

# Employee Assistance Program



EAP services are available to all employees and household members.

# Common Reasons to Contact the EAP

Parenting

Grief/Loss

Time Management

Personal Stress

Boss/  
Co-workers

Anxiety

Trauma

Life Transitions

Suicidal Thoughts

Substance Misuse

Relationships

Work-Life Balance

# Choose How You Connect With Us



Call



Text



Live Chat



Online Form



Mobile App

What Happens  
When You  
Call the Employee  
Assistance Program?





**I'm Lakeeta, your  
dedicated master's level  
Care Coordinator**

I help in all  
areas of your  
life



Emotional



Physical



Work



Financial



Social

# Here is how I assist you



In-the-moment  
support and crisis  
counseling



Holistic needs  
assessment



Clinical  
recommendations



Personalized care  
planning



Appointment  
facilitation



Ongoing follow up  
and support





Community Resources



EAP Counselor



Employer Benefits and Resources



Treatment Provider or Facility



Health Insurance Network



Digital Tools and Online Resources

# I connect you to the right resources

# The Next Steps



**In-the-moment  
support**



**Coaching or  
short-term  
counseling**



**Long-term care**



**Additional  
assessment**



**Well-Being  
resources**



# I match you to the right resource



## Specialty

- All
- Abuse
- ADD/ADHD
- Addiction

## Race

- All
- African American
- Asian
- Caucasian

## Availability

- Tuesday Afternoon
- Tuesday Evening
- Wednesday Morning
- Wednesday Afternoon

...using the best  
modality for you



In Person



Telephonic



Virtual



**You can continue to call, text or email me – I am here for you**

MyBHS Portal



# Navigating MyBHS Portal



The screenshot shows the MyBHS Portal interface with the following callouts:

- News Alert:** Points to a red banner at the top of the main content area that reads "NEWS ALERT California Wildfires".
- Featured Webinar:** Points to a section titled "Featured this month: Healthy Holidays Ahead" which includes buttons for "Webinar", "Quick Tip", and "More Resources".
- Resources:** Points to a row of four colored tiles: "BHS Program Info", "Emotional Well-Being", "Crisis and Disaster", and a "Live Chat" button.
- En Español:** Points to the "EN ESPAÑOL" link in the top navigation bar.
- Search:** Points to the "SEARCH" input field in the top right.
- Contact BHS:** Points to the "CONNECT WITH US" section, which includes the phone number "1-800-327-2251" and the text "Online Request for Services".
- Live Chat:** Points to a yellow chat bubble in the bottom right corner that says "Is there anything I can help you with today?".

# Navigating MyBHS Portal

Program Info



Café Series  
Webinars

Training Center



# Download the BHS Mobile App



One-touch  
Dialing



Live Chat



Ask a  
Question



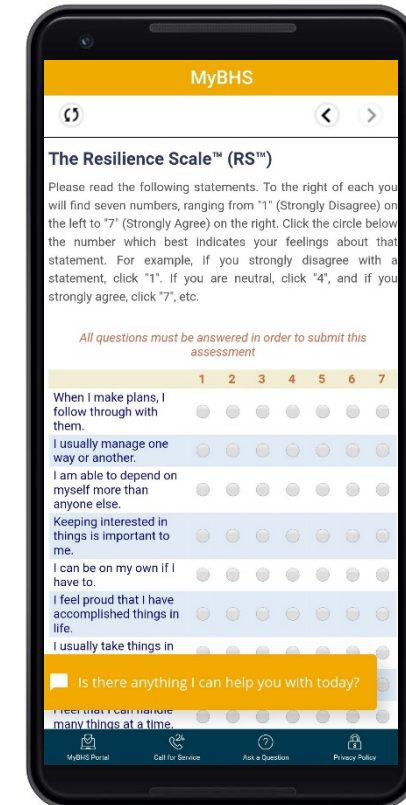
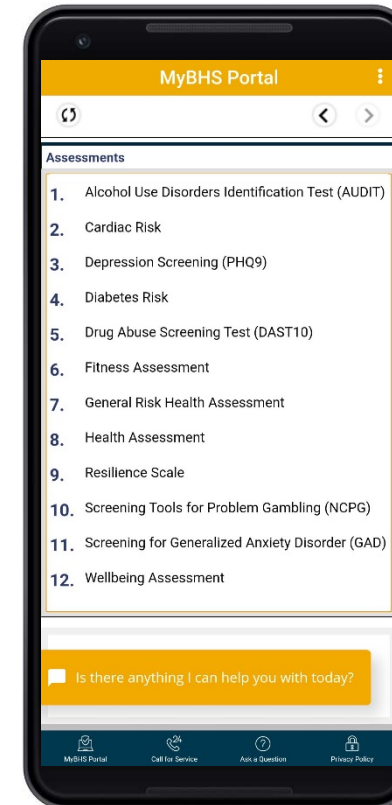
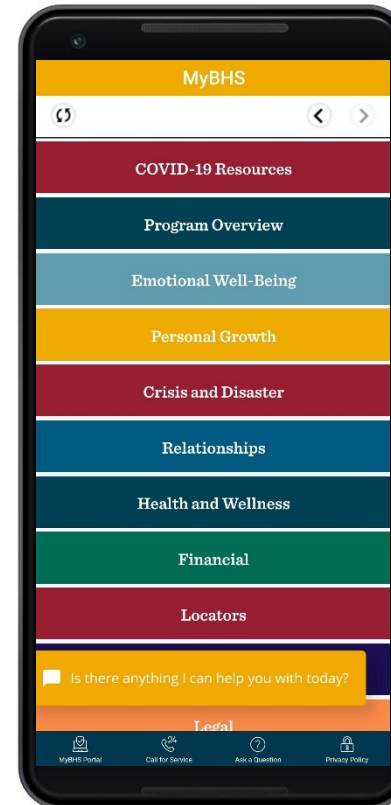
Articles



