

SUPERVISOR QUICK REFERENCE GUIDE

Welcome to The Village Employee Assistance Program (EAP)!

This reference guide helps supervisors make the most of the professional services provided by The Village Family Service Center.

COUNSELING

The Village EAP is a free, strictly confidential service that provides professional guidance in a variety of areas, such as:

- Relationship Issues
- Drug & Alcohol Abuse
- Workplace Issues
- Financial & Legal Counseling
- Emotional Health
- Nutritional Health

Making an Appointment

Call **1-800-627-8220** and state that you would like to access your Village EAP benefit through your employer.

SUPERVISOR HELPLINE

The Village EAP Supervisor Helpline can provide guidance and support on a variety of issues (excluding legal consultation), such as:

- Addressing performance issues
- Drug-Free Workplace/DOT violations
- Workplace harassment issues
- Job safety concerns
- Addressing workplace conflicts

Call **1-800-627-8220** and ask for **The Village EAP Supervisor Helpline**. The Helpline is staffed from 8 a.m. to 5 p.m. CST, Monday through Friday.

SUPERVISOR REFERRAL PROCESS

Supervisor referrals are a resource for supporting your employees.

Informal Referral

When life feels challenging for employees, remind them of their Village EAP benefit.

Formal Referral

A formal referral is available for performance concerns or drug-free workplace/DOT violations. Village EAP case managers oversee the process and provide updates to management.

To access formal referral forms, visit www.VillageEAP.com.

(*Village EAP > I am a Supervisor > Formal Referrals*)



PERFORMANCE CONCERNS

Steps for addressing performance issues:

Observation and Feedback

- Effective feedback is based on specific, observable, and verifiable information delivered as close to the event or behavior as possible.

Documenting Performance Problems

- Focus on the facts, remain objective, and identify key problems and patterns.
- Check with your HR department for any specific company procedures and guidelines.

Constructive Confrontation

- Plan for the meeting: Prepare a written document listing the specific performance problems and outline the goals and objectives for improvement.
- Schedule the meeting as close to the performance issue as possible, and hold it in a neutral, confidential setting.
- Conduct the meeting: Remain professional, respectful and stay focused on performance. State the facts. Ask open-ended questions and practice active listening. Explore solutions and get a commitment to the improvement plan.
- End on a constructive note and schedule a follow-up meeting.

For more information, see the full Supervisor's Guide*



ORGANIZATIONAL TRAINING

Tailored trainings can be delivered on-site, as a live webinar, or as a pre-recorded session. Categories include:

- Supervisor/Leadership Training
- Employee/Team Training
- Regulatory and Compliance Topics
- Personal Wellness & Self-Care
- Financial Wellness

To access the Training & Services Catalog visit www.VillageEAP.com.

(*Village EAP > For Supervisors > Training Solutions*)

ORGANIZATIONAL DEVELOPMENT CONSULTING

Available to Village EAP companies at a reduced rate:

- Leadership Coaching
- Workplace Mediation
- Organizational Assessments
- Employee Engagement Surveys
- Strategic Planning/Group Facilitation

For more information, call 1-800-627-8220 and ask for The Village EAP Supervisor Helpline.



EMPLOYEE SAFETY CONCERNS

Utilize these strategies to address mental health and safety concerns:

- Trust your instincts if you feel uneasy about someone's personal safety. Take them aside and ask direct questions.
 - "Are you having thoughts of killing yourself?"
 - "Are you having thoughts of harming or hurting someone else?"

Asking directly will not encourage employees to harm themselves or others. In fact, if they are suicidal, it can relieve pressure and be comforting that someone has noticed their struggle.

- **If there are imminent concerns for safety**, don't leave the employee alone. Call 911 and/or assist in arranging for safe transportation to the emergency room.
- **If there are not imminent concerns for safety**, check in regularly with the employee to see how they are doing. Encourage use of mental health counseling using The Village EAP.
- Remind all employees on a regular basis about The Village EAP benefits that they have available to them.

CRISIS MANAGEMENT SERVICES (CMS)

CMS help organizations cope with crises that impact the workplace, such as accidental death, suicide, homicide, robbery, natural disaster, or any other critical incident.

CMS helps employees reduce the negative consequences of a crisis and return to productive levels of functioning.

To set up Crisis Management Services, call 1-800-627-8220 and ask for The Village EAP Supervisor Helpline.