



BARROW COUNTY
CHAMBER OF COMMERCE

Consortium

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Employee Assistance Program



Greetings,

Welcome to the Consortium EAP . The Consortium Employee Assistance Program (EAP) provides confidential professional assistance when personal problems affect an employee’s work or personal life. Early intervention and problem resolution can save the individual and company both time and money. Consortium EAP provides confidential access to licensed counselors for individuals and immediate family members. In-person counseling sessions are available, and include assessment, short-term counseling, referral and follow-up services for a variety of work-life situations. The Consortium EAP is available for Barrow Chamber members who elect to participate in the service.

Barrow County Chamber of Commerce has partnered with Northeast Georgia Employee Assistance Program a service of Family Counseling Service of Athens, Inc., a not-for profit business, to help local employers move forward in creating a healthy and responsive workplace culture. By joining the Consortium EAP you understand the importance of investing in and establishing a healthy and productive workforce.

How do you know if the EAP is suitable for your workplace? Let me ask you a few simple questions that will let you know if an EAP is suitable for you. Just think about the last time you had a headache at work. Did that impact your performance or ability to complete your tasks? Stress and life’s challenges impact us the same way. At any point have your employees been affected by common problems such as stress, anxiety, grief, crisis, alcohol and drug use or family problems? Would you like to increase productivity and decrease absenteeism? Are you interested in establishing a positive work culture? Do employees spend time discussing personal issues with supervisors or managers? Are you interested in saving money on your Worker’s Compensation premiums?

As you know unresolved workplace and personal problems impact employee performance and functioning. Human resource or personnel managers must make ongoing, crucial decisions regarding how they wish to address these issues. For instance, no business, regardless of size or location, is immune to the countless problems that alcohol and drug abuse can cause. Most individuals who abuse alcohol and other drugs are employed, and when they arrive for work, they don’t leave their problems outside the door. By joining the Consortium you can elect to participate in the Drugs Don’t Work Program.

There are numerous benefits to having an EAP as a part of your company. An EAP is a resource and benefit to all employees. Research has shown that implementing an EAP benefits companies financially, in part, due to fewer days missed from work, lower turnover, and lower medical claims of employees, spouses, and dependents, lower recruitment and training costs, lower workers' compensation costs, and fewer on the job accidents.

In this informational packet you will find information concerning the services that are offered through the Consortium EAP and other important information that will assist you in partnering with the Consortium EAP. Please let us know if we can be of further service to you.

Sincerely ,

Jeremy Pallas LCSW
Northeast Georgia EAP

Debi Kraause VP Membership
Barrow County Chamber of Commerce



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“Almost any company, regardless of size, can offer its employees the services of an EAP “

The primary purpose of the Consortium Employee Assistance Program is to assist in the identification and resolution of personal or work related issues that may affect productivity and overall satisfaction in the work environment, as well as, the employee’s personal well being. We are dedicated to meeting the needs of each worksite based upon your unique worksite environment and culture.

Partnership

The Barrow Chamber of Commerce has partnered with Northeast Georgia Employee Assistance Program a service of Family Counseling Services of Athens, Inc. to offer an affordable, professional and quality Employee Assistance Program to local business.



EAP SERVICES

The Consortium EAP is designed to help identify and facilitate the resolution of behavioral, health, and productivity problems that may adversely affect employees' well-being or job performance.