Assessments



Trainings and  
Webinars



# Take Out Your Phone

- Open your Contacts application
- Add new contact
- Name: **Employee Assistance Program**
- Phone: **800-327-2251**
- Company: **BHS**
- Website: **portal.bhsonline.com**
- Notes: **CityofChesapeake**



# Supervisor Resources



# Your EAP Provides

Supervisors with access to a team of *Performance Consultants* to help you successfully *manage and lead your people.*



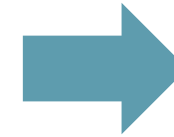
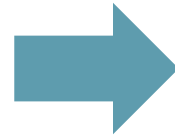
## *Dedicated Master's Level Performance Consultant*



Call



Email



- ✓ Unlimited expert consultation for leaders
- ✓ Consultation on workplace-based issues
- ✓ Performance management
- ✓ Critical incident and disruptive event consultation, recommendations and follow up

Formal, Mandatory  
and EAP Case  
Coordination

Critical Incident and  
Disruptive Event  
Activities Coordination

Communication and  
conflict resolution  
coaching

Skill-building

Organizational policy  
needs

Regulatory Guidance

# What is a Performance Consultant?

- Help supervisors move difficult employee and workplace situations to a positive resolution.
- Provide unlimited telephonic support to guide supervisors through every step of the EAP referral process.
- Empower supervisors to become more effective in planning, leading and engaging their teams.
- Enable supervisors to perform at a high level by helping them develop, refine and apply the skills necessary for success.

# Common Reasons for Supervisors to Contact Your EAP



## ASSISTANCE



### Performance

- Missed deadlines
- Productivity loss
- Mistakes/Errors
- Poor customer care



### Behavioral

- Lateness
- Absenteeism
- Presenteeism
- Conflict/Anger



### Risks

- Substance abuse
- Violence/Threats
- Harassment
- Personal problems



### Organizational

- New hire/Termination
- Change management
- Human resources
- Training

# Four EAP Referral Types

1. Self-referral
2. Informal Supervisory
3. Formal Supervisory
4. Mandatory Supervisory



ASSISTANCE

A sign with the letters 'bhs' in a bold, lowercase font, followed by a small yellow star logo. The sign is mounted on a wall in a hallway.



# 1. Self-referral

- Any employee may contact BHS to seek information, schedule an appointment or discuss a personal problem.
- A self-referred employee seeking assistance can do so with complete privacy.



ASSISTANCE

## 2. Informal Supervisory Referral

- Used when a supervisor notices a change in an employee's performance and/or mood and encourages the employee to consult the EAP for help
- A supervisor can informally refer an employee to the EAP by:
  - Promoting the EAP services as a resource; Informing the employee services are free and confidential
  - Strongly encourage the employee to contact BHS
  - Remind the employee that a professional can assist them with whatever problem is affecting his or her performance

### 3. Formal Supervisory Referral

- Used for an employee whose once acceptable performance is deteriorating and have already tried making an informal referral
- Formal referral examples include:
  - Distracted, not focused at work
  - Sharing personal stressors at work
  - Decline in work performance
- Used as a resource for the employee to improve their work performance before disciplinary action is necessary

## 4. Mandatory Supervisory Referral

- *All mandatory referrals must go through your human resources (HR) department prior to any communication with your employee.*
- Used when there is a serious policy violation or risk of termination due to unchanged behavior.
- Mandatory referral examples include:
  - Continued documented decline in job performance
  - Continued job-related incidence after disciplinary action
  - A single serious job-related incident
  - Circumstance where an employee's actions are deemed to be a risk to the welfare of the employee, other employees, or to the public.

# Contact BHS

Talk to a Care Coordinator: **800-327-2251**

*Available 24 hours a day, 7 days a week | Language Line / TTY Accessible*

Talk to a Performance Consultant: **866-594-7292**

Online: **portal.BHSONline.com** | Username: **CityofChesapeake**

