




Your Peak Performance EAP Benefits

800-252-4555
www.theEAP.com



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It's a Fact!



- ✔ In today's complex world, balancing work and life issues is more challenging than ever.
- ✔ TotalCare EAP has over 30 years' experience helping our Members with life's challenges.
- ✔ Big problems or small, we can help!

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What is the EAP?

Free employer-provided benefit to assist employees and family members with:

- ✓ Counseling
- ✓ Peak Performance Coaching
- ✓ Resources and referrals
- ✓ Consultation
- ✓ Training
- ✓ Information



Solutions to address a full range of life issues

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Your EAP can help with virtually every area of life



PERSONAL

- Personal Stress
- Anxiety
- Alcohol Abuse
- Drug Addiction
- Depression
- Medical Conditions
- Grief/Bereavement
- Gambling
- Weight Control
- Anger
- Chronic Pain/Illness
- Eating Disorders
- Life Transitions
- Pregnancy/Post Partum
- Personal Trauma
- Sexual Concerns
- Domestic Violence
- Learning Disabilities
- Smoking
- Men's/Women's Issues
- Nutrition



FAMILY & RELATIONSHIPS

- Marital
- Parenting
- Caregiving
- Childcare
- Eldercare
- Education Planning
- Adoption
- Family Pets
- Special Needs Child
- Blended Families
- Teen Issues
- Domestic Partners
- Physical Abuse
- Family Relocation
- Sandwich Generation
- Military Life/Separation
- Disaster Preparedness
- Communication
- Keeping Children Safe



FINANCIAL & LEGAL

- Debt
- Credit Card Issues
- Financial Loss
- Bankruptcy
- Budgeting
- Retirement Planning
- Wills & Trusts
- Real Estate Law
- Car Buying
- Immigration
- Divorce
- Civil Suits
- Criminal Law
- DUI/DWI
- Landlords & Tenants
- Homeowner Concerns
- Taxes
- Insurance
- Consumer Law
- Contracts
- Personal Injury
- Child Custody
- Social Security



WORK & CAREER

- Employee Conflict
- Work Related Stress
- Coaching
- Supervisor Conflict
- Team Development
- Career Planning
- Management Skills
- Supervising Others
- Time Management
- Skills Development
- Project Management
- Motivating Self & Others
- Valuing Diversity
- Managing Change

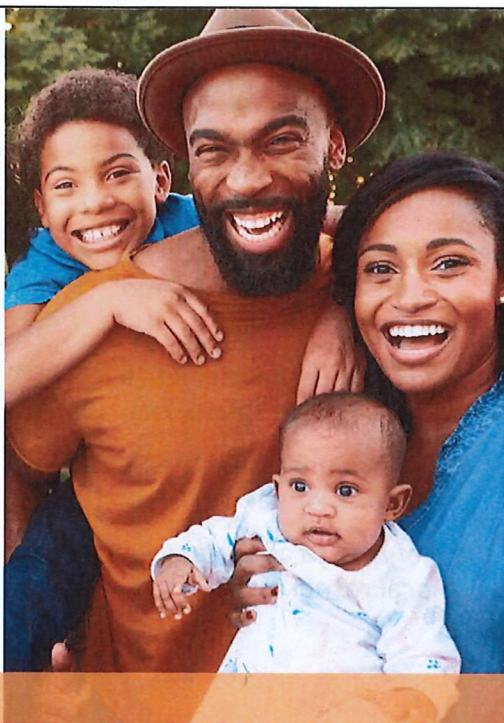
800-252-4555

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Who's covered?

- ✓ You & family members living in your home
- ✓ Dependent children up to the age of 26



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Confidentiality

All contacts and counseling records are confidential – except when required by law to disclose:

- ✓ Threats of Harm to Self or Others
- ✓ Child or Elder Abuse

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 TotalCare
EAP
A Division of ESI

Telephonic Counseling

- ✔ In-the-moment telephonic counseling, support, and information
- ✔ 24/7 access to Masters and Ph.D. clinical counselors
- ✔ Counselors assess the issues you may be facing
- ✔ Referral to appropriate local resources


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Face-to-face and Telehealth Counseling



 Our staff counselors provide a referral to a licensed counselor close to your home or work.

