

# The EAP is here for you.

A people manager's guide to finding the support needed to better support employees.

The Employee Assistance Program (EAP) is an excellent resource for not only your employees, but people managers like you. With counseling and support available 24/7, the Employee Assistance Consultant (EAC) team is a confidential source who can help people managers address workplace issues, performance concerns and other situations a manager may face such as:

- Concerns about an employee's welfare
- A team member's work is suffering because of personal issues
- A crisis strikes
- Encountering a situation that makes you ask "How should I handle this?"

## Here are just some of the ways EAP can help you.

### Making management referrals

You can make a Formal Management Referral to the EAP as a way to get help for issues that may be affecting employee work performance. EAP will help guide you through the process and what to expect.

- Consult your HR department to make sure you follow your company's policies and procedures.
- An EAP consultant will review the situation, advise whether a Formal Management Referral is warranted and help you decide how to proceed.

### Addressing issues related to performance

Once you've become aware of a job performance issue, document the issue, call the EAP and consult your HR department to make sure you follow your company's policies and procedures.

**Examples of job performance issues can include:**

- Reduced productivity or work quality
- Absenteeism and tardiness
- Bizarre and/or disruptive behavior



### Navigating employee substance use disorder

In addition to the risk substance use poses for the individual, it also has significant workplace consequences. If you have a concern about drug or alcohol use document the behavior, call the EAP, consult your HR department about your organization's substance use policy and testing procedures, and refer the employee for substance use testing if you have such a policy.

**Possible indicators of substance use can include:**

- Absenteeism and tardiness
- Bizarre and/or disruptive behavior
- Concentration problems and/or erratic work habits

### Witnessing violent behavior

Threats of violence can come from employees, managers, family members, partners, customers, or former partners or customers. Call EAP and an EAP consultant will help you develop a plan for supporting victims and keeping employees safe.

**Possible signs of workplace violence can include:**

- Intimidating, harassing, inappropriate and aggressive behavior
- Threats and/or acts of destroying property.
- Escalated conflicts with supervisors and other employees.

### Observing warning signs of suicide risk

Due to the potentially serious consequences of suicidal intent, this is not something you should try to handle alone. The EAP is here to help you before, during and after the crisis. Dealing with an employee who is at risk of suicide in the workplace can be very stressful. In addition to asking for support in your role as a manager, make sure you get support for yourself.

**Possible warning signs can include:**

- Making direct statements or indirect comments about ending one's life
- Talking or writing about hopelessness, death or dying, including in social media posts
- Showing changes in behavior, mood, work performance, appearance or hygiene

### Critical incidents

EAP's Critical Incident Stress Management services help you handle the impact of any workplace event that may disrupt the present or future productivity of your workforce. An EAP consultant will assess your situation and help you develop an action plan.

**Examples of critical incidents can include:**

- Death of an employee
- Acts of violence or terrorism
- Workforce reduction/reorganization

### Reintegrating back to work after a period of leave

When an employee is returning to work after an extended leave, the transition warrants careful planning and support. Working with an EAP consultant can help you take the right steps to provide extra support, structure and access to EAP resources available to your employee.

**Examples of return-to-work situations can include:**

- Medical (including behavioral health, suicide concerns and substance use)
- Bereavement
- Maternity or paternity



### Dealing with sensitive subjects

A sensitive subject involves behaviors that can affect work relationships with coworkers, supervisors and customers. If you need to approach an employee to discuss a subject that may be uncomfortable for both parties, an EAP consultant can assess the situation and give you further suggestions on how to appropriately respond as well as provide tips on how to have the discussion with the employee.

### Did you know the EAP can help you cultivate a culture of health?

As you work to maintain high levels of workplace productivity, your employees may be struggling to balance work and a healthy, more satisfying personal life. That's why the EAP offers a wide variety of wellness and management training seminars via live and on-demand webcasts, including:

- A catalog of more than 150 topics such as healthy eating, workplace stress and managing change
- Management training seminar series focused on various workplace issues

Cigna Healthcare's EAP is here when you are in need.

EAP benefits vary by employer. Please contact your Human Resources (HR) or Benefits Representative if you have questions regarding your EAP benefits.