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## **Proposed Employee Assistance Services**

Arbor Employee Assistance is excited to submit a proposal for Employee Assistance Services and is also committed to the delivery of high quality services.

Arbor would propose a high level of employee seminars, wellness activities and educational opportunities both online and on site to give invaluable solutions to employees who would not otherwise seek out counseling services, thus, helping the bottom line in a very proactive manner. Arbor's quality improvement efforts have resulted in learning that a high percentage of employees are satisfied with our services.

At the same time, Arbor would become a partner to the management in your company, assisting with all employee engagement and employee improvement efforts.

Services proposed are as follows:

### ***Assessment Consultation:***

Each of the employees, their spouses and dependents will receive a quality, in-depth assessment to help identify all areas of need with respect to alcohol and drug abuse, emotional or psychological distress, financial difficulties, legal problems, and family/marital problems. The EAP counselor will help the employee, spouse and/or other dependent develop a plan of action which will include solutions for increased emotional, physical and relationship health.

### ***Free Counseling and Coaching:***

Employees and their spouses/dependents will be able to take advantage of free sessions of counseling including any necessary referrals to professional sources for long-term counseling or treatment. Arbor has the ability to make appropriate referrals to providers within the employee's area of need. Long-term counseling can take place at Arbor, or within the nationwide network that we have developed. If ongoing counseling beyond the initial free visits is provided by Arbor Family Counseling, it can be under the insurance plan if the employee desires. This would be available to both employees and family members, per problem/per year.

### ***Online Services:***

Employees and their family members are welcome to access Arbor's online services via our website at [www.arborfamilycounseling.com](http://www.arborfamilycounseling.com). Once at the home page click on EAP Login at the top right and type in a special username and password. Employees will have full and unlimited access to articles, screenings, helpful links and our financial and legal resource center.

Employees are very busy these days and appreciate the ability to access our services online, including the ability to contact us through our website and set up an initial appointment or get immediate feedback for their concerns.

### ***Assistance Provided for:***

Arbor is able to provide assistance in all of the Following areas:

- Emotional/Mental Health Problems
- Marriage & Family Difficulties
- Stress and Related Workplace Relationship Issues
- Substance Abuse and other Addictions
- Financial and Legal referrals for Professional Assistance
- Other Professional Referrals
- Crisis Intervention and Post Trauma Debriefing
- Extended follow-up for long-term Problem Issues Affecting Work
- Change management and adjustment services whether rehabilitative or  
in response to employee moves and other changes
- Extensive Management Consultation and Training
- Specialized Management Seminars

### ***Referral Types:***

***Management/Supervisory*** - Arbor has developed a sophisticated system of processing Management and Supervisory referrals that includes in-depth assessments, detailed back to work agreements and structured follow up that can last a year. This system was originally developed for a corporation with a high degree of laborers that needed to meet Department of Transportation Regulations and transfers well to any company with a variety of workers and a drug-free workplace policy.

***Self/Voluntary*** - The Employee Assistance Program also includes self and voluntary referrals that will be promoted to employees through on-site orientation, promotional materials including posters and brochures, and through the employee assistance quarterly newsletter, available to all employees.

### ***Twenty-four Hour Availability:***

When an employee calls Arbor's twenty-four hour Employee Assistance Helpline, they receive immediate assistance from a master's level counselor. Help begins immediately,

as the employee is able to begin counseling at that time over the phone, if needed. Arbor's twenty-four hour national helpline is a phone number that employees can call any day of the year at any time of day. Arbor is also available to consult with supervisors on a 24-hour basis to help with managerial concerns.

***Follow-up:***

Arbor has developed a sophisticated system of following employees to assure that their needs have been met and that necessary changes in their lives are happening. This follow-up system can last up to one year and includes an evaluation system where employees can give feedback to keep improving our services. In the case of mandatory referrals, Arbor will be following up with both the employee and company for up to one year's time.

***Training:***

***Supervisor Training*** - Training for supervisors on how and when to document, approach and refer employees who are not performing satisfactorily will be held initially and can be repeated annually.

***Employee Orientation*** - Arbor will hold initial orientation seminars and ongoing orientations for new employees. All employees will receive a wallet card and brochure describing services available and how to access them. Posters will also be distributed throughout the company.

***Employee Seminars*** - Arbor will be available to conduct seminars on site. Employee seminars can be in the form of ½ hour brown bag seminars, 1 hour seminars, or even half day seminars. A list of possible seminars is attached. Also, many of our companies will identify their own topic they would like us to present on.

***Promotional Materials:***

As part of the initial orientation for your company, Arbor will provide brochures and wallet cards to all employees. Additionally, posters will be provided for your office location(s), and will be updated regularly.

***Other Services:***

***Supervisor Coaching/Consultation*** - Supervisors will be able to consult with Arbor at any time by calling on the 24-hour EAP line. Our Master's-level counselors will guide supervisors throughout any situation where they are dealing with a problem employee. There is no limit to the number of consultations or the time involved. Arbor will continue to serve as an ongoing resource to supervisors.

*Department or multi-department meetings* – At times, supervisors find it helpful to call upon the EAP to address special interests, concerns or problems. Meetings can take an interactive, educational or brainstorming format.

*Quarterly Utilization Reports* - Arbor will provide quarterly utilization reports and an annual report to include, but not be limited to: total contacts, average number of sessions per client, referral category, presenting problems, responses or outcomes, and other referrals necessary.

*CISD* - Arbor will provide for employee's critical incident stress debriefing for any unfortunate situation that calls for debriefing. Debriefing will include all services necessary for employees as a group or individually. These services are also available for spouses.

*Consultation on ADA Accommodation for Mental Health Concerns* - Any issues that arise with employees that address ADA areas can include special consultation with Arbor on how to accommodate ADA regulations.

*Return to Work Conference Assistance for Employees following Extended Treatment for Mental Health or Substance Abuse* - When returning to work after an extended period of time, Arbor can do a return to work assessment with the employee or they may need assistance in structuring the back-to-work conference or written materials. Arbor is pleased to continue to offer this service as part of the Employee Assistance Program.

*Referral Recommendations for "Fitness-for-Duty" Determinations* - Arbor will consult on how to determine "Fitness for Duty" and also will provide assessments on "Fitness for Duty" referrals from supervisors with resulting recommendations.

# Employee Assistance

## Services Included:

- Five free sessions for all employees
- Free tobacco cessation services for all employees
- Initial orientations for all employees
- Supervisor training on how to refer
- Unlimited professional referrals
- Unlimited management consultations
- 6 employee seminars
- Quarterly newsletters
- Substance abuse evaluations