



work well

Employee Assistance Program

CUSTOMER CATALOG



216-431-4140

info@workwellwcg.org

WorkWellWCG.org

22001 Fairmount Blvd.
Shaker Heights, OH 44118

TABLE OF CONTENTS

Employee Services	2-3
Company Services	5
Training Services	7
Additional Services	9-10
Mental Health First Aid Training	9
Trauma-Informed Community	10

YOUR EMPLOYEES' SUCCESS IS OUR BUSINESS

Employee Services

Short-Term Counseling

Employees and their household members have access to up to four hours of short-term counseling per issue. Common issues include stress, workplace conflicts, relationships, and drugs and alcohol. If ongoing support is needed, our counselors are able to make convenient and affordable referrals.

Crisis Line

Our trained counselors are available 24/7, 365 days per year to answer crisis calls at 216-431-4140.

Work-Life Referrals

If you need assistance finding work-life resources, our referral specialists are available to help. Common referrals include adoption, child and elder care, and wellness services.

Legal and Financial ASSIST

The Legal ASSIST Program includes an over-the-phone consultation and referrals to local counsel if further assistance is needed. Referrals include a free half-hour consultation, and in most incidences, a discount to their rate for further counsel. The Financial ASSIST Program connects employees to financial consultants, and when more specialized assistance is needed, access to qualified financial counselors.

Work-Life Coaching

Employees and their household members have access to four sessions with our work-life coaches. Through these sessions, employees and their household members develop goals and work with their coach to accomplish their goals. Topics we provide assistance with include physical activity, positive relationships with food and body image, time management, stress management, professional development, and personal development. We are also available to address other topics by request.

YOUR EMPLOYEES' SUCCESS IS OUR BUSINESS

Employee Services

Online Resources Portal

Your employees and their household members have access to Work Well's online resources portal. The site addresses parenting, adoption, childcare, grief/loss, personal development, relationships, mental health, addiction, health and wellness, skills for managers, workplace diversity, safety and productivity, training and development, legal, financial, home management, and international travel and relocation. There are thousands of resources on the site, which includes the following: articles, audio files, message boards, and provider locators: adoption, childcare, higher education, older adult services, pet locator, pet sitter locator, and certified financial planners.

- Resource Centers
 - TaxAct - Web-based tax preparation software
 - Legal/Financial Center
 - GoodRX - information on prescription savings
 - WINFertility - Resources on fertility
 - Relocation Center - articles and resources on relocation
 - Sunrise Senior Living - discounts to a national network of senior care centers
- On Demand Seminars
 - Unlimited access to over 100 archived online seminars. New seminars are added every month.
 - A flyer is sent electronically each month with an advertisement for a new live seminar.

Perks at Work Discount Program

Employees and their household members are able to access up to 25% on name-brand every day and luxury items through our Savings Center "Perks at Work" program.

Newsletters

Life Lines is a quarterly informational newsletter you will receive on work-life issues that you can provide to your employees.



work well

Employee Assistance Program



YOUR EMPLOYEES' SUCCESS IS OUR BUSINESS

Company Services

Orientations and Employee Engagement

Work Well is available to promote and connect your employees to our services. We are available to provide a 15 minute orientation for employees, attend health fairs, open enrollment events and other services as needed. You have access to promotional materials including flyers, cards, magnets, and pens.

Training and Education

Work Well has a library of over 30 trainings on the topics of personal/professional development, health and wellness, and workplace compliance. We are able to customize trainings to meet the specific needs of your employees or managers. At least one hour of training is available in your contract and additional hours are available on a fee-for-service basis.

Providing Support to Your Managers

Our Employee Assistance Program (EAP) companies have access to management consultation by phone for your organizational, team, and employee management concerns. This includes case management services in instances of mandatory referrals for EAP services to address employee issues such as positive drug screens. You also have access to supervisor orientations, which are presentations that last 30 minutes and cover how supervisors can use EAP services, including the mandatory referral process.

Account Management

Your company has direct access to your account manager. We are able to provide regular program planning meetings to assess the needs of your employees, managers, and company to implement customized programs that meet these needs. We offer periodic contact from your account manager to further plan and evaluate your employee assistance program.

On-Site Crisis Response

In the instance that a crisis occurs at your site, we have a counselor(s) available to be on site for up to two hours to address the emotional concerns of your employees, in response to the crisis.

DON'T SEE WHAT YOU NEED?

We're able to develop customized trainings

Contact us at 216-431-4140
or info@workwellwgc.org



work well

Employee Assistance Program



YOUR EMPLOYEES' SUCCESS IS OUR BUSINESS

Training Services

We offer an extensive library of in-demand topics that can be delivered on-site for your employees. These trainings promote a healthy, productive workforce and help retain key employees, who help you stay competitive in today's market. As a Work Well company, at least one hour of training is available in your contract. All trainings are one hour in length unless otherwise specified. Customization is available by request.

