

# OCTOBERNEWS 2022

A worksite newsletter for supervisors provided by your Employee Assistance Program.

## Q + A for Supervisors

**Q. I know how to formally refer an employee to the EAP, no problem. However, is it helpful to speak to the EAP anyway before I make a formal referral?**

A. Although there is no fast rule regarding consulting with the EAP beforehand regarding a formal referral, there are advantages to doing so. Even if you know how to help arrange a referral, use documentation effectively, and communicate later when following up, every referral to an EAP involves an employee whose issues are unique. Employee assistance professionals are extremely attuned to performance issues and the nuances of how they present themselves in the workplace. This is where the art of the interview exists. Based on patterns you experience with an employee, an employee assistance (EA) professional will make decisions about what interviewing techniques to employ. If you phone the EAP to inform the program about a pending referral and speak with a staff member about issues such as the type of interactions you have with your employee, prior cooperation, patterns of performance problems, environmental influences, and history of other concerns not relevant to the current matter, this may help the EA professional consider the assessment approach that will ultimately make the referral more successful.



**800.386.7055**

<https://worklife.uprisehealth.com/>

Access Code: worklife



## Support & Resources

**Q.** If an employee comes to the EAP with general complaints indicating they are depressed, I imagine such employees are referred to an EAP counselor or get a reference to a medical provider for further assessment. What else does the EAP do except determine the need to refer?

**A.** When an employee visits the EAP for symptoms of depression, much more happens than a routine depression screening. The employee will be connected with an EAP counselor if they have any counseling sessions available. The counselor will assess psychosocial or environmental/lifestyle issues that are either symptoms of the depression or distinct from yet exacerbating the primary condition. These issues must be addressed or they risk undermining the work of the counselor to whom the employee is referred. If the employee is referred to a medical doctor, many medical doctors will manage medications extremely well, but they often resist spending copious amounts of time helping the worker address the nonclinical issues. It's a team approach that ultimately helps employees with these chronic disease conditions that can't be treated without attention to the factors that may undermine medical care.

**Q.** How can EAPs help managers support their employees proactively and engage in best practices that result in healthy work dynamics and a respectful workplace?

**A.** EAPs support employees directly when an employee reaches out requesting specific services or resources. Employees that have support to improve their wellbeing or address work-life concerns are more engaged and satisfied at work. In addition to this crucial direct support that EAPs provide, EAPs are also valuable resources for management counseling, training, and support. Preventively, EAPs can provide managers resources on topics such as leadership, stress management, and conflict resolution. Managers can contact their EAP on an unlimited basis for help with performance reviews, conducting meetings, handling discrimination, and more. EAPs can also train managers on how to encourage early referrals and understand the mandatory referral process. This constructive engagement can prevent tension and promote healthy relationships between coworkers and between managers and their employees.





The EAP can help.

Q. What is a key method for managers or supervisors when discussing improvement options for ongoing work quality, conduct, or attendance problems with an employee?

A. There are many aspects of the corrective interview that can lead to an employee's unfavorable reaction to being presented with poor performance, but one overlooked approach is the use of the supervisor's prior documentation in the history of addressing the performance problem. Prior documentation, known to the employee and may have also been acknowledged with a signature, is one of the most certain ways to gain cooperation. Without it, the supervisor may need to rely on a prior discussions from memory, and these stories may be less accurate when recalled than the notes and documentation that have been previously accepted and agreed to.

Q. I have wondered about the EAP experience and employees getting attached to the counselor at the program but then perhaps not wanting to establish another relationship with the mental health professional to whom they are referred. Can you comment on this?

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## Wellbeing Check and Wellbeing Scores

The Uprise Health Wellbeing Algorithm within the Digital Platform is based on an evidence-based framework known as Stepped Care. Stepped Care ensures that you are offered the most appropriate services for your wellbeing and mental health needs at any given time. Members are asked to complete a Wellbeing Check the first time they sign-up for the Uprise Health Platform, and we recommend it be completed once a month following the initial check-in (or more often if a member needs a more regular check-in).

