

# CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 21 #2

## A Message from Matt

Light at the end of the tunnel!

With lockdowns and restrictions easing across the nation, many will come back to the office while others continue working remotely. With this transition, it's important that all your team members feel equally valued. Take the time for small talk with your employees whether it be in person or virtually. Taking 5-10 minutes before or after a meeting to simply "catch up" with your employees personally, plays a critical role to keeping them engaged and feeling valued.



MATT VISSER, CEO  
matt@connectionseap.com

*"Most institutions demand unqualified faith; but the institution of science makes skepticism a virtue."*

- Robert K. Merton



ANDY VISSER  
andy@connectionseap.com

## Making the Most of Mental Health Services over Telehealth

Telemedicine is not new, but within the last year, has grown exponentially! Telemedicine allows patients to receive many different services while allowing them to maintain a physically safe distance from others.

This is great news! Right?

Yes, it should be. However, it has changed many aspects of mental health therapy.

When the COVID-19 pandemic first hit, most offices went from full in-person appointments to full telehealth appointments. Some clients embraced the change, others really struggled. As a therapist, missing those in-person interactions and learning how to identify body language and facial cues via video chat was, at times, challenging. Connections would always prefer to provide in-person mental health services, however, the last year has taught therapists and clients alike a lot about effective telehealth services. People will benefit from understanding what to expect if they are seeking telehealth therapy services, so below is a list of things that will enhance your experience.



- Paperwork will need to be completed. Ask the therapist to mail it to you if you don't feel comfortable completing it electronically.
- Be prepared to be on camera. Using a laptop or computer webcam is easiest but finding a place to prop your smart phone will work.
- Allow yourself the 45-50 minutes of privacy, even if it requires you to be in your car at the park. You deserve this time!
- Honesty is the best policy! If you feel uncomfortable, awkward, sad, mad - tell us. It may be more difficult for us to pick up on subtle clues over video.
- Find the positives – you can be in the comfort of your own home, under a blanket, sipping coffee, receiving support for whatever is troubling you!

Connections EAP has access to many therapists who perform telehealth as well as in-person services and will gladly set you up for services with a provider licensed in your state. Whether you prefer in-person or telehealth services, do not hesitate to reach out for support.

*Amanda J. Ten Napel, LMFT, CEAP, SAP – Clinical Case Manager at Connections EAP*

**Connections Inc. Employee Assistance Program's** mission is to provide holistic assistance products and services that support optimum productivity, team work and healthy community in the workplace.

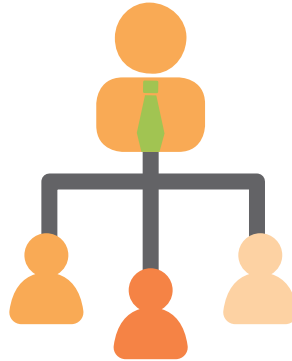
Connections Inc. Employee Assistance Program mission statement since 1988

# NOTEWORTHY:

**RETURN TO THE WORKPLACE.** Over the past month, many company leaders are developing a plan for a gradual return to the workplace. It is wise to review all of the important factors in creating sustainable work arrangements. A business is not simply a collection of people doing individual tasks. It is the way employees

- coordinate their work with others
- communicate expectations and updates
- collaborate on ideas to innovate and share customer insights.

Looking at the simplest way to perform job tasks and maximize employee safety does not enable you to capture the full power of the team. The physical presence of others also creates a palpable energy that is hard to capture virtually. This is the power of working corporately!



Four important factors and questions must be considered for each position.

1. Job performance: How is this defined? What are the measurements of success? Do your systems enable tracking of results / progress for this job? Can tasks be performed equally as effectively while remote?
2. The worker: Motivation profile – does this person ‘fire up’ by working alone or by being around people? What access is available to others’ strengths and gifts? How accessible is mentoring or training if needed? On-site? Remotely?
3. The environment: Remote? On-site? What is the balance of distraction & focus in each environment? Is the necessary equipment and technology accessible in each environment?
4. The business need: Are shared workloads common? Does the job require high levels of interaction for creativity and/or solution planning? What flexibility exists in demands and deadline pressures? How does deadline pressure feed into team vs. individual solutions?

These four factors require that your work arrangement solution might not be an all-or-nothing (i.e., remote vs. in-office) solution but a hybrid model which carefully attends to individual employee profiles.

Adapted from Lee J. Colan and Julie Davis-Colan

<https://www.thelgroup.com>

## Maynard's Corner

An Employee Assistance Program has never been more relevant than it is today. All employees and dependents need mental health and work-life assistance during this complicated time.

Connections

Inc. EAP

services are

highly visible,

proactive and

engaging. Our

programs have

been developed

to meet the current needs of your employees.

Please contact us for a no-obligation Proposal of Services.

We would be happy to show you how inexpensive it is to increase productivity, improve employee morale and reduce absenteeism.



MAYNARD WELLIK  
maynard@connectionseap.com  
Direct Phone: (515)890-0663

**NEXT ISSUE:** A Pandemic Brings Employee Stresses and Pressures Into Focus

# CONNECTIONS INC

925 Westview Drive, Rock Valley, Iowa 51247 | Call (712) 476-2889 or 800-779-6125 | FAX (712) 476-2464

[www.connectionseap.com](http://www.connectionseap.com) | E-mail at: [info@connectionseap.com](mailto:info@connectionseap.com)