

# Tips and Tools for Key Persons

How to maximize the benefit of your EFAP and educate your team about the program



**Managers, supervisors, and people leaders play an integral role in helping employees understand the resources available to assist them with the challenges of work and life. Educating your team about the confidential Employee and Family Assistance Program (EFAP) will help support them and you.**

Your team will appreciate knowing that there are a wide range of expert services available to them, at no cost, which they can access in person, over the phone, through video, or online; without anyone from work knowing they have reached out for support.

## Key Person Consultations

Homewood Health offers manager consultations with our Key Person Advice Line (KPAL). This service provides manager, supervisors, and union representatives the opportunity to contact a Homewood Health senior level clinician for a consultation at any time – this is extremely helpful when an unexpected situation arises and expert support is needed.

Senior level clinicians offer guidance on a variety of sensitive employee issues including: unusual employee behaviour, employee conflict, low morale or negative attitudes, and strategies around assisted referrals. Our experts will help you explore options, determine solutions, and develop action plans. Call the EFAP Client Services Centre at 1.800.663.1142 to receive KPAL support 24 hours a day/7 days a week.

## Formal Referral Program

Formal referrals to the EFAP are available to support employees with performance and/or work behaviour concerns, and where improvement is not being seen. Formal referrals may be a tool in performance management, or part of a last chance agreement, and are frequently used to help manage performance issues that may be caused by an underlying emotional, psychological, or drug/alcohol abuse problem.

Employees are referred into the formal referral program by their employer and, with the written consent of the employee, the employer receives confirmation of counselling attendance and compliance with the treatment plan; no information related to the content of counselling sessions is shared. The formal referral process is highly supportive to the employee and includes case management,

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clinical manager involvement, and specific agreed upon goals to support the success of the formal referral case.

## Key Person Orientations

EFAP training sessions are available for managers, supervisors, and people leaders. The session will include a presentation to provide an overview of the scope and fundamentals of the EFAP, and most importantly, how the EFAP can support managers and supervisors in their role as people leaders. The training includes: EFAP services, confidentiality, how to access services, how to recognize and address the early warning signs of an employee in need of support, an introduction to a framework for examining workplace symptoms, how and when to make a referral to the EFAP, and a review of the EFAP tools and resources available to leaders.

## Wellness Sessions and Workshops

Homewood Health offers a variety of half-day and full-day leadership workshops that provide skills and structure for health promoting leadership and management practices. These workshops are delivered to support your organization's workplace wellness goals and are focused on changing attitudes and behaviour to improve employee health and productivity. Managers and supervisors can benefit from training sessions that address highly critical workplace issues including: conflict; substance abuse; workplace bullying, harassment and/or violence; stress management; adapting to change; and mental illness leadership training.

In addition, Homewood Health offers a selection of one hour wellness sessions designed to motivate and educate both employees and managers. These interactive and engaging sessions provide participants with general knowledge about a wide variety of health and wellness topics.

## e-Courses for Key Persons

EFAP e-courses are available through Homeweb at [homeweb.ca](http://homeweb.ca). There are five courses designed for managers, supervisors, and people leaders, including: Leading the Human Side of Change, Values Based Leadership, Managing Sensitive Employee Issues, Supporting Respect in the Workplace, and Fundamentals of Effective Supervision. Homewood's EFAP online learning has been developed by expert psychologists specialized in e-learning and health promotion.

## Homeweb.ca

Discover 24/7/365 access to EFAP support, services, and tools on Homeweb. Key Persons can log-in to Homeweb at [homeweb.ca](http://homeweb.ca) and register as a key person. Once registration is complete, you will have access to a secure and confidential section of Homeweb that is only available to people leaders and that includes a key person orientation, the five manager e-courses, and a key person health library.

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**i** For more information on the EFAP, or your role in advocating and supporting this important benefit, please contact your EFAP Account Executive or call the EFAP Client Services Centre at 1.800.663.1142 for assistance.

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