



Supervisors Guide

How to maximize your EAP benefit

Who is Empac?

Empac is a mental wellness resource to assist with overcoming the challenges that impact happiness, engagement, and productivity both in and out of the workplace.

We intentionally work to build and maintain an outstanding culture where people feel welcomed, valued, safe, and heard. We strive to create an equitable environment where everyone is honored for their unique difference, perspectives, and experiences. These efforts are reflected through our core values, and we expect them to be evident in all interactions. We invite feedback from employees, clients, partners, vendors, and the communities we serve so we can continue to learn and grow.



Mission

We believe healthy, well-balanced people make thriving companies and strong communities

Vision

We provide quality counseling, coaching, and training that promote success in personal and professional lives.

Values

Service

We perform exceptionally in all areas of service delivery. We will provide the best employee assistance program services and results.

Compassion

We honor all people and create a comfortable environment. We understand that asking for help is difficult, and we do our best to eliminate the barriers that may cause hesitation in accessing services

Partnership

We are in this together 100%. We know time and money are valuable. Empac service costs are low, yet have a tremendous positive impact on employees, their families, and overall engagement.

Supervisors Don't Have to Carry it Alone

As a supervisor, you are expected to lead performance, manage conflict, support employee wellbeing, and keep productivity on track – often all at the same time. You are not a counselor, and you don't have to solve every personal challenge your employees bring to work. That's where **empac** becomes one of your most valuable leadership tools.

When employees are struggling with stress, family concerns, financial pressure, mental health challenges, substance use, or personal crises, those issues often show up as performance problems such as absenteeism, missed deadlines, disengagement, conflict, or declining morale. Addressing the performance issue is your role. Solving the personal issue is not.

Utilization Matters

Empac has data that shows our efforts are impactful.

- Absenteeism decreases
- Distress experienced by going to work decreases
- Life satisfaction improves
- Employee engagement and presenteeism improves



Encouraging and supporting mental wellness in your organization can save you time and money.



Support for Leaders

Empac provides:

- Consultations and resources for employee management issues.
- Leadership coaching: skills elevation & improvement.
- Assistance with improving culture through training, coaching, and performance referrals.

Ways employees access help

Self-Referral

The most common. An employee or family member recognizes they need support and reach out for assistance. **Empac** connects them with the appropriate resources available to them.

Supervisor Suggested

When you notice an employee is having a difficult time, or you are aware of a need such as family loss, divorce, etc. You recommend **empac** as a resource for them to improve their work and/or personal life. The employee is connected with the appropriate resource and services remain confidential. The supervisor will not be able to communicate with the coach/counselor.

Supervisor Directed or Required (Performance Referral)

There is a documented performance or behavior concerns, failed drug test, or skill deficiency. The supervisor/HR chooses to enlist assistance from **empac** to address the concern. The referral acts as a limited release of information so information on attendance, progress, and compliance can be shared with the leadership staff provided on the referral form.

Tips for Success with Performance Referrals

- Make it clear you are concerned about them and their performance. You are providing them an opportunity to get the help they need to be successful.
- Focus on documented performance concerns and facts.
- Clearly describe the change you need to see. Create an action plan.
- Provide any supporting documentation with the performance referral form.
- Emphasize confidentiality. If referred, **empac** will only report back information related to attendance, engagement in resolving the reported concern, and any recommendations.
- Discuss with the employee whether they can schedule during work hours and if PTO needs to be utilized.
- Make sure both you and the employee sign the form. **Empac** can only communicate with those listed on the referral.
- Follow up on performance concerns at an agreed upon timeframe. Your ongoing communication with us about how the employee is doing is just as important as our communication with you.



PERFORMANCE REFERRAL

empac@empac-eap.com

Company: _____

Employee: _____

Job Title: _____

Personal Phone: _____

Email: _____

Staff to Notify:

Name: _____

Job Title: _____

Phone: _____

Email: _____

Name: _____

Job Title: _____

Phone: _____

Email: _____

Reason for Referral:

- Work Performance/Productivity
- Work Relationship Concerns
- Drug/Alcohol

- Absenteeism/Tardiness
- DOT/SAP
- Failed UA/Breathalyzer

Additional Information to share with empac: What changes do you need to see? Performance improvement plans, documented incidents, etc. You may attach any documentation you feel would be helpful.

Employee has agreed to:

- Call empac for appointment on own time
- We will call together to set up appointment

- Must call by date: _____
- Employee is already _____

By signing, I acknowledge that I am giving empac (EAP) authorization to advise my employer (supervisor and HR) of my attendance, compliance and recommendations made to address work performance issues.

Form must be signed by employee and staff reviewing form with employee before submitting to empac.

Employee Signature: _____ Date: _____

Staff reviewing form with employee: _____ Date: _____