



UNIQUE NEEDS & EAP HELP

Sometimes employees have such unusual needs that I doubt the EAP can help them. I know there are many community resources, but some problems require such unusual solutions that resources probably don't exist, correct?

First, thank-you for paying attention to situations of concern on your team. Employee assistance professionals are continually researching and finding services to meet a wide variety of employee and family needs. Some useful services are indeed unusual and hard to find. When we at the EAP learn about more obscure

resources, they become part of the EAP's base of knowledge for making referrals. Lack of funds cause many small agencies and obscure resources to rely strictly on word-of-mouth advertising; many of them are therefore virtually unknown to the general public. Often Connections affiliate providers who provide in-person services in your community are familiar with unique services. If you or your HR staff are familiar with resources you think may be helpful, please pass this information on to Connections. The rule of thumb is never to assume that a resource does not exist for a unique employee

problem. This will keep you from hesitating to refer to the EAP when employees present unique personal problems as explanations for ongoing behaviors of concern or performance problems.



Leadership Orientation Session B

16 Mar 2017
Sheldon (NCC)
8:30am - 11:30am

CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) for more information or register online at:
www.connectionseap.com

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website - for new leadership employees or as a refresher course.

Each employer has their own unique user name and password for the leadership section and also a username and password for the employee section. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars, skill builders, articles and much more are available in the Work/Life Services site. Log in on Connections website, and you will find this site in the drop down menus under Employee or Leadership Resources. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)

Information provided in LEADERSHIP and the EAP is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor.

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