



ENGAGE FOR MANAGERS

Managers can refer an employee for consultation with an Engage counselor by encouraging the employee to make an appointment and providing him or her with information about the program. Managers may consider encouraging an employee to make an appointment with Engage if the manager notices that the employee's job performance has been affected.

Usually, the only information a manager will receive from Engage is that the employee attended the initial session. Unless the employee gives written permission, no information of a personal nature is provided to anyone other than the Engage professional staff.

When there are job-related issues in need of resolution, the employee may choose to involve the manager but will be required to sign a release for appropriate information to be exchanged. If the employee is able to resolve his or her personal problems, the manager will typically see improvement in the employee's job performance.

Managers also may contact Engage for help with their own issues. Managers may consult with Engage staff regarding group or individual job performance issues, teamwork or team building concerns or when dealing with a workplace crisis. Engage also provides a number of staff development programs that can be tailored to fit the needs of a specific workplace.



READY TO

engage



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engageEAP.org





We care because the success of our organization relies on the focus and attention of our team. We care because we're colleagues and peers, and we do our best work and get our best results when we're all in this together. And we care because some of us have dealt with personal problems that made it difficult for us to work, too.

That is why we've partnered with Engage from Tanner Health System, an employee assistance program designed to assist staff and managers with identifying and resolving issues that could interfere with workplace productivity. Engage's services are available to all of our employees and members of employees' dependent families.

HOW ENGAGE CAN HELP

Engage provides up to five free sessions for assessment and short-term problem resolution for employees and their dependents. If more sessions are needed or if the problems are such that other professionals should be consulted,

referrals are made. In most cases, the employee's health insurance will assist with the payment of any additional costs.

Engage can help with a variety of issues, including:

- Mental health difficulties
- Child development
- Elder care concerns
- Emotional trauma
- Alcohol or other drug problems
- Marital separation or divorce
- Organizational changes
- Productivity challenges
- And more

Initial appointments usually last about an hour and a half, with subsequent appointments lasting up to an hour. Engage specializes in short-term counseling, so the number of visits is determined by the specific problem and our organization's Engage contract, ranging from one or two to as many as eight sessions.

There is no charge to you or your loved ones for using Engage services. The cost of the service is covered by our organization's contract with Engage. If referred to other professionals, your health benefits will usually pay at least a portion of those costs.

ENGAGE AND PRIVACY

Prior to your first session with an Engage counselor, you'll complete paperwork that more completely explains the steps taken to ensure your privacy and the confidentiality of the care you'll receive.

Both state and federal laws, as well as the professional licensing board, provide for strict protection of your privacy in the matter of personal concerns. Whatever you bring to your Engage counselor will not be shared with anyone unless you provide written permission for the counselor to share your specific information with specific

individuals. Our organization receives statistical reports on a quarterly basis, but those reports provide no information that could be used to identify any employee or dependent who has used the Engage service.

It should be noted, however, that in cases of suicidal intent, intent to harm others or the suspicion of child or elder abuse, licensed counselors are required to act in ways that will prevent harm to the client or to others. This may involve contact with the individual's family, private physician or, in extreme circumstances, with legal authorities.

