



EAP Employer Resources & Trainings

Promoting the EAP

BPA Health will assist your company in communicating the EAP to employees and family members by providing print and multi-media materials. We also offer consulting on the communication strategy and implementation and are open to "outside the box" ideas.

BPA Health provides all customers the following print materials:

- **Brochure Cards and/or Wallet Cards** are provided to distribute at contract execution as well as upon request going forward. They can also be available at annual employee EAP orientations and supervisory training sessions. New employees should receive them at the time of hire. Supervisors, personnel manager, and other key offices should have them available to give to individual employees as needed.
- **Supervisor Manuals** are distributed at supervisory training sessions. They are available on a request basis for new supervisors or to replace lost manuals. The Supervisor Manual can also be found on the BPA Health Website at www.bpahealth.com/documents-resources.
- **Posters and Flyers** displaying the EAP telephone numbers and website are available for posting throughout your company's facilities as needed. Flyers are typically customized with your company's site login information as well.

Email EAP Tips – "e-Tips" for Employees and Managers

BPA Health provides EAP e-Tips for optional distribution to all your company sites and employees. Each month, an e-mail brings employees a useful behavioral health tip and/or education about EAP services, a reminder that their employer cares about their health, and another place to get the EAP phone number and website. Management e-Tips are also distributed once a month, which offer insightful management strategies and information for your managers.

BPA Health believes these e-Tips offer an exciting opportunity to convey information, communicate, and keep EAP benefits visible. Your company has the choice of accepting, screening, and forwarding or posting this kind of awareness-building tool.

Onsite or Live Video Training

Training is offered to our customers (80+ employees) at no additional cost when at least 10 supervisors or 30 employees can be addressed at a time, though we are flexible in those numbers. These trainings help with promotion of the EAP as well.

Employee Orientation Training

Onsite employee orientation sessions acquaint employees and family members with the services and procedures of the EAP. These sessions require about one hour or can be condensed to half an hour if needed. They are offered at the start of the contract and/or periodically afterward. These sessions include hand-out materials and a question and answer period.

Employee orientation sessions are designed to accomplish key objectives for the EAP:

- Achieve full understanding of services and assistance offered through the program
- Build trust in the program and counselors
- Encourage self referrals and use of benefits in a preventive manner

Orientations acquaint all employees with the development, nature and scope of the EAP. The orientation introduces EAP staff, program focus, referral procedures, program access, counseling locations, benefit design, demonstration of BPA Health website and other relevant information.

We emphasize free and confidential access to the EAP by describing a number of typical problems, which affect employees and their families as illustrations. Participants learn how they can reach a counselor around the clock from anywhere. They learn what they can expect in a counseling session.

Employee Health Fair or Open Enrollment

A BPA Health representative can attend your employee health fair and/or open enrollment meeting. The BPA Health representative will acquaint employees and family members with the services and procedures of the EAP.

Supervisor Training

BPA Health has developed a program for on-site or webinar training of supervisors. These sessions utilize a Supervisor's Handbook for use in the session and for future reference, include formal practice in referral

techniques, and draw on case histories to make critical points.

We will consult with your management team to identify key personnel who would benefit from these sessions. We encourage the participation of personnel officers and specialists. All of these individuals will find value in learning how effective use of EAP counseling can assist the management process.

Supervisor training has the following primary objectives:

- to ensure understanding of the employer's policy and intent regarding the use of the EAP and its relationship to other policies and programs,
- to provide information regarding types of problems affecting employee performance and welfare and how to recognize those problems,
- to teach the methods to confront a possibly troubled employee and,
- to recognize the importance and type of documentation when dealing with a troubled employee.