The Consortium EAP provides a variety of workplace services:

- **Problem Identification, Assessment, and Referral**
 - The EAP identifies and assesses problems of the client, develops a plan of action, and when necessary, recommends or refers the client to an appropriate resource for problem resolution.
- **Short-term Counseling**
 - Short-term problem resolution is available for employees and their families through confidential counseling services.
- **Supervisor Consultations**
 - Individual consultation is available for managers and supervisors regarding management issues and the referral of employees to the EAP.
- **Management & Employee Orientation**
 - Training is provided for the organization's leadership to explain their role in the program as managers and supervisors. They are instructed on how the EAP can assist them in managing employees. Seminars are also available on work/life issues, stress, parenting, and other topics to promote healthy lifestyles.
- **Wellness Seminars**
 - Wellness seminars are available to help keep your workforce informed on important health-related subjects. These seminars serve two purposes; to educate and to prevent. Topics include work/life issues, stress, parenting, and other topics to promote healthy lifestyle.
- **Drug-Free Workplace Services**
 - Companies receive consultation on program design and implementation. An effective program assists in meeting federal requirements and impacting any existing alcohol and other drug problems. Training is targeted to all levels of the company. Companies may be eligible to **save up to 7.5% on their annual** Workers Compensation Premiums by participating in a Drug Free Workplace Program.



EAP Services

The **Consortium EAP** will help your organization to educate supervisors, managers, and employees about the potential for human problems to disrupt productivity and the importance of seeking help early.

Administrator/Supervisor Training Seminar. All of your supervisory staff will be trained as needed in the appropriate ways of dealing with and referring troubled employees to your Employee Assistance Program.

Orientation Seminar. All of your employees will be invited to an Employee Assistance Awareness presentation to familiarize them with this benefit.

Promotional Materials and Service. To keep your Employee Assistance Program (EAP) visible to employees and their families, we offer a variety of promotional materials.

Consultation. Ongoing, we provide coaching by phone or in person to administrators and supervisors to assist them in working with a troubled employee and utilizing the EAP within your organization.

Confidential Assessment, Referral and Brief Counseling. When problems arise, all covered employees and their family members may contact **Consortium EAP** for assessment, brief counseling and, when necessary, referral free-of-charge to them. All contact is strictly confidential.

Reports. You will receive annual reports on program utilization by employees and their families.



Additional Services



Drug Free Work Place

We offer assistance in maintaining a Drug Free Work Place program. You may be eligible for a **7.5%** discount on workers compensation premiums. Available on a additional annual fee basis.

Critical Incident Debriefing

We offer assistance in meeting the needs of employees that have been exposed to a critical event or trauma. Providing support and training. Available on a fee-for-service basis.



Frontline Supervisor

Access to a monthly newsletter designed to assist supervisors in addressing common employee concerns and issues, including insight on how to use the EAP.

ASK EAP

Online service for all employees to connect with an EAP counselor. We will respond via email to employee concerns and questions.



EAP Headlines

Quarterly Newsletter provided with the intent to educate supervisors and employers about EAP work related concerns and issues that might impact performance. See a sample later in this packet.



EAP Trainings

Supervisor Orientation

We provide training to all managers and supervisors on how to access and use the EAP as a management tool. Common workplace situations are discussed and explored.

Employee Orientation

We provide training to all employees on how to access and use the EAP as a life management tool. Common concerns are discussed and explored.

Alcohol and Drugs: Use, Abuse, Addiction

An examination of substance use and the effects on the individual, the workplace and family life plus information for self-assessment.

Stress & Your Life

We all get stressed! Do we manage it well or does it manage us. A seminar on the impacts of stress and some solutions to handle it.

Where is your Anger?

Anger is a strong emotion. It may distract or disrupt employee performance and relationships. This seminar discusses the impact of anger on health and how to identify early signs and regulate anger behaviors.

Leadership Skills

For supervisors and managers. Are you working to your potential? Are you an effective leader? Discusses characteristics of strong leaders and how to increase positive influence.

Sexual Harassment

Education regarding the law as it applies to workplace behavior; situations and speech to avoid; and where to go for help if feeling harassed.

Other Trainings....

You may request other training or seminars. Please contact us to discuss possible seminars and future training to meet your workplace needs. All trainings, other than orientations, are available on a fee-for-service basis.



Common Questions

Will my employees utilize such a program?

It is estimated that approximately 5-8% of employees per year use the services of an EAP.