 You and your family members are eligible for up to 3 face-to-face sessions *per issue per year*.

 Each caller is matched to the most appropriate provider including **Telehealth** Counselors.

 Coordination with your health insurance provider if additional sessions are needed outside of the EAP model.

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Legal Benefit

Designed to help you with personal legal issues

- ✓ Wills, Traffic Violations, Divorce, Custody and more
- ✓ There is no charge for your initial phone consultation (*up to 30 minutes*)
- ✓ If you need to hire an attorney, the billable hourly rate is discounted by 25%
- ✓ Entire legal library on the EAP website which includes: Will and Power of Attorney templates, contract samples and more
- ✓ The legal benefit is not available for issues related to employment or medical concerns



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Financial & Debt Benefit

- ✓ Budgeting
- ✓ Debt counseling
- ✓ Mortgages and home ownership
- ✓ Financial planning referrals
- ✓ Self-help resources on the Member site that include a collection of calculators, budget templates, financial forms *and more!*



GOAL



PLAN



ACTION

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Child & Elder Care Benefit

Child Care Referrals

- ✓ Family Daycare, before and after school care, in-home nanny agencies and day camps

Elder Care Referrals

- ✓ In-home care, day care and social programs, transportation, housing options and care managers
- ✓ Self-help resources on the Member site that includes a collection of locators, articles and tools



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TotalCare EAP Specialized Benefits

Adoption: An adoption counselor assists the Member through the various stages and types of adoptions.

Children with Disabilities: Resource assistance for Members who have a child with a disability.



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Personal Assistant

Assists Members searching for local community resources and solutions

- ✓ Scholarship and financial aid resources
- ✓ Home-based service needs
- ✓ Support groups
- ✓ Summer camp options

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Peak Performance Coaching

- ✓ Personal Finances
- ✓ Budgeting
- ✓ Saving & Spending
- ✓ Home Purchasing
- ✓ Student Debt
- ✓ Effective Communication
- ✓ Basic Supervisory Skills
- ✓ Workplace Conflict
- ✓ Work-Life Balance
- ✓ Resilience
- ✓ Practical Aspects of Retirement
- ✓ Relaxation Coaching For Beginners
- ✓ Fitness
- ✓ Nutrition
- ✓ Weight Loss
- ✓ Stress
- ✓ Tobacco Cessation
- ✓ Drugs and Alcohol Overuse

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Online Training Center



Training Center

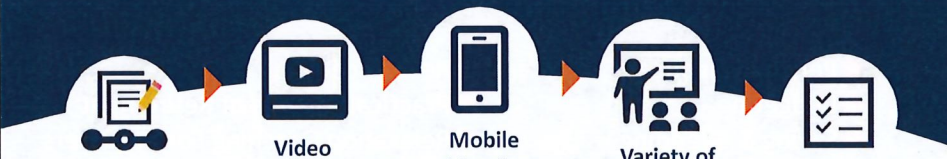
Our Extensive Library of Training Center Courses

- ✓ Sales & Customer Service
- ✓ Teamwork & Collaboration
- ✓ Building a Respectful Workplace
- ✓ Communication & Conflict Management
- ✓ Safety & Risk Management
- ✓ IT & Software
- ✓ Working Remotely
- ✓ Health & Wellness
- ✓ Digital Wellness
- ✓ Goal Setting
- ✓ Mindfulness, Relaxation, Meditation
- ✓ Building Resilience
- ✓ Budgeting, Saving, Investing
- ✓ Relationships & Parenting
- ✓ Compliance issues: harassment, discrimination, substance abuse

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A Variety of Training Formats

Key features include:



- Course length varies. Training length ranges from 3-min to over 60 depending on learning need
- Video based content
- Mobile friendly, available anywhere, any device, anytime
- Variety of formats (role play, presentation, newscast styles)
- 100 new titles added each month

