

# Employee Assistance Program (EAP)

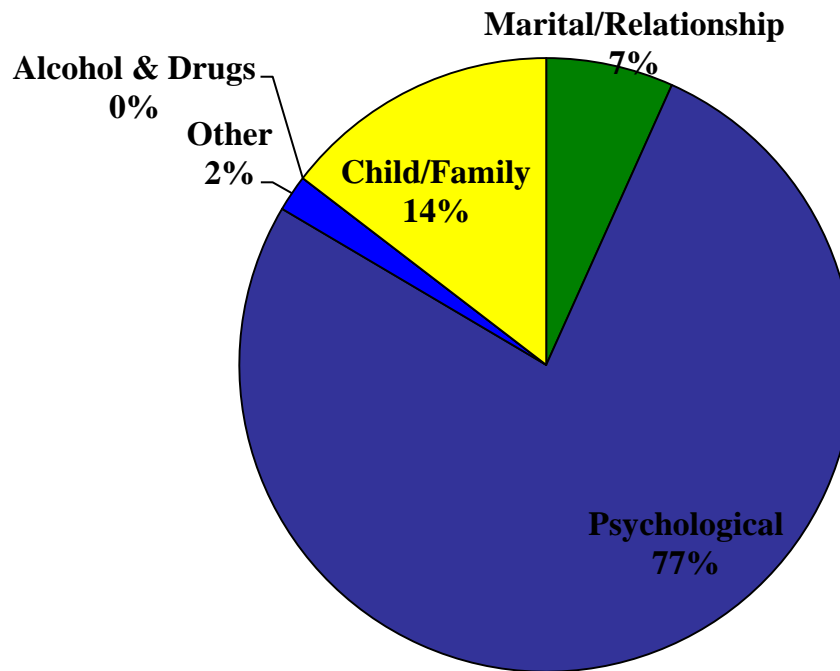
# Employee Assistance Program

**1-800-531-0200**

- 24-hour confidential support services
- English, Spanish, French, and translation services for all other languages
- Up to 6 virtual or in-person sessions with a local provider. 100+ in-network providers in Brevard County. We provide referrals within 10 miles radius of a provided zip code
- E-counseling and user-friendly website accessibility plus mobile app
- IMMEDIATE access to counselors without the use of hold services
- Masters and Ph.D. level clinicians with a minimum of 5 years experience
- Provides referrals to specially- trained clinicians with follow-up services
- Hand-held resource referral

# EAP STATISTICS

## PRIMARY ISSUES



# On-staff Clinicians Experience

- Adoption
- ADHD
- Anger Management
- Anxiety/Panic/Stress
- Autism
- Child/Adolescent/Family
- Depression
- Developmental Disabilities
- Disability
- Domestic Violence
- Eating Disorders
- Fitness for Duty
- Gambling
- Gay/Lesbian/Transgender
- Grief
- Group Counseling
- Job Performance/Interpersonal Conflicts
- Marital/Relationship/Family/Divorce
- Medical Concerns/Problems
- Mental Health Disorders
- Parenting Issues
- PTSD
- Self-Esteem
- Sexual Abuse/Rape
- Sexual Issues/Gender Identity
- Substance Abuse
- Suicidal Ideation
- Workplace Conflict or Violence

Employee and/or  
Supervisor

“Household”  
Family Member

**EAP Helpline**  
**800-531-0200**

**EAP Counselor**  
•Assessment  
•Short-term Counseling

**Community Resources**  
☎ Marriage/Family Counseling ☎ Financial Counseling  
☎ Outpatient Mental Health Treatment  
☎ Legal Counseling ☎ Outpatient Alcohol/Drug Treatment

# EAP Network Providers

- Certified and licensed social workers, counselors and psychologists
- Expertise in diagnosis, crisis intervention and substance abuse
- Minimum 5 years in private practice in good-standing
- Same-day appointments for emergencies

# Additional Services

- Critical Incident stress debriefing
- Seminars/workshops
- CNA website and on-line wellness library
- CNA Assistance mobile app
- Mandatory referrals

# Critical Incident Stress Debriefing

- Contact/work directly with your Student Services and HR Department to call us and describe the event
- EAP Clinical Supervisor and Account Manager are immediately notified
- Urgent plan of action is developed
- Clinician is on-site within 24 hours (or upon request) to provide support
- On-site therapist offers emotional “first-aid” in group or individual sessions



# Seminars/Workshops

- Anger management
- Coping with change
- Dealing with anxiety
- Dealing with depression
- Managing financial stress
- Excellence in supervision
- Family and relationship issues
- Meditation and relaxation
- Raising self esteem
- Resilience and change
- Setting and attaining goals
- Smoking cessation
- Stress management
- Teamwork and leadership
- Time management

# CNA Website and Self-Help Wellness Library

CNA website addresses physical, emotional, and mental well-being

Visit [www.charlesnechtem.com](http://www.charlesnechtem.com)

- Text us and/or schedule virtual appointments with an EAP counselor at your convenience
- Submit your therapist referral questionnaire and the counselor will send you 3 match therapists via your preferred contact method

Our self-help Wellness Library provides direct access to information on over 25,000 articles that are continuously updated. To login:

- Go to website: [www.charlesnechtem.com](http://www.charlesnechtem.com)
- Select “Member”
- Login if you are a new member, or register as new user