How long have EAP's been in existence and how many organizations employ them?

Various forms of EAPs have been around for 30 years starting in organizations such as Kodak and Dupont. Today, approximately 82% of work sites with 1000 or more employees have EAPs and 52% of organizations with 250-999 employees have EAPs. The popularity of the EAP benefit has increased as organizations have placed more emphasis on using benefit packages to attract and retain the best employees.

Can an EAP meet the needs of Small Business?

Yes. In the whirlwind of growing business, it's easy to get blown away. The groundwork for success is often rooted in employees who are vital to organizational growth. Nothing impacts an individual's on-the-job performance more than personal problems. Particularly for small business, these issues quickly translate into lost days, declining performance, missed deadlines, and inevitably, higher costs. In a small group environment, one person's personal problems can rapidly spread and negatively impact others. Providing a resource for employees to address "problems of daily" living can pay for itself.

How much does an EAP cost?

With a Consortium EAP the rate is \$20 per employee annually. For instance, a company with 25 employees would pay an annual rate of \$500. As a Chamber Member you receive a discounted rate. Additional options, including drug free workplace, require additional fees.

What are the qualifications of your EAP counselors?

Our EAP counselors hold a masters or doctorate degree in a helping profession from an accredited college or university and have demonstrated experience in the evaluation and treatment of mental health disorders, marital and family problems, and addictions. These counselors are composed of professionals in the fields of clinical social work, marriage/family therapy and professional counseling. These state licensed and certified counselors hold one or more of the following credentials:

- Licensed Clinical Social Worker (LCSW)
- Licensed Marriage/Family Therapist (LMFT)
- Licensed Professional Counselor (LPC)
- Certified Employee Assistance Professional (CEAP)



Benefits of an EAP

Why does my company need an EAP?

Anything that influences an employee's well-being will have an impact on that individual's work performance. **To understand how true this is, just remember the last time you had a headache and how difficult it was for you to function well.** It's the same when an employee comes to work with a personal or family concern, financial or legal difficulties, not to mention more serious issues like domestic violence, alcohol or substance abuse problems, clinical depression or other mental illness.

When your employees suffer personally, your business suffers financially. Providing EAP services is an investment in your workforce that pays by helping to keep your employees happy, healthy and productive.

The ability to provide a confidential company-wide program that quickly and professionally addresses all aspects of employee productivity problems:

- Addresses employees' personal and family problems from affecting work performance and company profits
- Reduces absenteeism and turnover, and increases productivity
- Reduces accidents and costly mistakes
- Frees manager and human resources personnel time and energy for more profitable tasks
- Improves employee wellness resulting in lower overall health care costs
- Intercepts and resolves problems (sexual harassment, workplace suicide and homicide threats, fights, sabotage) before they result in negative publicity and expensive legal actions



What employees should know about an EAP

- **CONFIDENTIAL:** When you seek help through the EAP on your own, you make the decisions. All information is between you and your counselor.
- **INFORMAL:** A simple telephone call starts the process and there is no red tape. Appointments are scheduled at your convenience.
- **FREE:** Since the program is supported by your employer, there is no charge for your EAP counseling services. If you are referred to another community service, the counselor will let you know the cost upfront. Many services will be covered by your insurance. Other services are based on your ability to pay, or are free. You and your counselor will work out what is best for you.
- **FAMILY COVERAGE:** An employee and their immediate family members are entitled to services annually.



FACT: “Although the *rate* of current illicit drug use is higher among unemployed individuals, the vast majority of current illicit drug users in the US are employed. Of 12.3 million adult current illicit drug users, 9.4 million (77 percent) work. “



What employees should know about an EAP

What is an EAP?

An EAP is a confidential counseling and referral service available through your employer that can help you, your family members and dependents.

Who can use an EAP?

The services are available not only to you, but to your spouse, your family members, and dependants as well.

When can I call the EAP?