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Personal Finance & Education Center

Online tutorials covering a wide range of money issues available at your convenience:

- ✓ Financial basics - budgets, savings, debt, credit
- ✓ Financial planning for today and tomorrow's needs
- ✓ Goal setting & saving for the future: retirement, home buying, education
- ✓ Understanding and dealing with debt; getting out of debt
- ✓ Investing – stocks, bonds, funds, creating balanced portfolios and managing risk



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Self-Help Resources

Newly enhanced library of problem-solving tools

- ✓ **Training & Learning Centers** – Thousands of trainings, webinars & Training Bites
- ✓ **Lifestyle Savings Benefit** – Valuable discounts, rewards & perks
- ✓ **Connections/Work-Life** – Elder & childcare locators, caregiving, relationships, parenting
- ✓ **Emotional Wellbeing** – Assessments, screenings & tools for mental health issues
- ✓ **Wellness Center** – Articles & videos on illnesses, nutrition, fitness & more
- ✓ **Personal Finance** – Calculators, budgeting, investing, debt management
- ✓ **Legal** – Templates, forms, wills, NOLO Legal Press information on common legal topics



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TotalCare EAP Resource Centers

- Tools for Tough Times

If you're experiencing sticker shock at the grocery store, or stressing out over climbing debt, we have tools and resources designed to provide some relief.

- Cyber Safety Resource Center

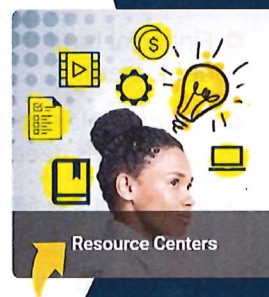
The web offers a wealth of resources and entertainment for the whole family - but it's not without its risks! We've compiled resources on Password Security, ID Theft, Phishing, Keeping Kids Safe, and much more - all designed to help keep you and your family safe while you surf!

- Career and Education Resources

This resource is intended to help parents and their children access some of the best online resources for career planning and exploration, finding and learning about colleges and other higher learning alternatives, and finding scholarship and financial aid resources.

- Parenting Resource Center

Parenting is the business of raising your children from infancy to adulthood. In our Parenting Resource Center, we've developed a list of links and resources on dozens of parenting topics.



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Lifestyle Savings Benefit

Enjoy discounts, rewards and perks on thousands of the brands you love in a variety of categories:

- Health and Wellness
- Auto
- Electronics
- Apparel
- Restaurants
- Beauty and Spa
- And more!




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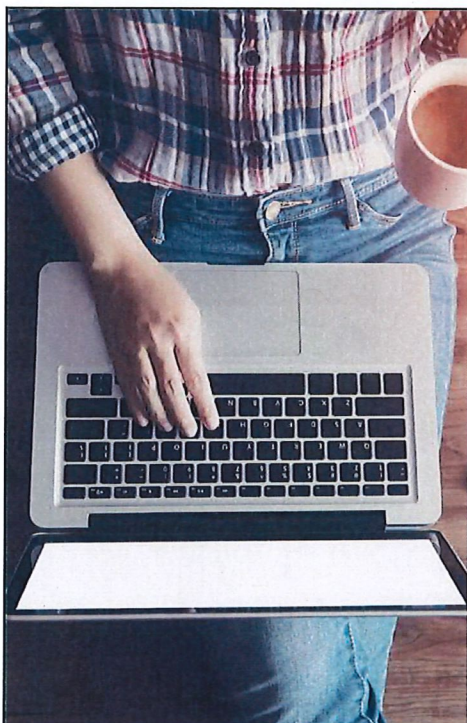


Visit the EAP Website!

- ✔ Learn About the EAP
- ✔ Thousands of Resources
- ✔ Download the EAP App





 www.theEAP.com

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Important!

Our Self-Help resources are best experienced with a modern browser such as:


-  **Google Chrome**
-  **Mozilla Firefox**
-  **Safari**
-  **Microsoft Edge**

These browsers are continually maintained and receive updates from their support to ensure a safe, secure, and hassle free environment.

