

EAP Services

Counseling Services

Avera EAP offers three (3) or five (5) confidential counseling sessions per employee and per *eligible family member each contract year.

Employee Orientations

We provide annual, on-site, employee orientation sessions to introduce employees to the EAP, explaining the rationale behind the program and methods for accessing services. Our goal is to build trust with employees and encourage self-referrals in the early stages of problem development.

Supervisory Trainings

This annual training is geared specifically to those in a leadership role. Its purpose is to teach supervisors how to identify and effectively refer employees with undesirable attendance, conduct and/or job performance issues. Supervisory Guidebooks and monthly e-mail articles are provided to help educate leaders on how to use the EAP in an effort to increase workplace productivity.

Management Consultation

Management consultations are available to assist supervisors with employees having job performance, conduct and/or attendance problems. The management consultant will help determine if the situation is appropriate for referral to the EAP, reviews supervisory documentation, and provides guidance and strategies to help resolve employee issues.

Organizational Consultation

The Avera EAP team is available to consult and/or provide professional training and development for conflict resolution, sexual harassment, workplace violence, drug-free workplace, critical incidents, organizational change, communication and much more. Our goal is to provide continued support to enhance organizational success.

Program Promotion

Avera EAP offers on-going program promotion via on-site employee orientations, supervisory training, brochures, wallet cards, posters, educational handouts and monthly "EAP Corner" articles via e-mail.

Client Satisfaction Surveys and Comprehensive Utilization Reports

Client satisfaction surveys and utilization reports are used to evaluate, monitor and ensure program effectiveness.

Additional Services and Program Options

*Professional Training and Development Programs***

Programs geared to teach, develop and enhance knowledge and professional skills in areas such as workplace violence, diversity, change, communication, conflict resolution, substance abuse, time management and much more.

*Employee Enrichment "lunch & learn" Programs***

Programs geared toward educating employees on work/life issues and providing enrichment in areas such as balancing work and home, beating holiday stress, recovering from divorce, parenting issues, understanding anxiety and depression and a variety of other topic areas.

Critical Incident Stress Debriefings

This is a confidential, structured group process intended to provide support and education regarding coping strategies for individuals involved in a critical incident. Debriefing services are conducted on-site and are provided by a team of trained facilitators using the International Critical Incident Stress Foundation (ICISF) model for critical incident stress management.

Drug-Free Workplace Program

This program is available to train supervisors and/or employees on issues related to chemical use. Through this program, the Avera EAP team offers guidance on how to detect and address issues of chemical use, while supporting your workplace policy.

This training can also be used to meet supervisor education requirements outlined by the *Department Of Transportation (D.O.T.)*. We work closely with a Substance Abuse Professional (SAP) to ensure D.O.T. guidelines are followed.

Mediation

Mediation utilizes an independent third party to discuss issues between two or more individuals. Through this structured process participants will negotiate and develop a considerate behavior agreement. Mediation can serve as a resource for conflicts that appear to be irresolvable through other means.

Life Coaching

Coaching is a client-focused partnership. The coaching relationship assists the client in producing personalized goals, intentions, and aspirations. The coach seeks the client's vision and encourages clients to discover what they really want and need in order to be successful. In the process of coaching, clients deepen their learning, improve their performance and enhance their quality of life.

Myers-Briggs Type Indicator "MBTI® "

MBTI® is a self-report tool designed to identify valuable differences among people. The identification of "type" can assist individuals and work groups understand how natural preferences have the potential to challenge the communication process and can sometimes lead to conflict.

MBTI® sessions are facilitated by a qualified MBTI® professional, recognized by Consulting Psychologist Press, Inc. (CPP) and the Center for Application of Psychological Type (CAPT).

Staff Retreats

Upon request, the Avera EAP Team will organize a staff retreat to promote employee morale and enhance individual and team success. Retreats are often used to express value for your team and include a combination of team building concepts.

Worksite Screenings

Screening tools are used to assess depression, anxiety, chemical dependency, and eating disorders. Worksite screenings can help identify factors that are associated with mental health issues and provide an opportunity to educate and refer individuals who may be at risk.

Informational, Health Fair, Benefit Fair Booths

Informational booths can be utilized to promote health and wellness, answer questions regarding the EAP benefit, and support national days/months designated to educate individuals and bring awareness to mental health issues, such as "May is Mental Health Month."

*Eligible family members include spouse and children under the age of 25 who meet one of the following criteria:

- Currently enrolled full-time in school
- Currently living with and dependent upon the covered employee
- Currently on the health insurance plan of the covered employee

**Professional Development and Training Programs & Employee Enrichment Programs are tailored to meet the needs of your organization. Please review the topics outlined on the EAP components sheet included in your packet and note that other topics are available upon request.