

**Serving those who shape the  
next generation**

## Increasing stress for Educators

- Balancing work and life issues is more challenging than ever before for all employees. But for educators, ever increasing stressors make that balance even more difficult.
  - Additional pressures from government mandates.
  - Parent issues on both ends of the spectrum--overly involved parents and uninvolved parents.
  - Budget crises are impacting classroom programs, compensation and benefits.

# Issue Categories



## PERSONAL

Personal Stress  
Anxiety  
Alcohol Abuse  
Drug Addiction  
Depression  
Medical Conditions  
Grief/Bereavement  
Gambling  
Weight Control  
Anger  
Chronic Pain/Illness

Eating Disorders  
Life Transitions  
Pregnancy/Post Partum  
Personal Trauma  
Sexual Concerns  
Domestic Violence  
Learning Disabilities  
Smoking  
Men's/Women's Issues  
Nutrition



## FAMILY & RELATIONSHIPS

Marital  
Parenting  
Caregiving  
Childcare  
Eldercare  
Education Planning  
Adoption  
Family Pets  
Special Needs Child  
Blended Families

Teen Issues  
Domestic Partners  
Physical Abuse  
Family Relocation  
Sandwich Generation  
Military Life/Separation  
Disaster Preparedness  
Communication  
Keeping Children Safe



## FINANCIAL & LEGAL

Debt  
Credit Card Issues  
Financial Loss  
Bankruptcy  
Budgeting  
Retirement Planning  
Wills & Trusts  
Real Estate Law  
Car Buying  
Immigration  
Divorce  
Civil Suits

Criminal Law  
DUI/DWI  
Landlords & Tenants  
Homeowner Concerns  
Taxes  
Insurance  
Consumer Law  
Contracts  
Personal Injury  
Child Custody  
Social Security



## WORK & CAREER

Parent Challenges  
Class Management  
Budget Cuts  
Work-Related Stress  
Coaching  
Supervisor Conflict  
Team Development  
Career Planning  
Management Skills  
Supervising Others

Student Issues  
Time Management  
Skills Development  
Project Management  
Motivating Self & Others  
Valuing Diversity  
Managing Change  
Referring Employees  
Cyber Safety for You  
Cyber Safety for Kids

## Total Care EAP Solutions



**Telephonic Counseling:** Unlimited counseling via phone 24/7 with Masters and Ph.D. clinical counselors who provide immediate counseling and referral to local resources. Over 25 years experience providing assistance to educators throughout the US.



**Personal Counseling:** Face-to-face counseling with Masters and Ph.D. clinical counselors. A network of 25,000+ private practice counselors.



**Professional Advisors:** Referrals for special issues: lawyers, caregiver specialists, adoption, special needs children, geriatric care, debt relief, mortgage or financial counselors.



**Tools:** Legal templates, financial forms, and more.

## Total Care EAP Solutions



**Educator Resources:** Online resources to help you manage difficult classroom and parental issues, save money, find free resources, and connect with social media for educators.



**Assessments:** Menu of assessments including screening for stress, mental health issues, financial fitness, cardiac risk, diabetes risk, and well-being.



**Personal Researcher:** Personal assistant to search for local community resources and solutions.



**Calculators:** Financial, tax-related, Social Security, insurance, debt, investing, and more.

## Total Care EAP Solutions



**Video Library:** Extensive library on medical problems, mental health, wellness, nutrition, parenting and more.



**Expert Articles:** Thousands of expert articles dealing with hundreds of problems; parenting, behavioral, health and medical issues, legal matters, and more.



**Resource Centers:** Topical resources for emerging issues; financial crisis, parenting, cyber safety, pets, and more.



**Specialized Programs:** Acute stress reduction, caregiver benefit, special needs, eldercare, adoption, and more.

## Total Care EAP Solutions



**Training Programs:** Management development curriculum, personal development, stress reduction, and parenting.



**Resource Directory:** Searchable directories for child and elder care locators, treatment centers, colleges, and career choices.



**Wellness Center:** Health risk assessments, fitness solution center, nutrition counseling, smoking cessation, weight loss, and more.



**Supervisor Resources:** Unlimited consultations with senior counselors or SPHR consultants for employee issues.

## **Educator Resources**

- Six information centers for educators.
- Content to help relieve the most common work stressors.
- Centers cover areas ranging from parental challenges and managing the classroom to tips for dealing with budget problems, social networking and cyber safety.





## Resource Centers

### **Budget Boosters: Money-Saving Tools & Tips for Schools**

Educators are being forced to do more with less. Our Budget Boosters Resource Center offers an extensive list of links to free resources, materials and tools. We've also linked to sources and advice for securing donations, grants and awards.

### **Parental Challenges**

Parents often pose more of a management challenge than the students. This Center is designed to offer resources that will help you turn problems into partnerships. It includes tips, tools and strategies for dealing with some of the most common parental issues, problems, conflicts and challenges.