 **Internet Explorer**

Older browsers such as **Internet Explorer**, while common are no longer supported by their developers and often lack up to date plugins and features. These gaps in support can lead to a less than optimal user experience.

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ESG
Employee Assistance Group

EMPLOYEE EMPLOYER EXPLORE EAPS ABOUT US RESOURCES BROKER PROVIDER

[Member Login](#) [Contact Us](#)


More Benefits, Better Results = More Help for You & Your Employees

More Benefits


- Superior Clinical Counseling Model [More >>](#)
- Thousands of Online Trainings [More >>](#)
- Extensive Self-Help Resource Center [More >>](#)
- Certified Coaching Improves Employee Skills [More >>](#)
- More Help for HR Managers [More >>](#)

Better Results

- Employees Use 300% More Services vs Traditional EAPs [More >>](#)
- 98%+ Employee Satisfaction [More >>](#)
- 98% Employer Satisfaction [More >>](#)




[Help for Employees](#)




[See the Difference Video](#)


We have the EAP that's Right For You



TotalCare EAP




Public Safety EAP



Educators' EAP

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ESG
Employee Assistance Group

TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP


WELCOME


You and your family members can access over 25,000 trustworthy self-help resources to help resolve personal problems or improve your personal and professional lives. Please login or register.

REGISTER

RECOVER PASSWORD

Sign In

 **User Name:**

 **Password:**

[Recover Password](#)
[Recover Username](#)

SIGN IN

PRIVACY & SECURITY | TERMS & CONDITIONS

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ESI EMPLOYEE ASSISTANCE GROUP

TotalCare EAP
Public Safety EAP
Educators EAP
Higher Ed EAP
HealthCare EAP
Union AP

Register

User Name _____

First Name _____

Last Name _____

Organization Name _____

Email Address _____

Password (7 character minimum) _____

Verify Password _____

Reminder
What is your mother's maiden name? ▾

Passphrase _____

I agree to the terms of use

REGISTER

PRIVACY & SECURITY | TERMS & CONDITIONS

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TotalCare EAP A Division of ESI

New Monthly Features

Explore Your Benefits Section

NEW! Featured Learning Centers

Money 101: How to Get Ahead

Explore Your Benefits

- Training Center
- Lifestyle Savings Benefits
- Disposition Resource Center
- Resource Centers
- Connections/Work-Life
- Legal
- Wellness Center & Physical Health
- Emotional Wellbeing
- Personal Finance & Education Center

Digital Wellness

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EAP Monthly Feature

Our Monthly feature will offer popular monthly themes with resources and a new webinar recording each month as well as our quick access buttons to your benefits overview video.

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Explore Your Benefits

Easy-to-navigate tiles cover the most popular and essential benefits and topics. Hover over the tile and click on "Read More" to access the content or to access a pop-up menu.

- Training Center
- Lifestyle Savings Benefit
- Supervisor Resource Center
- Resource Centers
- Connections/Work-Life
- Legal
- Wellness Center & Physical Health
- Emotional Wellbeing
- Personal Finance & Education Center

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Featured Learning Centers

Digital Wellness

Digital wellness is about building and maintaining a healthy relationship with technology.

[View Learning Center](#)

[View All](#)

Your Favorites
 24/7 access, 24/7 access, 24/7 access

Your Courses
 Access to 100+ courses and more to help you succeed in your studies

Your History
 Track your progress and see what you've learned

College Life
 Contact Us, Career Preparation, College Preparation, Financial Aid

Connects Work/Life
 Employee and Employer Support, Diversity Support, Family Life, Workplace Relationships

Disaster Preparedness
 Emergency Planning, Emergency Preparedness, Evacuation Plans

Emotional Wellbeing
 Anger Management, Anxiety Disorders, Attention Deficit/Hyperactivity Disorder (ADHD), Autism Spectrum Disorders

Personal Finance & Education Center
 Auto Loans, Savings of Loans, Budgeting, Credit, Insurance

