



Your Employee Assistance Program...at a glance

Quick reference information for Managers and HR

Your EAP (Employee Assistance Program), is available 24 hours a day, and provides information, guidance and support to help you and your family. All employees and their family members can take advantage of counseling, online resources, Work/Life Services consultation, legal consultation, as well as workplace support and consultation for leaders.

The role of Managers and Human Resources

Managers and Human Resource Directors are critical to fulfilling the Consolidated Communications mission and core values by promoting resources and services that support and enrich the lives of our Employees and their family members. You play an important role in advocating for your team of Employees, and in sharing information with them about the many services available to them as a benefit to their employment with CCI. The Employee Assistance Program is an important part of our promise to Employees, and essential to our core strategy to create healthier communities.

Why would a leader use the Employee Assistance Program?

For personal support and resources

The Employee Assistance Program provides support for issues that may have an impact on work or home life. Employees and leaders can access resources such as face-to-face, telephonic and virtual counseling, online resources and educational materials to help with a variety of circumstances and needs.

- Adult/child care
- Building better relationships
- Creating a healthy lifestyle.
- Legal/financial help
- Setting lifetime goals
- Stress, anxiety, or depression
- Substance abuse
- Work/life balance and workplace matters

As a management tool

Leaders can call and speak to a Workplace Consultant with the Employee Assistance Program 24/7 to talk through any concerns or needs and work to set up an action plan, as well as connect you with resources that will help you to maximize the performance and well-being of your team.

- Assistance in personal and professional growth and enhancement of leadership skills
- Educational materials
- Onsite and online training
- Onsite response and critical incident management in times of need
- Support with performance issues, conflicts and worksite challenges

How can I access the Employee Assistance Program?

No matter what your needs are, just call. You'll get connected to the resources you need and be able to create a plan with next steps. You can reach a trained professional at any time, day or night at [\(866\) 723-4332](tel:8667234332).

For even more information and resources, visit the Employee Assistance Program's website at [**carelonwellbeing.com/CCI**](https://carelonwellbeing.com/CCI)

What types of services and programming are available to leaders through the EAP?

Whether work-related, or connected to home life, Your Employee Assistance Program has something for everyone, providing valuable personal and professional support to you and your team.

See below for some common ways that leaders can engage with available services.

Responding to a critical incident

If you experience a situation that you feel could be helped by onsite professional assistance, you can call the Employee Assistance Program to discuss it with a workplace consultant, and if onsite services are needed, the consultant will coordinate them for you. If urgent, the Employee Assistance Program can secure a local clinician the same day for support. For most events, two hours of onsite support is typically appropriate and you can work with your HR Partner and the Employee Assistance Program to determine next steps that will best support you and your team.

Performance Management

While difficult and often uncomfortable, it is a leader's responsibility to take steps to correct performance problems, in order to provide a positive work environment and experience for their team. The Employee Assistance Program has resources and support to work with you in assisting Employees who are experiencing poor attendance, inappropriate work place behaviors, trouble in their personal life affecting work performance, or potential problems with substance abuse. Call a workplace consultant to discuss your options and next steps. As a note, be sure to connect with your HR Partner, to ensure that you follow organizational policies and procedures in working with your team.

Increasing Positives

The Employee Assistance Program can often be perceived as something that is essential in times of stress or crisis, but did you know that there are many offerings that you can utilize to help you and your team, even when things are going well? You can access the program to engage with trainings and resources around maintaining optimism and building resilience, supporting overall-well-being, and enhancing personal skills to support team members. Call and talk to a workplace consultant to see what resources or trainings might take your team from good, to great.

Managing Change

In uncertain times, Employees turn to their Managers as a key source of information, seeking guidance and coping skills. Helping Employees adapt to any and all changes that affect them on the job is a major part of a leader's job. By doing this effectively, you will minimize the unproductive time spent in adapting to new organizational structures, technology and workplace strategies. In seeking to keep your team energized and motivated, avoiding a decrease in productivity and customer service, you can turn to the Employee Assistance Program for training, tools and tips to handle change with the best possible outcome.

Utilizing the Employee Assistance Program website

The program's website offers a number of special sections for Managers. Go to "Featured Items", choose Manager Toolbox, to explore articles and trainings in areas such as improving communication, team building, etc. You can also go to the Managers Tools in Topics, to access other documents and resources to help you better utilize the program, including forms and promotional materials.

Additional Services – legal, work/life services

Legal Consultation: The program offers telephonic consultation. If you have a legal concern, you will receive consultation phone or in-person consultation from a professional who has experience in the matter of law you are asking about such as family law, civil matters, wills, etc. There are some legal topics that are not covered, such as employment matters. Consultations are usually about 30 minutes. If you decide to retain the services of an attorney you will receive a discount from their usual hourly rate.

Work/Life Services Consultation: Work/Life Services provides professional telephonic support and referral help with a wide spectrum of work, family and personal issues, as well as life events. You can speak with a professional on any matter of daily living or life event and receive information and referrals. This includes, but is not limited to: child care, adult and elder care, education, career development, family planning, and more. You need not spend hours searching for needed services alone. The Work Life consultants will do the research to help make life a little easier.