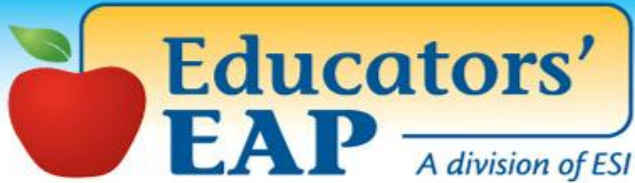
# Resource Centers

## Social Networking for Educators

Social media is the new town hall, where teachers are sharing with other teachers and engaging with students. This Center offers links to educationally-oriented tools for networking, photo-sharing, bookmarking, and blogging, along with handy collaborative tools.

## Cyber-Safety Resource Center

The web offers a wealth of resources for the classroom - but it's not without its risks! We've compiled resources on Password Security, ID Theft, Phishing, Keeping Kids Safe, and much more.



## Professional Development Courses

EAP members can save up to up to 15% while earning CEU credits or semester hours for state licensing renewal requirements and continuing education.

Educators' EAP has partnered with highly acclaimed education-focused e-learning specialists to offer discounted professional development courses to our members.



## Accessing TotalCare Solutions

- You can call Masters/Doctoral level counselors 24/7/365 for any of the solutions
- Web access to solutions
- Unrestricted Telephone Counseling
- Referrals To Local Private Practice Counselors – over 25,000 in our national database
- Coordination With Health Insurance





**Visit the EAP Website!**

***[www.educatorsEAP.com](http://www.educatorsEAP.com)***

- Learn About the EAP
- Thousands of Resources



Serving those who shape the next generation

More benefits for employees.  
More services for management  
Better results than any other EAP

Home

About Us

Employee

Employer

Provider

Broker

Get a Quote

### Educators' EAP provides more services and more benefits than any other EAP

Educators' EAP is designed specifically for educators. We offer twice the number of solutions for personal problems and a targeted menu of benefits and resources addressing the unique professional issues they face.



### Managing the Classroom

We've identified some of the common challenges and opportunities in classroom management - from establishing expectations and setting boundaries to dealing with problem conduct and difficult issues. You'll find resources and links on bullying, violence, teen suicide, and other issues that you and your students face in the classroom. Below is a list of the topics ...

### Login

Employee & Family Login

Sign In

Supervisor & Employer Login

Sign In

### Join Our Mailing List

First Name

Last Name



Managing the Classroom



Pets are family members tool



Budget Boosters for Educators



When depression



Parental Challenges



Is alcohol or drugs causing



Response to Intervention



*More benefits for employees.  
More services for management  
Better results than any other EAP.*

## Member login:

To use the Member Site, you must CREATE your own personalized User Name and Password.

To create your own personalized account, REGISTER HERE.

If you need assistance or experience any problems, e-mail us at [webmaster@theeap.com](mailto:webmaster@theeap.com) or call 800-535-4841, Monday - Friday, 8am - 5pm Eastern

User Name

Password

Forgot your User Name or Password?

**Sign In**



*Serving those who shape the next generation*

*More benefits for employees.  
More services for management  
Better results than any other EAP.*

## Register

To register with us, please enter your **employer's name**. For example if you work for South Street School, enter *South Street School* in the form below.

Employer

Continue





*Serving those who shape  
the next generation*

*More benefits for employees.  
More services for management  
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## Register

**User Name\***

Note: your user name must be at least two characters long, start with a letter and be followed by only letters and numbers. No spaces.

**Password\***

 Verify 

Note: your password must be at least six characters long.

**First Name\***

**Last Name\***

Email Address

**Secret Question\*** What is your mother's maiden name?



**Secret Answer\***

\* required field

Continue

LIFE HAPPENS... TAKE ACTION, BE PREPARED.

Find out how prepared you are in three minutes

Serving those who shape the next generation



- Home
- Behavioral Health
- Work and Life
- Financial
- Physical Health
- Legal
- Personal Development & Training
- Lifestyle Benefits
- Wellness Center
- Management Academy
- Caregiver Resources
- Educators' EAP Resources
- Pet Info

Search:  GO

### Child Shyness

Shyness is very common in children. It is important to help shy children in order to open more doors for them in the future.



READ MORE

- Child Shyness
- Home Care Employees
- Trade-In Tips
- Diabetic Checkups
- Divorce Mediation

### Featured Video



Tests for Heart Health

### Educators' EAP Resource Centers Solution Centers



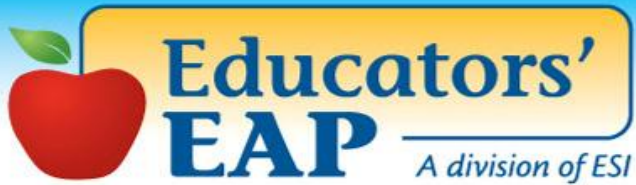
**Budget Boosters for Educators**  
Educators are being forced to do more with less. Our Budget Busters Resource Center offers an extensive list of links to free resources, materials, and tools. We've also linked to sources and advice for

### Most Popular Highest Rated

- Will for Adult With No Child (ren)

### Weekly Poll

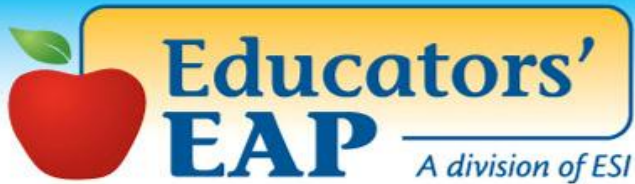
What would you most likely do to help yourself relax?



