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# EAP Supervisor Toolkit

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## MIIA Employee Assistance Program (EAP)

*Resources to promote the health of your organization*

When you are challenged with a supervisory issue, call one of our EAP consultants to problem solve. You may want to talk about how to help one of your employees who is dealing with personal issues that affect performance or discuss how to get a work group back on track. Supervisor Toolkit options include:

- **Informal Referral:** Refer an employee when you are concerned about him/her; disciplinary action is not being considered.
- **Formal EAP Referral:** Call the EAP when you are concerned about on-going job performance problems, or suspect personal problems are contributing to poor performance.
- **Substance Abuse Professional (SAP) Services:** When an employee has tested positive from an alcohol or drug screen test, the EAP will evaluate the employee and manage the treatment protocol required by the Department of Transportation (DOT).
- **Workplace Trauma Response:** When a work group experiences a traumatic event such as the sudden death of an employee or an accident, we can help. We will facilitate meetings to discuss the impact of the incident and strategize ways to cope with the loss.
- **Training:** We will come to your worksite and offer customized educational programs. We offer a variety of trainings (1-2 hours in length) including: Preventing Workplace Harassment; Conflict Negotiation; Enhancing Resiliency; and Time Management. See our catalog (go to [emiia.org](http://emiia.org) and click onto Employee Assistance Program) for a full listing.
- **Mediation/Team Building:** Are you struggling with employees that are in conflict? A structured process will guide participants down a new path to help resolve conflict.

MIIA EAP - Always there for you  
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[emiia.org](http://emiia.org)