Wellness Center & Physical Health
 Anxiety, Attention Deficit/Hyperactivity Disorder, Bipolar Disorder, Depression

Legal
 Arbitration, Divorce, Business Law, Consumer Protection, Contract Law

Parenting
 Attention Deficit/Hyperactivity Disorder, Behavior, Bullying, Child Sex

Workplace
 Child Welfare, Communication, Conflict Management, Diversity and Inclusion

Assessments
 Get insights on your job skills and educational progress

Calculators
 Interactive learning tools to help you understand your budget

Legal Forms
 Download and print legal forms for everything from will-making to estate agreements

Lessons
 Find out more about your life choices

Recipes
 Library of educational resources that are healthy and delicious

Stories
 Personal and professional development learning stories

Webinars
 On-demand expert-led talks

Featured Learning Centers

Curated collections covering popular topics, such as gratitude, goal setting, communication, sleep, building resilience, and much more – delivered in various interactive formats.



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24/7 access

Same tools, benefits and resources

Download free for iOS and Android mobile devices

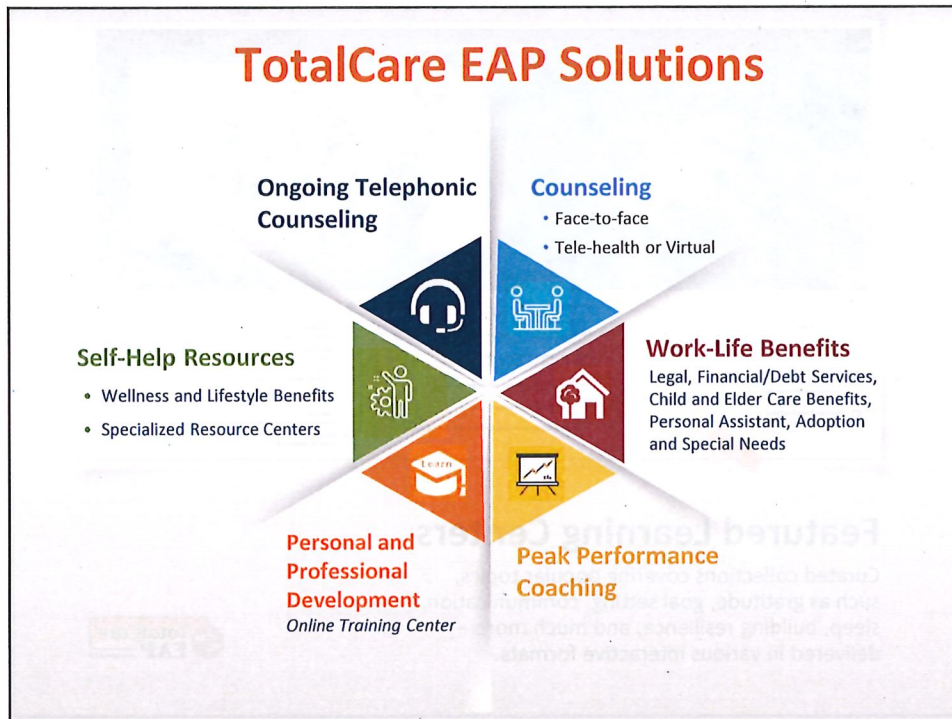
DOWNLOAD OUR APP

Download the app from the app store by searching 'ESI EMPLOYEE ASSISTANCE' or by scanning the QR Code below!

Get it on Google play

Download on the App Store

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Let's Recap


- ✓ Assisting you with Life's Problems and Distractions
- ✓ Helping You Take Advantage of Life's Opportunities
- ✓ Call anytime 24/7/365 *optimum time is 8am – 8pm*
- ✓ Employer-Provided Benefit
- ✓ No Cost to You and Immediate Family Members
- ✓ 24/7/365 Access
- ✓ Strictly Confidential
- ✓ 98+% Overall Member Satisfaction Rate!

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Explore Your EAP Benefits!

