



Well-being with Employee Assistance Programs (EAPs):

An Employee-Focused Look at Incorporating an EAP
Into Your Benefits and Well-being Approach



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it's more than you think

- ▶ Counseling Sessions with a Licensed Therapist, at no cost to the employee
- ▶ Emergency response to worksite critical incidents addressing PTSD
- ▶ Provide guidance and treatment for struggling employees referred by management
- ▶ Provide informational resources and online materials for employee wellbeing
- ▶ Conduct onsite training for management to learn and understand how to assist employees dealing with hardships.
- ▶ Conduit to local resources regarding financial health, community engagement, or personal improvement



here to stay

- ▶ Started in 1940s to treat Alcohol Abuse by White-Collar workers
- ▶ Began to grow in 1970s due to grant funding & increased Mental Health Awareness
- ▶ Present day: 97% of companies with >5,000 employees have an EAP.
 - ▶ 75% for 251+ employees
- ▶ 60% of Millennials view seeing a therapist as a sign of strength



Strategic & Financial



"People are disturbed not by a thing, but by their perception of a thing." – Epictetus



Most Common Sources of Stress

	Percentage	Source
1	63%	Future of our nation
2	62%	Money
3	61%	Work
4	57%	Political climate
5	51%	Violence/crime

Source: American Psychological Association
Research Date: 2017
<https://www.apa.org/news/press/releases/stress/2017/state-nation.pdf>



Top Causes of Stress in the U.S.

	Cause	Factors
1	Job Pressure	Co-Worker Tension, Bosses, Work Overload
2	Money	Loss of Job, Reduced Retirement, Medical Expenses
3	Health	Health Crisis, Terminal or Chronic Illness
4	Relationships	Divorce, Death of Spouse, Arguments with Friends, Loneliness
5	Poor Nutrition	Inadequate Nutrition, Caffeine, Processed Foods, Refined Sugars
6	Media Overload	Television, Radio, Internet, E-Mail, Social Networking
7	Sleep Deprivation	Inability to release adrenaline and other stress hormones

Source: American Psychological Association, American Institute of Stress
 Research Date: 7.8.2014
<https://www.apa.org/news/press/releases/stress/2014/stress-report.pdf>



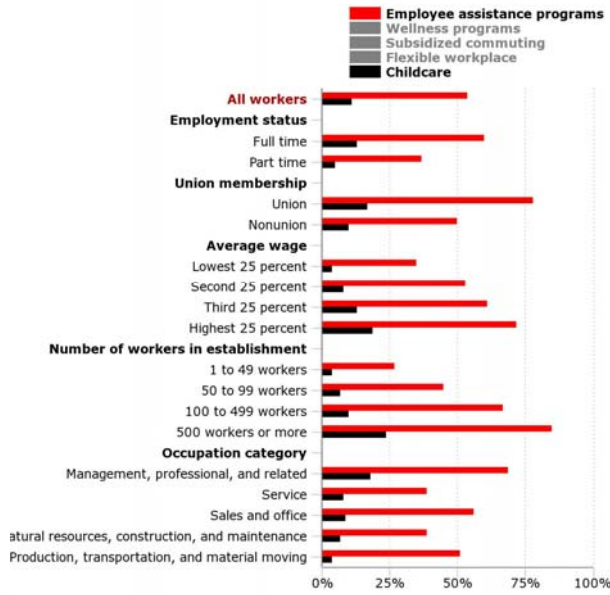
Stress Impact Statistics

Percent who say stress has a negative impact on their personal and professional life	48 %
Employed adults who say they have difficulty managing work and family responsibilities.	31 %
Percent who cited jobs interfering with their family or personal time as a significant source of stress.	35 %
Percent who said stress has caused them to fight with people close to them	54 %
Reported being alienated from a friend or family member because of stress	26 %
Annual costs to employers in stress related health care and missed work.	\$300 Billion
Percent who say they are "always" or "often" under stress at work	30 %

Source: American Psychological Association, American Institute of Stress
 Research Date: 7.8.2014
<https://www.apa.org/news/press/releases/stress/2014/stress-report.pdf>



Percentage of civilian workers with access to quality-of-life benefits



Source: U.S. Bureau of Labor Statistics
<https://www.bls.gov/opub/ted/2016/employer-provided-quality-of-life-benefits-march-2016.htm>



The personal side of EAP





The hard Truths

- ▶ You like to help people
- ▶ BUT...
- ▶ You're not equipped to deal with certain personal issues
- ▶ It's often not appropriate for you to become involved
- ▶ You still need to provide a compassionate response



It is difficult to admit
needing help



What does it look like when
an EAP is effective?



HR's most desired outcome is...

Nothing !!!

... or better put

- Fewer personal issues coming to your desk
- Better tools to deal with those that do



The Struggling Employee

- ▶ Issues with:
 - ▶ Performance
 - ▶ Interactions with coworkers
 - ▶ Substance abuse
 - ▶ Attendance



The Unexpected

- ▶ Accidents
- ▶ Acts of Violence
- ▶ Sudden loss



The Financial

- ▶ Reduced
 - ▶ Absenteeism
 - ▶ Presenteeism
- ▶ Increased Productivity



Questions?

