

Insight

An e-newsletter for leaders from your Aurora Employee Assistance Program

Amplify your organization's EAP benefits

Although employers are familiar with their EAP, not all of their employees are. Company leaders and managers are encouraged to take proactive steps to ensure EAP awareness and promote usage among their workforce.

Reinforce the role of the EAP

The EAP can actually help employers achieve their organizational goals through improved productivity and engagement. Employers are in a unique position to promote the benefits of Aurora EAP. They can communicate with employees, highlighting the many benefits. These include:

- **Work/life services** (legal, financial, child care and elder care referral services) – Tapping into these services can free up hours of work time, allowing employees to stay engaged and focused on the job at hand. Aurora EAP's data shows that approximately 15 hours of employee time are saved when employees use child care referral services and 30 hours are saved when using elder care referral services.
- **Aurora EAP services are completely free**, with no additional costs or co-pays. Employees should be reminded that Aurora EAP services are offered as a valuable employee benefit — *and paid for by your employer*.
- Employees should also understand that Aurora EAP offers flexibility. Employees can choose to have in-person, telephone or video consultations with Aurora EAP



Educate and communicate

Employers should speak openly about using the EAP. Leaders can share situations when employees might use the EAP, and explain why accessing services for mental health reasons is nothing to be ashamed of. Employers can help their workforce understand that it's a sign of strength to ask for help when needed. Employers can also train managers and leaders to recognize signs of distress among their team members, reminding them about the EAP services when needed and how to access these services.

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For more information, please call Aurora EAP at 1-800-236-3231.



Address any stigma or confidentiality concerns

It's important employees understand that contacting Aurora EAP is completely voluntary and services are confidential. However, there is still some long-standing fear surrounding accessing services. Please assure employees that EAP sessions and records are not shared with the employer.

Employees may hesitate to use the EAP because of some perceived stigma around asking for help. This is especially true regarding mental health issues. Employees may fear they will be judged, labeled or discriminated against in the workplace. Thankfully, this stigma is gradually being erased, as more employers fully educate their workforce about EAP services. This includes stressing the benefits of addressing mental health concerns and reinforcing the promise of confidentiality.

Partnering for organizational success

Since 1983 Aurora EAP has been a recognized partner offering customized solutions for employee assistance. Aurora EAP offers high quality, comprehensive solutions to help your organization and employees stay healthy, contain health care costs and increase productivity.

Aurora EAP services more important today than ever before. We fully understand that your organization's continued success depends on having motivated, productive, engaged employees. With our extensive experience and robust resources, Aurora EAP is here to help employees and household family members successfully meet both home and workplace challenges.

Helping leaders achieve company-wide goals

Aurora EAP offers each employer a primary account executive who serves as the main point of contact with the EAP. This account representative works closely with leaders to manage complex workplace situations. Aurora EAP's vast resources and data can be leveraged to help achieve company-wide goals. Account executives are available to consult with managers and supervisors, not only in crisis-response situations, but through consultations related to:

- sensitive workplace issues
- training
- staff development
- guidance on workplace policies
- supervisory referrals
- drug and alcohol consultation, including DOT services

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