Scan the QR Code to access your EAP:

- Member Brochure
- Orientation Video
- Member Login
- ESI App



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Questions & Discussion

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 **CONTACT US**

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More Benefits for Employees | More Services for Management | Better Results than any other EAP

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Supervisor Orientation

800-252-4555
www.theEAP.com

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EAP Employer Services

- ✓ HR/Supervisor Consultation
- ✓ Voluntary and Suggested Referrals
- ✓ Administrative Referral Program
- ✓ On-Site Trauma Responses
- ✓ Online Training Center & Coaching
- ✓ DOT and Drug-Free Workplace Compliance and Management Training
- ✓ Supervisor Resource Center



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HR/Supervisor Consultation

- ✓ Consultations are provided in virtually every critical area of human resource management.
- ✓ Supervisors and HR Managers can access Senior Counselors and Senior Professionals in Human Resources (SPHR) when complex employee issues arise requiring specific HR expertise.
- ✓ Account Managers are also available for consultation regarding benefits, EAP awareness strategies, training recommendations and other operational questions.



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Voluntary and Suggested Referrals

Voluntary Referral

- ✔ Regular employee communication results in high employee utilization of EAP services

Suggested Referral

- ✔ Supervisors can be effective in suggesting a distressed or struggling employee contact the EAP



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What Managers Need to be Looking for...

- ✔ Front line Supervisors and Managers are the first to notice changes in employee behavior and in the best position to address concerns with the employee
- ✔ Behaviors and presentations that are outside of the employee's normal baseline of behaviors
- ✔ Behaviors can include:
 - Excessive Absenteeism
 - Disheveled appearance
 - Unusually emotional or increased frustration/agitation
 - Inability to accept feedback in a constructive manner
 - Seemingly stressed, tired, anxious



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Supervisor Approach for Suggested (Encouraged) Referrals

- ✔ "I've noticed you seem _____"
- ✔ "I'm concerned about you and wanted to see if you're okay"
- ✔ "I'd like to remind you that you have this great EAP benefit"
 - Provide EAP information to the employee
 - Offer the employee a private place to make the call
 - Remind that it's completely confidential



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Administrative Referral Program

The Administrative Referral is a formal process to **address policy violations and unacceptable job performance.**

- ✔ When confronted with an employee performance problem, supervisors can consult with an EAP Clinical Counselor and determine the best approach. Options include Counseling, Coaching, and Training
- ✔ More than half of referred employees return to full productivity



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Administrative Referral

- ✔ HR Teams up with EAP
- ✔ Geared to save valuable employees
- ✔ Should be used in conjunction with a progressive discipline process
- ✔ Employee must be physically and psychologically fit for duty



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Types of Administrative Referrals

- ✔ Absenteeism
- ✔ Policy Violations
- ✔ Negative Interpersonal Interactions and Relationships
- ✔ Drug and Alcohol Policy Violations
- ✔ Performance Issues that could be improved through Coaching and Training



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Administrative Referral Process

- ✓ Call the EAP and consult with one of our Clinical Counselors or SPHRs *prior* to making the referral
- ✓ Complete the Administrative Referral Information Sheet – HR access only-unless authorized by HR
- ✓ Meet with Employee who signs the Authorization to Release Information



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Risk of Liability

Need To Know

- ✓ Information should only be shared with key individuals who must know about the issue

Limits

- ✓ Avoid any attempt to diagnose the person's problem in any written or verbal statements
- ✓ Focus only on work performance



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On-Site Trauma Responses



- ✔ A trauma response counselor is available to address catastrophic workplace events
- ✔ Intervention by trained staff lessens the risk of Post Traumatic Stress Disorder and hastens a return to full productivity



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Online Training and Coaching



Our Extensive Library of Training Center Courses

- ✔ HR Compliance Courses
- ✔ Sales/Customer Service Courses
- ✔ Business Skills Courses
- ✔ Leadership/Management Courses
- ✔ Information Technology
- ✔ Software
- ✔ Safety

