner for 'Hurricane Recovery' is visible. Below this is a 'Featured this month: Estate Planning' section with 'WEBINAR' and 'NEWSLETTERS' buttons. The main content area is divided into 'Orientations' and 'Premium Trainings'. The 'Orientations' section includes links for 'Supervisor Orientation' and 'Employee Orientation'. The 'Premium Trainings' section lists several training topics. Below the text are two rows of four icons each, representing different services: 'My Benefits' (handshake), 'Training Center' (lightbulb), 'Webinars' (person at podium), 'Assessments' (stethoscope), 'Health Assessments' (mountain landscape), 'EAP Employee/Supervisor Orientation' (person with arm raised), 'Webinars' (head with gears), and 'Assessments' (speech bubbles).

# Managers Toolbox

- Orientation
- Leadership Manual
- Brochures
- Wallet Cards
- Handouts
- Coping Tools
- Communication Tools
- HR Links
- Online Trainings





**1-800-777-4114**



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