If you would like an appointment or further details call: 706-549-658 (our outside Athens call 800-286-2207) between 9 a.m. and 5 p.m., Monday through Friday.

Can I call the EAP if my concern is not a crisis?

YES. The EAP is a life management tool, designed to help you sort through whatever is happening in your life. Call your EAP when you need a new perspective on things. Call when you need help identifying your options and making informed choices. EAP services have provided to help you live health and work well.

Will I be charged for using EAP?

NO. The EAP is prepaid by your employer. If you need help beyond the scope of the EAP, your counselor may refer you to another resource. You would be responsible for any fees associated with your use of additional resources outside the EAP. We understand that every problem and every budget is different, and will help you identify an affordable solution.

Is the EAP just for workplace problems?

NO. You can use the EAP to help you deal with any number of v concerns, big or small, whether or not they have a direct impact on your work environment.

Consortium EAP

The Consortium Employee Assistance Program (EAP) provides confidential professional assistance when personal problems affect an employee's work or personal life. Early intervention and problem resolution can save the individual and company both time and money. Consortium EAP provides confidential access to licensed counselors for individuals, family and household members. In-person counseling sessions are available, and include assessment, short-term counseling, referral and follow-up services for a variety of work-life situations. Consortium EAP is available for Barrow County Chambers of Commerce members who employ 5 - 100 employees.



1435 Oglethorpe Ave.
Athens, Georgia
706 549 6658 - 800 286 2207
"A Local Non-Profit Full Service
Employee Assistance Program"
www.negeap.com
EAP is a program of:



Key features include:

- Discounted rate for employers through Chamber
- All immediate family members are eligible for six sessions of face-to-face counseling with one of our licensed counselors.
- Management and employee orientation training
- Management consultations help managers focus on the proper handling of employees including how to help a tearful employee, how to approach a potentially violent subordinate and how to refer an employee to the EAP.
- Training and wellness programs for a variety of life topics including avoiding burnout, balancing work and family and battling the blues available on a fee-for-service basis.
- Critical Incident Stress Debriefings (CISD) available on a fee-for-service basis.
- Annual utilization reports featuring non-personal data, demographic and utilization trends.
- A web site offering links to articles on mental health, stress management, relationships, substance abuse, aging, parenting and workplace topics.
- Work-site communication materials – brochures, handout and posters.

For more information please contact:

Jeremy Pallas
Northeast Georgia EAP
706 549 6658
jerpallas@negeap.com

or

Debi Krause
Vice President of Membership - Barrow County Chamber Of Commerce
770 867-9444
dkrause@barrowchamber.com



Joining EAP

If you are interested in joining the Consortium Employee Assistance Program than please review, complete and print the following material and contact us for more information. We will discuss with you your needs and the benefits of joining the Barrow Chamber Consortium Employee Assistance Program. Thank you for your interest.

Account Information

Review Sample Contract

Complete Survey

Jeremy Pallas

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Debi Krause

Vice President of. Membership - Barrow County Chamber Of Commerce

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Employee Assistance Program

A Program of
Family Counseling Service of Athens, Inc.

Account Information

Please complete the following information and return to
Family Counseling Service of Athens
Consortium Chamber EAP
1435 Oglethorpe Ave.
Athens, GA 30606

Name of Company/Organization _____

Preferred Contact Name & Position _____

Physical Address _____

Mailing Address _____

Phone Number _____

Fax Number _____

Email _____

Website address _____

Current Number of Employees _____

If Applicable

Secondary Contact Name & Position _____

Secondary Phone Number _____

Secondary Fax Number _____

Email _____

Other Relevant information:

SAMPLE CONTRACT

EMPLOYEE ASSISTANCE PROGRAM SERVICE CONTRACT

Between the Family Counseling Service of Athens dba Northeast Georgia Employee Assistance Program, (herein after known as EAP) and _____ herein after known as the COMPANY.)