Coaching Programs

- ✔ Personal Finances
- ✔ Budgeting
- ✔ Saving & Spending
- ✔ Home Purchasing
- ✔ Student Debt
- ✔ Effective Communication
- ✔ Basic Supervisory Skills
- ✔ Workplace Conflict
- ✔ Work-Life Balance
- ✔ Resilience
- ✔ Practical Aspects of Retirement
- ✔ Relaxation Coaching For Beginners
- ✔ Fitness
- ✔ Nutrition
- ✔ Weight Loss
- ✔ Stress
- ✔ Tobacco Cessation
- ✔ Drugs and Alcohol Overuse

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Why Is Training and Coaching So Important?

Employers that encourage employee training, coaching and development:

- ✔ Improve overall performance of all participating employees
- ✔ Sharpen individual skills
- ✔ Increase engagement
- ✔ Reduce turnover
- ✔ Develop supervisors and managers



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DOT and Drug-Free Workplace Compliance



To assist with maintaining DOT Safety Sensitive or a Drug-Free Workplace program, we offer online training and support:

The program contains the following elements:

- ✔ Assistance with employer policies
- ✔ Assistance with compliance procedures
- ✔ Online video trainings
- ✔ Links to EAP counseling resources and substance abuse professionals



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Supervisor Resource Center

- ✓ Employee Engagement
- ✓ Affordable Care Act Toolkit
- ✓ FMLA Resource Center
- ✓ Administrative Referral
- ✓ Crisis Management
- ✓ Violence Prevention
- ✓ Employment Practices
- ✓ Newsletter Library
- ✓ Recruiting, Hiring, Interviewing and Onboarding
- ✓ Workplace Harassment Prevention



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Contact Us

Employee Engagement: An HR Resource Center

FMLA Resource Center

Recruiting, Hiring, Interviewing & Onboarding

Supervisory Consultation

Supervisor Orientation

Workforce Management

Workplace Harassment

Workplace Violence Resources

Welcome to your Supervisor Resource Center

In these pages, you'll find:

- Copies of forms, policies, articles and other tools designed to help you develop people management "best practices".
- You'll also find articles and Web resources to help you solve the everyday problems that you encounter in managing people.
- We encourage you to explore **Employee Section** of this site to become familiar with the extensive resources and tools available there. Those tools may be helpful to you and your family and they may also be helpful to you as a manager since they deal with problems and issues that may be confronting your employees.

News from the blog

- October: Mental Health and Depression Awareness
- Get your flu vaccine early this year!
- Pandemic or not, it's important to take your vacation time
- HR News Roundup: WFH, benefit trends, feedback, Covid-19 news & items from the lighter side
- Back to School Resources for Educators
- Covid-19: Back to School Resources for Parents
- New Nutrition Facts label makes it easier to make healthy choices at the market

IMPORTANT TOOLS

- Administrative Referral
- Affordable Care Act Info Toolkit
- DOT Testing
- Drug-Free Workplace Act – Compliance
- Employee Engagement: An HR Resource Center
- Employment Practices Manager
- FMLA Resource Center
- GCN Compliance Training
- HR & Supervisor Brochure
- Mediation Service
- Newsletters
- Recruiting, Hiring, Interviewing & Onboarding
- Supervisory Consultation
- Supervisor Orientation
- Termination Checklist
- Training
- Trauma Response/Crisis Management
- Video – Seven Best Practices for Avoiding Workplace Violence

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Mediation Service



Our Member organizations will receive a **15% discount** on hourly services from a leading mediation and arbitration provider.

Some of the benefits of mediation services include:

- ✔ Avoiding costly and prolonged litigation
- ✔ Reducing employee turnover and replacement costs
- ✔ Minimizing supervisor time managing disputes



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Questions & Discussion

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Explore Your EAP Benefits!


Scan the QR Code to access your EAP:

- ▶ Member Brochure
- ▶ Orientation Video
- ▶ Member Login
- ▶ ESI App



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Have you heard about your EAP benefits?

Employee Orientation

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