**NEWS ALERT** Coronavirus COVID-19 Pandemic Resources

**SPECIAL WEBINAR** COVID-19 Facts You Need to Know, a special webinar with Dr. Ellen Constante


Featured this month: Money Matters

Webinar Quick Tip More Resources


  
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Training Center  
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- **Mobile APP:** Feature
- Call Us 24/7 at 800-531-2040
- Email your concern to:  
[inquires@charlesnechtem.com](mailto:inquires@charlesnechtem.com)
- Text us and/or schedule a virtual appointment with and EAP counselor at your convenience
- Submit your therapist referral questionnaire and the counselor will you 3 matched therapists via your preferred contact method
- Access interactive self-help wellness library with 25,000 resources
- \*CNA Assistance Apps are available at the Apple Store and Google Play



Visit Our Wellness Library

Therapist Referral

Call us

Text Us (M-F 8a-8p)

*The professional counselors at Charles Nechtem Associates, Inc. can provide support, counseling and coaching over the phone or by e-mail, or refer you to a therapist near your home or workplace.*

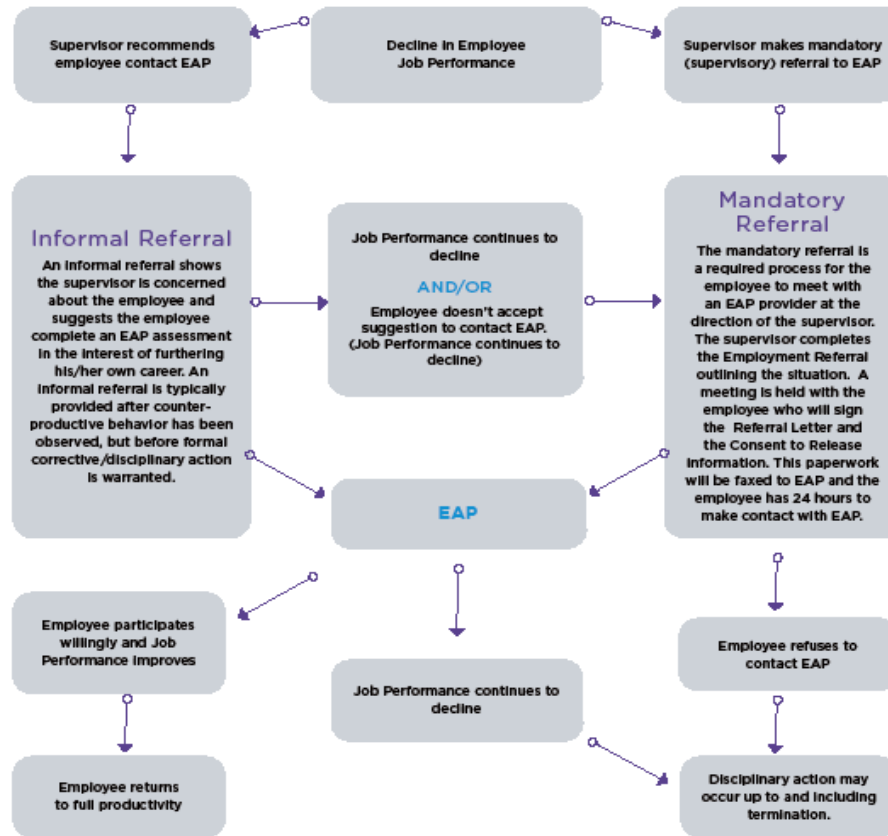
# Mandatory Referrals

For employees with performance, reliability, or substance abuse problems, here's the process:

- Mandatory referral letter, information form, and consent to release form. Forms are faxed to Charles Nechtem Associates (CNA)
- CNA assigns case manager who monitors adherence to the agreed-upon course of treatment
- CNA provides progress reports to the designated Supervisor or HR representative while maintaining compliance with confidentiality laws

# Supervisory EAP Referral Flow Chart

Brevard  
Public  
Schools



SE: 1291795

# CHARACTERISTICS OF EMPLOYEES IN NEED OF SUPPORT

## Behavioral Signs

- Excessive absenteeism or lateness; difficulty with concentration and confusion
- Marked decline in work performance; unsatisfactory work quality
- Co-worker or customer complaints
- Fatigue; personal hygiene is poor or ignored
- Sudden and/or unpredictable change in energy level

## Physical Signs

- Flushed or pale face, sweating
- Pacing, restless, or repetitive movements
- Signs of extreme fatigue, e.g., dark circles under the eyes
- Clenched jaws or fists
- Exaggerated or violent gestures



# Intervention and Referral

Steps to take when you have identified a performance issue:

- Document the performance problem
- Get yourself ready
- Set the stage
- Use constructive conversation
- Refer for assistance
- Follow up on progress towards meeting performance goals

# What is documentation?

Taking notes to usually include date, time, place, who was involved, and what happened.

# Why document?

Because we forget. Documentation is a tool to help us remember certain details and remain as objective as possible while making a fair and impartial assessment of job performance.

# Getting Ready/Setting the Stage

- Take deep breaths
- Make sure the environment is safe for you and the employee
- Distraction free meeting space

# Constructive Conversation

- Share with the employee what the concerned are about his/her performance
- State problem
- Refer to documentation of specific events
- Avoid over-generalizations
- Ask for explanation
- Avoid getting involved in discussions of personal problems
- Try to get employee to acknowledge what you see as the problem
- State what must be done to correct the problem
- Set time frame for performance improvement
- Specify consequences if problem continues

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