



Live Healthy



Employee Assistance Program (EAP) - Resources for Managers

Our comprehensive Employee Assistance Program¹, through Uprise Health, is not only for employees who need assistance with work-related or personal issues. Resources are also available for supervisors and managers who need assistance communicating with employees, developing organizational policies, implementing HR best practices, or accessing tips and strategies on a variety of management topics. In addition, semi-annual utilization reports provide an overview of what services are being utilized by your staff.

Telephonic Counseling

EAP Counselors can be contacted by telephone on an unlimited basis for help with:

- Guidance on performance reviews
- Managing a difficult employee
- Conducting meetings and public speaking
- Handling discrimination, bullying and sexual
- Harassment within the office
- Breaking bad news to employees, such as a major reorganization or downsizing
- Assistance in the development of organizational policies and implementing HR best practices when it comes to promoting work-life balance and a healthy work environment

Referrals for additional assistance or counseling will be made when appropriate.

Onsite Assistance

Onsite training for supervisors and managers is available at a rate of \$280 per hour/per counselor, with no additional fees incurred for travel expenses. Webinars on select topics are free of charge.

Continued on the next page.



Family Impact Benefits Program



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Critical Incident Response

Onsite assistance for critical incidents such as death of an employee, potential employee self-harm, potential threat to other employees, difficult employee termination, natural disaster response, and robbery can be requested at a rate of \$280 per hour/per counselor, with no additional fees incurred for travel expenses.

Employer Mandated Referrals

Although most EAP services are voluntary and initiated by the employee themselves, managers or supervisors can refer an employee directly when there is evidence of problems with performance such as conduct, attendance, quality of work, suspected drug or alcohol abuse, and other work-related issues.

Self-Guided References and Training

Online articles, FAQs and videos on various management topics are available via the EAP website, including self-study courses on managing people, managing stress, professional development, and workplace issues. A monthly newsletter geared specifically towards supervisors provides helpful tips and strategies.

worklife.uprisehealth.com

Access code: worklife

1-800-386-7055

24-hour crisis help available

Contact your Guardian Group sales consultant or benefits advisor for more information.

¹Employee Assistance Program services are provided by Uprise Health and its contractors. Guardian does not provide any part of Employee Assistance Program services. Guardian is not responsible or liable for care or advice given by any provider or resource under the program. This information is for illustrative purposes only. It is not a contract. Only the Administration Agreement can provide the actual terms, services, limitations and exclusions. Guardian and Uprise Health reserve the right to discontinue the Employee Assistance Program at any time without notice. Legal services provided through the Employee Assistance Program will not be provided in connection with or preparation for any action against Guardian, Uprise Health, or your employer. The Employee Assistance Program is not an insurance benefit and may not be available in all states. 2Office hours: Monday-Friday 9 a.m. – 8 p.m. EST. Guardian® and the Guardian G® logo are registered service marks of The Guardian Life Insurance Company of America®. Copyright ©2022 The Guardian Life Insurance Company of America.

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