


OHIO EMPLOYEE ASSISTANCE PROGRAM *Helping and supporting you to be well and serve well.*

OEAP Supervisor/Union Awareness & Referral Training



Facilitated by: Debbie Shutt, OEAP Consultant

Learning Objectives

Understand how to use OEAP to your benefit.	Recognize when employees might be experiencing difficulties that may warrant OEAP services.	Learn how Labor and Management can work together to utilize EAP programs.
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What Do You Know About OEAP?

What have you heard about OEAP?





Myths About OEAP...

- Serves as a "get out of jail free" card
- It is not confidential
- Contacting OEAP is a sign of weakness
- It's only for drug and/or alcohol issues
- Contact made with OEAP will be documented in my personnel file
- OEAP pays for and/or does the counseling for me



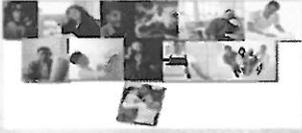

What is the Ohio EAP?

How can it help me?



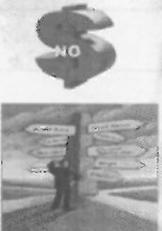

OEAP is a...

- Benefit for State of Ohio employees and their family members
- Support, information and referral service
- Program supported by both labor and management since it began in 1984

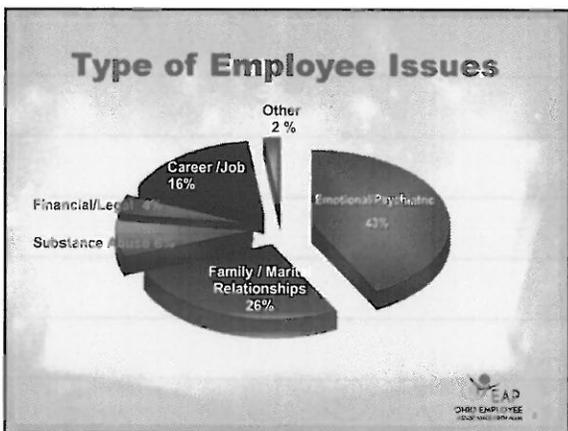


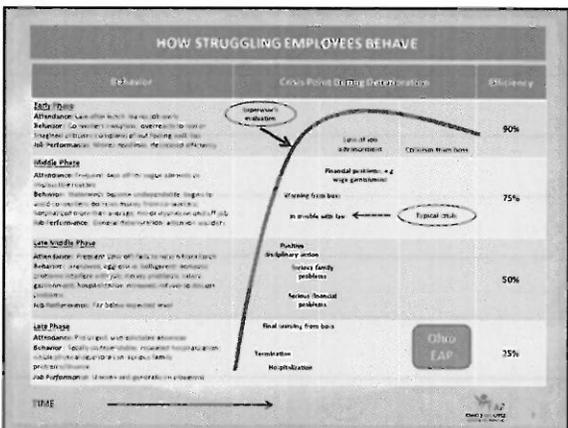

What You Should Know About OEAP...

- Services provided by OEAP are **free of charge** to all State of Ohio employees
- OEAP services are a **lifetime** benefit
- Services are **confidential**
- Enrollment in a state health plan is **not required** to use OEAP services



OEAP
OHIO EMPLOYEE ASSISTANCE PROGRAM





Barriers

- Sense of betrayal...supervisor feels he/she is "turning in" staff
- Fear of harming staff
- Feeling of personal responsibility
- Confusion with a supervisor's personal problem
- Fear of retaliation
- Having a desire to be liked



Tips to Consider...

- Discuss minor issues early on to keep them from becoming major issues. This may help get the employee back on track and eliminate the need for further action.
- Document all performance related issues: consisting of facts, complete and accurate records that include dates and times.
- Approach a problem with an employee's performance the same way you would approach any other problem.
- Be direct.



More Tips to Consider...

- Identify the problem(s)
- Stick to the objective data such as the performance issues and the attendance records
- Avoid personal issues
- Clearly define the minimum standards and specify the improvements needed to meet those standards
- Don't moralize or to diagnose the problems
- Don't threaten, be objective
- Call the OEAP for guidance and advice as needed



“Sometimes” Speech

“Sometimes we become stressed (*develop job problems like these*) because of things going on outside the workplace. This may or may not be so with you and, as your supervisor, I’m not asking you to tell me your personal business. However, I do want to remind you that the **Ohio Employee Assistance Program**, which is supported by both management and the unions has helped many state employees with all kinds of problems and is available for you. It is strictly confidential and is totally voluntary.”



Available OEAP Services

<ul style="list-style-type: none"> ▪ Consultation Services available to all <ul style="list-style-type: none"> ➢ knowledgeable in available community resources ▪ Training Resources <ul style="list-style-type: none"> ➢ available to each agency ▪ Critical Incident Stress Management Services <ul style="list-style-type: none"> ➢ on site services following death, serious injury or trauma 	<ul style="list-style-type: none"> ▪ Organizational Transitional Services <ul style="list-style-type: none"> ➢ assistance during a reorganization and/or downsizing ▪ Participation Agreements (PAs) ▪ Employee Workplace Mediation Program <ul style="list-style-type: none"> ➢ launch pilot 7/1/14-11/28/14 ➢ rollout statewide January 2015 
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A Participation Agreement (PA)...

- Is a written contract between employee and the employer (agency/institution)
- Holds discipline in abeyance related to job performance issues
- Allows OEAP to monitor treatment
- Requires OEAP to report back to employer on compliance
- Is usually in place from 6 months to 2 years
- Is a voluntary process
- Is used at the discretion of the employer (agency/institution)



Contact Information

To schedule training or for additional information or assistance:

1-800-221-6327 (6EAP)

or 614-644-3545

(Franklin County only)

www.ohio.gov/eap

United Behavioral Health (UBH) after hours,
call 1-800-852-1091