# What Happens When I Call?

*1-800-252-4555*





## Solving Member Problems

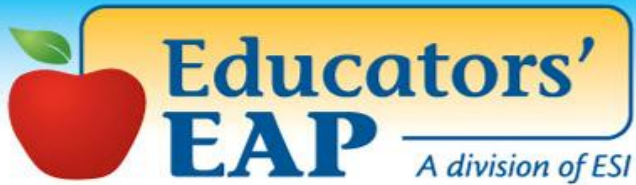
- Call Anytime 24/7/365 *optimum time is 8am – 9pm*
- Counselor works with Member immediately to begin to resolve the problem
- Approximately half of all member issues are resolved with multiple phone counseling sessions
- If a referral is needed – over 25,000 local counselors available

**99% Overall Member Satisfaction**

## Who's covered?

- You & your family members
- College students away at school up to the age of 26





## Confidentiality

All records are confidential – except when required by law to disclose:

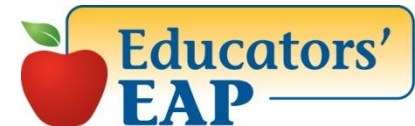
- Threats of Harm to Self or Others
- Child Abuse or Elder Abuse

# Questions & Discussion



# TotalCare EAP Management Solutions

TotalCare EAP helps  
reduce costs by delivering an  
**entire menu of support services**  
for HR managers and supervisors





# Human Resources Consultation

Access to staff consultants, who are certified *Senior Professionals in Human Resources* (SPHR), and to our clinical counselors for assistance in handling difficult employee situations.

Consultations are provided in virtually every critical area of human resource management.



# Voluntary and Suggested Referrals

## Voluntary Referral

Regular employee communication results in high employee utilization of EAP services

## Suggested Referral

Supervisors can be effective in suggesting a distressed employee contact the EAP.



# Administrative Referral Program



The Administrative Referral is a formal process to **address unacceptable performance** and to document remedial actions.

When confronted with an employee performance problem, you can refer the employee to an Educators' EAP case manager for counseling.

More than half of referred employees return to full productivity.



# Administrative Referral Process

Administrative Referral Information Sheet – HR  
access only-unless authorized by HR

Authorization to Release Information



# Administrative Referral

- Grossly inappropriate workplace behavior or performance.
- Geared to save jobs.
- Should be used in conjunction with a progressive discipline process.

# Types of Administrative Referrals

- Absenteeism
- Problematic Personal Behavior
- Negative Interpersonal Interactions and Relationships
- Drug and Alcohol Abuse

# Risk of Liability

## Need To Know:

- Information should only be shared with key individuals who must know about the issue.

## Limits:

- Avoid any attempt to diagnose the person's problem in any written or verbal statements.
- Focus only on work performance

# On-Site Trauma Responses

- A trauma response counselor is available to address catastrophic workplace events.
- Intervention by trained staff lessens the risk of Post Traumatic Stress Disorder and hastens a return to full productivity.



# Educators' EAP Management Academy



**Online training programs** to promote key management skills

**34 courses in four curriculum levels:**

**Level 1 – Regulatory Compliance:** SHRM certified courses

**Level 2 – Core Competencies:** Key skills in communication, performance, management and personal productivity

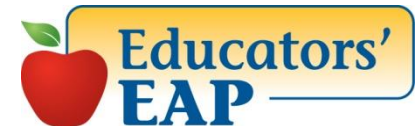
**Level 3 – Advanced Supervisory Skills:** Key competence building: motivation, conflict, attitudes, and managing change

**Level 4 – Team Leadership:** Team management skills



# On-line Compliance Training Programs

- Discrimination
- Termination
- Violence
- Hiring
- Harassment
- DOT Compliance Training
- Drug Free Workplace



# ESI Wellness Center

## The comprehensive resource to create a Wellness Program.

- Includes information and tools covering diet, stress, smoking and fitness.

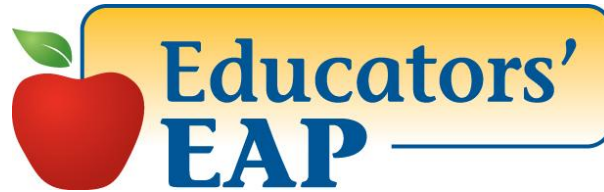
## Benefits and Resources include:

- Individual Health Risk Assessments
- Hundreds of articles and videos
- Training materials
- Discounted nutrition counseling, fitness coaching, weight loss, smoking cessation, fitness club memberships



# Questions & Discussion





Division of ESI Employee Assistance Group

## **TotalCare**

More Benefits for Educators.

More Services for Administrators.

Better results for educators than any other EAP.