

EAP/MAP

Employee/Member Assistance Program

WORKSITE HANDBOOK

*A guide to using the Perspectives Employee/
Member Assistance Program for worksite
union and employer representatives.*



perspectivesltd.com | 800.456.6327





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Why an EAP/MAP Worksite Handbook?

The EAP/MAP Worksite Handbook has been developed to assist management, supervisors or union representatives who have direct and frequent contact with workers.

In your role as an employer or union representative, you have seen how workers' personal stressors can affect their work performance. The Employee/Member Assistance Program (EAP/MAP) is designed to help individuals with daily-living issues before they become problems that have a negative impact on the job.

This handbook illustrates how the EAP/MAP can be a tool to help you address job performance issues while encouraging workers and their family members to utilize these assistance program services as a cost free, confidential benefit.



What is an Employee/Member Assistance Program?

The Employee/Member Assistance Program is a benefit offered to workers of your organization or company. Perspectives is an independent Assistance Program that provides assistance with personal issues for workers and their family members. In addition to individual services, the EAP/MAP also partners with the company, its supervisors, union and employer representatives as a workplace resource.

SERVICES INCLUDE:

Voluntary, confidential, 24/7 assistance with any number of daily life issues including mental and emotional health, financial and legal affairs, caring for others, life changes and substance abuse for workers, family members and significant others.

EAP/MAP educational sessions on topics that promote a culture of health and productivity for individuals and the organization.

Consultation and training for the company, its supervisors, union or representatives regarding workplace performance issues or difficult worker situations.

Critical Incident Stress Management including consultation and on-site or virtual psychological first aid in the event of a worksite critical occurrence.



24/7 options for support

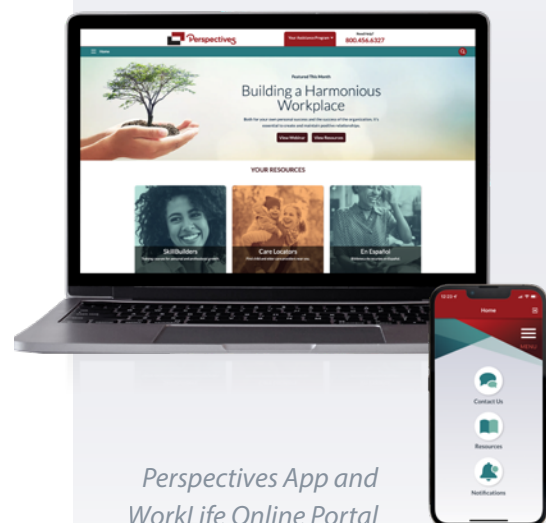
Call or text 800.456.6327 to schedule an appointment with a counselor and for in-the-moment support or resource assistance.

Use the “Live Chat” feature on the Perspectives Online Portal to instant message with a counselor 7am-9pm CST Monday-Friday.

Download the Perspectives App by searching ‘Perspectives Ltd’ in the iOS or Google Play Store. Download for free.

Log in to the WorkLife Online Portal for access to online resources and information. Go to perspectivesltd.com

WorkLife Online resources provide anytime access to skill-building courses, assessments, forms, calculators, quizzes, videos, articles and short learning modules. Search from a wide range of topics from caregiving, parenting, legal and financial to emotional health and wellness, career development, workplace training and more.



Perspectives App and WorkLife Online Portal

THE EAP/MAP CAN ASSIST WITH ISSUES, INCLUDING

- Alcohol/Addictions
- Depression
- Grief and Loss
- Anger
- Divorce
- Legal
- Anxiety
- Eldercare
- Parenting
- Childcare
- Family and relationships
- Stress
- Communication
- Financial
- *and more*

EAP/MAP Toolkit for Management and Union Representatives

The Perspectives EAP/MAP provides consultation to management, supervisors, union and work-site representatives when they have concerns about a worker experiencing personal issues that may or may not be having a negative impact on their work performance.

CONSULTATION

A licensed counselor will confidentially discuss the situation you are encountering. The counselor can offer direction, feedback and help you decide how to proceed.

MANAGEMENT/UNION CONCERN

This type of referral involves a troubled worker who is experiencing personal problems but there are no job performance issues. You can demonstrate your concern by suggesting they contact the EAP/MAP.

FORMAL EAP/MAP REFERRAL

This type of EAP/MAP referral involves a troubled worker who is also experiencing work performance issues. For a consultation regarding a formal referral, contact your Perspectives Account Manager. There is a process for the release of information that can be signed by the worker. This will enable the EAP/MAP to inform you if they followed through with the referral.

Meeting with a worker with job performance issues.

- ✓ Respect and confidentiality are a must.
- ✓ Meet with the worker in a private setting.
- ✓ Present your observations and facts.
- ✓ Clearly state your concerns about the worker's job performance issues.
- ✓ Discuss any specific information or complaints that could lead to disciplinary actions.
- ✓ Give the person the opportunity to explain their behavior or performance.
- ✓ Engage the worker in a performance improvement plan with a timeframe that includes follow up meetings around measurable progress.
- ✓ Inform the worker about EAP/MAP services and the importance of getting help for any personal issues that may be contributing to job performance problems.



EAP/MAP FAQs

Why should I get involved in a worker's personal life?

As a supervisor, union representative or company representative, you are responsible for workplace safety, productivity, and worker engagement. This includes making sure troubled or impaired workers get help when needed.

How can I help with personal problems if I'm not an expert?

You are not expected to do counseling. You can demonstrate your concern by encouraging a worker and/or union member or their family members to reach out for assistance from the EAP/MAP. Ensure that individuals get help and support when needed.

What should I say about the cost of using the EAP/MAP?

EAP/MAP services themselves are free to workers, family members and significant others as part of their company benefits. If the EAP/MAP refers someone for longer term or specialized treatment, there may be additional charges to pay depending on fees and insurance or benefit coverage.

Will workers referred to the EAP/MAP need to take time off work?

EAP/MAP offers phone, video-chat and in-person appointments outside work time. Only a small percentage of employees require time off for EAP/MAP recommended treatment. Most people referred to EAP/MAP can continue to work their normal schedule while receiving assistance.

Isn't there a loss of time and money to the job and the company?

There will be greater loss, in the long run, if you don't use the EAP/MAP. An estimated 25% of worker's wages are wasted due to absenteeism, medical expenses, low productivity and mistakes. EAPs/MAPs and similar programs save the workplace money and help workers resume productive work habits.



Put well-being at the heart of your worksite. You don't have to do it alone.