The training session covers these themes:

- types and frequency of employee problems (i.e., job-related stress, emotional problems, physical problems, parent-child concerns, marital problems, financial concerns, and alcohol/drug use);
- how these employee problems affect co-workers, supervisors, and job performance;
- how employee assistance helps employees in trouble;
- how employee assistance benefits the supervisor;
- how an individual accesses the EAP, either through self-referral or through voluntary or recommended supervisor referral;
- how a supervisor can properly confront a troubled employee;
- job performance documentation; and
- what happens when an employee contacts the EAP.

We encourage each supervisor/manager to telephone BPA Health's toll-free number to ask questions, to discuss any aspect of the program, or to express a current concern about an employee.

Creating & Managing a Harassment-Free Workplace

Harassment prevention and the establishment of a workplace in which discrimination and harassment are not tolerated is very important for employers today. This training provides fundamental information for preventing discriminatory harassment - including sexual harassment. Harassment prevention will help to:

- Increase managers' ability to assess harassing behaviors and situations
- Support an organization's overall efforts to prevent harassment
- Build skills to receive complaints and to participate in the investigative process
- Teach managers how to recognize the impact of harassment and how to implement processes for change
- Increased managers' ability to understand and communicate concerns and boundaries to employees and co-workers

Creating & Managing a Respectful Workplace: Discrimination-Free

This training provides an overview of Legislation enacted to prevent discrimination in the workplace. Discrimination training will help to:

- Increase managers' ability to assess discriminating behaviors and situations
- Help support the organizations policies with regards to their effort to eliminate discriminatory behavior
- Build skills to receive complaints and to participate in the investigative process
- Teach managers how to recognize the impact of discrimination and how to implement processes for change
- Increase managers' ability to understand and communicate concerns and boundaries to employees and co-workers

Creating & Managing a Conflict-Free Workplace

Conflict is inevitable and providing managers with the tools they need to communicate with employees through effective conflict resolution techniques gives them the ability to:

- Understand the sources of workplace conflict
- Learn principles of conflict management
- Understand how personalities play an important role in conflict resolution
- Develop communication skills necessary for conflict resolution
- Identify strategies to implement conflict resolution activities
- Learn techniques to head-off future conflict

Stress Management

Stress is a fact of life, but it need not be a way of life. While there are many aspects of life we simply cannot control, there are a great many we can learn to manage, including the negative side of stress.

- A survey of medical tests estimate that as much as 50-80% of all disease is stress-related in origin

- 1 out of 5 workers are at risk for stress related health problems.

This training will help your staff recognize how we respond to stress and help identify techniques to manage and minimize the impact of stress at work and home.

Monthly Webinars

Monthly webinars are included in the work-life services at no additional cost. These monthly web based information sessions cover a variety of topics related to work-life issues. Employees can access the webinars through www.bpahealth.com/eap-home on demand and listen to a speaker discuss a variety of work-life topics. All of the webinars are also archived to view at your convenience. A yearly calendar is available upon request as well.

Other Employer Resources

Supervisor Consultation

BPA Health offers consulting assistance on workplace matters that have a behavioral component or that are likely to involve the EAP. BPA Health will assist management in handling questions related to violence in the workplace, employee conflicts, anger management, last chance agreement, reductions in force and a wide variety of other related topics. Supervisor Consultations are provided to BPA Health customers at no additional charge.

BPA Health has several trainings available to support management and assist in promoting the EAP and developing their skills as management professionals. See below for more details.

Management Referrals

A Management Referral may be necessary when an employee's work performance becomes a concern. This gives the employee an opportunity to improve their performance and retain their job. BPA Health recommends an employer have a written policy regarding use of the EAP as a part of the disciplinary process.

Conflict Resolution

BPA Health offers conflict resolution assistance when two or more individuals are not functioning well in the workplace and it's affecting their performance. An EAP provider meets with the individuals involved to work out the conflict.

Critical Incident Response (CIR)

BPA Health provides CIR services that include onsite crisis response debriefing after emergencies and traumatic events to meet the needs of employees and management.

FOR MORE INFORMATION CALL BPA HEALTH AT:

800-726-0003

www.bpahealth.com