SECTION I

A. This Service Contract (herein after known as CONTRACT) made and entered in this _____ day of _____, whereby the EAP agrees to provide specified services for the COMPANY Employee Assistance Program during the period _____ through _____.

B. The COMPANY shall compensate the EAP for these services through payment of a retainer per employee per year.

SECTION II

A. Employee Assistance Program consultation services provided under Section I of the CONTRACT shall include the following activities:

1. Evaluation of referred employees for the purpose of diagnosing the cause of job performance problems identified by COMPANY personnel.
2. Referral of identified employees to health care agencies, social services agencies, or private professionals, which would provide appropriate assistance to the employees in his/her efforts for improving job performance.
3. Follow-up evaluation of employee's progress in correcting any job performance problem through periodic consultations with the employee, and the helping professional to whom they were referred.

B. The foregoing services shall be available to employees and their immediate family members who request Employee Assistance Program services under the voluntary circumstances, not related to job performance problems identified by the COMPANY.

SECTION III

A. The Employee Assistance Program staff shall be responsible for providing or arranging provision of the consultation services specified in Sections I and II of this CONTRACT. Appointments at the EAP offices will be arranged by calling the EAP offices during regular business hours 9:00 A.M. to 5:00 P.M. Monday through Friday. An answering service is provided to accept after hour messages.

SECTION IV

A. An Employee Assistance Consultant and the COMPANY Coordinator shall assume shared responsibility for implementing the provisions of this CONTRACT. Implementation shall be achieved in accordance with the following provisions:

- 1. Referrals to the Employee Assistance Program by the COMPANY shall be made to an Employee Assistance Consultant for the services outlined in Section I and II. The Employee Assistance Consultant shall maintain records of referrals according to HIPPA guidelines.
- 2. If a referral is supervisory initiated to the EAP, the identified employee’s supervisor or the COMPANY Coordinator shall inform the employee of the purpose and the confidential nature of the EAP services, and shall provide information to the Employee Assistance Consultant regarding the employment status of the referred employee.
- 3. The Employee Assistance Program will provide a periodic activity report to the COMPANY if requested by the COMPANY.
- 4. Information regarding an individual employee's referral and utilization of the Employee Assistance Program services shall not be available to any person or agency without the expressed written consent of the employees. Status reports on individual referrals on an as needed basis shall be given to the COMPANY Coordinator with the prior consent of the employee.

SECTION V

A. The Employee Assistance Program services outlined under Section I will include the following educational and promotional activities as coordinated through the Consortium EAP Panel:

- 1. A training for supervisors and managers will be offered. The purpose of the training will be to increase understanding of the program as well as to assist supervisors in carrying out their new responsibilities in the Employee Assistance Program. Follow-up sessions will be scheduled on an as-needed basis.
- 2. Short, informal employee orientation sessions will be offered to familiarize employees with the services provided by the EAP. For additional services and rates see Appendix A.

SECTION VI

A. The term of this contract shall be for a period of one year commencing on _____ and terminating on _____ provided, however, that either party may sooner terminate this contract upon thirty (30) days written notice to either party.

B. This contract may be renewed annually without modification by paying the annual retainer.

Company Name

FCS Executive Director, Teddy Kemp

Company Representative

FCS Board Representative

Date

Date

Appendix A

Additional Fee For Service Rates

Critical Incident Stress Debriefing - Billed at \$150 per hour

Drug Free Workplace Training and Assistance - Annual \$50 premium.

Training/Brown Bag/Wellness Seminar - \$75 dollars per hour.

Company Survey

Please briefly describe the nature of your business?

What qualifications are necessary to be employed by your company/business?

Please complete the following:

Number of Employees: _____

Number of Managers/Supervisors: _____

Full Time: _____

Part Time: _____

How long have you been in business? _____ Years _____ Months

What are your business hours?

Are you interested in establishing or maintaining a Drug Free Workplace? _____ Yes _____ No

If you have multiple business locations please list such locations?