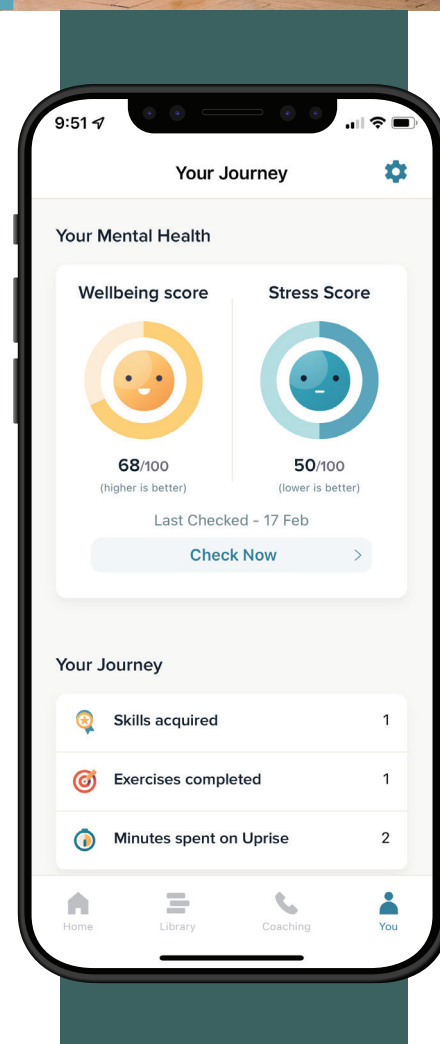
The Wellbeing Check is a quick check in on your current life events, mood, and stress levels. It was created by clinical psychologists based on well-reviewed measurements found to screen effectively for mood and mental health.

Based on the Check, you receive two scores: a wellbeing score and a stress score. A high score on wellbeing means that you're wellbeing is high; similarly, a high score on stress means that you're stress is high. High wellbeing and low stress mean you are at low risk for poor mental health but can still use and proactive services and resources to stay mentally healthy! Low wellbeing and/or high stress mean that you are at higher risk for health issues and can use services and resources to address the wellbeing and stress-related challenges you are currently facing.

We use the results of the Wellbeing Check to create a personal care plan and provide courses and resource options for you based on how you are doing and what you need. You can also access a timeline of your scores in your profile on the Platform. It's a great way to track how you're doing long-term.

If you want to improve your wellbeing score or stress score, you can take one of the recommended courses within the digital library, book a coaching session, or call the Uprise Health phone number to get additional resources and services to help.

To take the Wellbeing Check, visit <https://app.uprisehealth.com/>



## Resources & Events



### Breast Cancer Awareness Month

October is Breast Cancer Awareness Month! This is an annual campaign to raise awareness about breast cancer and the people it impacts. People across the world work together to improve access to screenings, increase early detection, and help get effective care to people who need it.

#### Resources

National Breast Cancer Foundation (NBCF) clinical breast exam guide: <https://link.uprisehealth.com/clinical-breast-exam>

NBCF National Mammography Program  
<https://www.nationalbreastcancer.org/national-mammography-program>

National Breast and Cervical Cancer Early Detection Program  
[link.uprisehealth.com/cancer-early-detection](https://link.uprisehealth.com/cancer-early-detection)

National Cancer Institute Resources  
<https://link.uprisehealth.com/mammogram-fact-sheet>

Cancer.org Cancer Information and Resources  
<https://link.uprisehealth.com/cancer>

### *This Month's Mental Health Skill Building Webinar*

#### Helping Others

Learn the key skills to help someone else with their mental health like early warning signs and how to start a conversation about mental health.

Join us for a 30-minute webinar and Q&A  
October 20, 2022 | 12pm PT

<https://link.uprisehealth.com/october-webinar>

### *This Month's Personal Advantage Webinar*

#### Managing Your Finances Paycheck to Paycheck

Join us for this very practical and actionable webinar on budgeting. Learn how to create your budget, set financial goals, and then find the money to fund them.

*The monthly webinars with Personal Advantage are available on the 1st day of each month and past topics are available for viewing at any time. To view the webinars, log into the Uprise Health member site with your assigned Access Code and click "Work-Life Services." Certificates of Completion are available by setting up a personal login and password within the Personal Advantage site.*

### Members Love Our Webinars!

"I didn't know what to expect, but got some great information in the short time of the webinar! Looking forward to doing more of the activities and using the app. Thank you!"