Leadership

*All trainings two hours

- Conflict Resolution
- Constructive Feedback
- Delegation
- Effective Presentations
- Management vs. Leadership
- Problem Solving
- Teamwork

Personal Development and Wellness

- Benefits of Diet & Exercise
- Handling the Holidays
- Learning Optimism
- Relationship Building
- Signs & Symptoms of Addiction (2 hours)
- Signs & Symptoms of Mental Illness (2 hours)
- Stress Management
- Understanding Prescription Drug Misuse
- Wellness in the Workplace
- Work-Life Balance

**Ask us about our
Wellness Workshops!**

Professional Development

- Accountability (2 hours)
- Building Resiliency
- Coping with Workplace Change
- Effective & Professional Communication
- Emotional Intelligence
- Generational Differences
- Healthy Relationships at Work
- Helping the Helper
- Introduction to Business Etiquette
- Providing Exceptional Service
- The Assertive Employee
- Time Management
- Workplace Professionalism & Teamwork

Workplace Compliance

- Cultural Humility (1 or 2 hours)
- Drug and Alcohol Awareness (4 hours)
- Mental Health Awareness (1 hour)
- Mental Health Awareness, Verbal De-Escalation, and Self-Care (3 or 4 hours)
- Sexual Harassment Prevention
- Substance Use Prevention and Recovery Program Education (Employee and Supervisor)
- Verbal De-Escalation (1 or 2 hours)
- Workplace Violence Prevention

For the Helping Professional

Contact Work Well to receive this extensive training library, particularly in support of direct service providers such as counselors, social workers, case managers, qualified mental health specialists, peer support specialists, prevention providers, and nurses.



work well

Employee Assistance Program



ADDITIONAL SERVICES

In addition to our Employment Assistance Program, Work Well offers additional services to support companies, their employees, and their communities to promote health and wellness. These services include the following:

- Adult & Youth Mental Health First Aid
- Trauma-Informed Community Program

Mental Health First Aid Training (MHFA)

Mental Health First Aid (MHFA) is an evidenced-based, internationally recognized, skills-based training designed for adults in the general public, including people working in schools, faith communities and businesses, as well as key professionals such as police officers, paramedics, primary care workers, and human resource employees. The MHFA training curriculum, developed by the National Council for Mental Wellbeing, has been customized for specific audiences and community needs. Work Well offers both Adult and Youth Mental Health First Aid courses.

Adult Mental Health First Aid teaches any adult how to identify, understand, and respond to signs and symptoms of a mental health or substance use challenge or crisis in adults ages 18 and over. Youth Mental Health First Aid is open to any adult who interacts with or cares for adolescents (ages 12-18). This course is designed specifically to teach parents, guardians, family members, caregivers, teachers, school staff, administrators, coaches, camp counselors, youth group leaders, neighbors, and health and human services workers how to identify, understand, and respond to an adolescent who may be experiencing a mental health or substance use challenge or crisis.

Participants in the Mental Health First Aid course learn:

- The potential risk factors and warning signs for a range of mental health problems including: depression, anxiety/trauma, psychosis, substance use disorders and self-injury
- An understanding of the research that shows nearly 1 in 5 lives with a mental illness
- A five-step action plan encompassing the skills, resources, and knowledge to help an individual in crisis connect with appropriate professional care
- The evidence-based professional, peer, social, and self-help resources available to help adults and youth with a mental health problem

Schedule a MHFA Training

Both Youth and Adult Mental Health First Aid courses can be taught in-person or blended with self-paced online content followed by instructor-led training. MHFA is a total of 6.5-7.5 content hours taught by nationally certified Work Well instructors. Contact Work Well to schedule.

ADDITIONAL SERVICES

Trauma-Informed Community

The National Council for Mental Wellbeing has identified 7 domains of Trauma-Informed Care:

- Early Screening and Comprehensive Assessment of Trauma
- Consumer Driven Care and Services
- Trauma-Informed, Educated, and Responsive Workforce
- Provision of Trauma-Informed, Evidence-Based and Emerging Best Practices
- Creating a Safe and Secure Environment
- Engaging in Community Outreach and Partnership Building
- Ongoing Performance Improvement

Training to support a Trauma-Informed Community, provided by Work Well, is based on these 7 domains, as well as the work of Dr. Bruce Perry and Dr. Bessel Van Der Kolk. The focus is creating a trauma-informed, educated, and responsive workforce through training and support opportunities like reinforcing conversations, consultation, wellness activities, and incident debriefing.

The goals of this program include:

- Developing a workforce that recognizes what trauma is and how trauma impacts people
- Building resiliency in the community
- Increasing retention and job satisfaction for first responders and other helping professionals
- Connecting community members to services to prevent future crises
- Data Collection

For more information, please contact Work Well.

DON'T SEE WHAT YOU NEED?

We're able to develop customized trainings

Contact us at 216-431-4140
or info@workwellwco.org



work well

Employee Assistance Program



WorkWellWCG.org

216-431-4140

info@workwellwcg.org

22001 Fairmount Blvd.
Shaker Heights, OH 44118