

# MIIA Employee Assistance Program

A Confidential Counseling  
and Referral Service

## PERSONAL AND PROFESSIONAL ASSISTANCE FOR ISSUES LARGE AND SMALL

### Counseling Services

You receive 3 confidential  
in-person counseling sessions.

- Manage anxiety or depression
- Address parenting and family issues
- Resolve relationship conflict
- Adjust to demands at work
- Talk about a loved one's drinking
- Assess your level of stress
- Become a better communicator
- Improve relationships with co-workers



### Information and Referrals

We will help:

- Locate a child care provider
- Find an assisted living program
- Search for the right educational program
- Provide information on support groups
- Research a medical or mental health condition



### Financial Services

You receive one free  
30-minute consultation  
per financial issue.

- Tax Advice
- Credit Card Debt
- Financial Planning
- College Planning
- Retirement Consultation



### Legal Services

You receive one free 30-minute  
consultation per legal matter;  
does not include job-related legal issues.

- Divorce
- Child custody
- Car accidents
- Real estate/landlord/tenant issues



**Available to employees  
and household members  
24 hours a day, 7 days a week**

**800.451.1834**

**MIIA** MASSACHUSETTS  
BASED  
MEMBER  
DRIVEN



# MIIA Employee Assistance Program Frequently Asked Questions

## What is the MIIA EAP?

We are a confidential counseling and referral service providing professional help for problems large and small. All employees, their dependents, and members of their household are entitled to call for services 24 hours a day. Our caring staff consists of licensed professional counselors with a wide range of experience.

Call our national toll-free number: 800-451-1834. A counselor will be available to talk to you about your concerns, and together you will determine what your next steps will be.

## What if I want to see someone in person?

For face-to-face counseling, we refer you to a suitable counselor close to where you live or work. We have an extensive referral network of counselors throughout the U.S., who typically have a private practice or work in an agency or clinic.

## What kinds of problems do people call about?

The kind that affect your work and family life. Some examples include: couples/family issues, parent/child issues, elder care, financial or legal concerns, loss and grief, and physical or emotional illnesses.

You can call about work-related issues: conflicts between co-workers, workplace safety or trauma related matters, or difficulties with a supervisory relationship. Our counselors can help you improve communication skills.

## Is it really confidential?

YES! The information you give to your counselor is confidential. The EAP will not release information to anyone, including your employer or family member, without your written consent. There are only a few exceptions: when individuals express intention to harm themselves or others, the counselor may be required to break confidentiality to assure the health and safety of all concerned. Counselors are mandated by law to report to the appropriate state authorities any information documenting child or elder abuse or neglect, or if there is an order by the court.

## What does it cost?

There is no charge to employees or household members for 3 sessions of telephone or face-to-face counseling. If longer-term treatment is needed, we will look to continue care within your health insurance.



800.451.1834



### How long will it take to get an appointment?

Upon your initial call, an EAP counselor will conduct an initial assessment. If counseling is the next step, we will locate a provider within 3 business days.

### What if I have an urgent issue?

In case of emergency, we can be reached by phone 24 hours a day, 7 days a week.

### How many times can I use the benefit?

The benefit may be utilized on a "per issue" basis. You are eligible for 3 sessions of telephone or face-to-face counseling for each issue. When new issues arise, we encourage you to call us again.

### What is the legal benefit?

Employees and household members receive one free 30-minute office or telephone consultation per legal matter, excluding job-related legal issues. Employees also receive a 25% discount for additional services provided by a network attorney. Typical matters include divorce and child custody; car accidents; contractual and consumer disputes; real estate and landlord/tenant issues; and insurance disputes.

### What is the financial benefit?

Employees and household members receive one free telephone consultation per financial issue. Typical financial issues include credit card debt; financial planning; retirement consultation; college planning; and tax advice.

### I am a manager of an employee who could use help. What can I do to help the employee access EAP services?

You can make a referral to the EAP. There are two types of referrals available:

The first is an **Informal EAP Referral** where you encourage the employee to access EAP services. You will not be notified by the EAP as to whether or not the employee has made contact with the EAP.

The second type is the **Formal EAP Referral**. In this referral, you inform the employee that you have called the EAP to formally refer them. You also let them know that you would like him/her to call the EAP and access services to address the behavioral issue(s) that you have discussed with him/her. When he/she calls the EAP, we will ask for their permission to inform you that they made contact with the EAP. Upon attending the initial EAP meeting, we will ask for their permission to inform you that they attended this meeting. No additional information would be disclosed.



800.451.1834



# EMPLOYEE ASSISTANCE PROGRAM

## FY 2015 MIIA REWARDS TRAINING LIST

You may request seminars and trainings for employees and/or supervisors. They are typically 1 to 2 hours in length and can be adapted to meet your specific needs.

Please call the EAP at 800-451-1834 to request any of the trainings on this list.

### EMPLOYEE TRAININGS

- Creating the Respectful Workplace: Meeting Halfway
- Customer Service Excellence: Reaching Down Deep
- Dealing with Difficult People: Enhancing Your Interpersonal Skills
- Expert Communication: Communication Skills for Working Effectively with Others
- "I Pay Your Salary": Responding to Difficult Situations with Residents, Patrons and Customers
- Let's Face It: Coping With Workplace Conflict
- Managing Driver Fatigue
- Managing Job-Related Fatigue
- Overcoming Departmental Divisions: Repairing Relations and Communication Between Departments
- Preventing Workplace Harassment and Discrimination
- Riding the Waves of Workplace Uncertainty and Change
- Social Media @UR Workplace
- Working in the Multigenerational Workplace

### MANAGEMENT TRAININGS

- Anger Management 101: Tips for Managers When Tempers Flare
- Ask, Don't Tell, and Other Successful Communication Strategies for Managers
- Best Practices to Facilitate Meetings
- Bring Out the Best in People: Positive Management Techniques
- Creating the Respectful Workplace: Meeting Halfway
- Critical Incidents: Developing Your Crisis Management Skills
- Decreasing Danger in the Workplace: Drug and Alcohol Awareness
- DOT Mandated Drug and Alcohol Training for Managers and Supervisors\*  
*\*MIIA Loss Control is primary trainer*
- From Problem to Productive: Effective Management of Challenging Employee Situations
- Harassment Prevention: What Managers Need to Know
- Management 101: Management Training for the Newer Manager
- Managing the Multigenerational Workforce
- Managing the Troubled Employee
- Performance Discussions: Timely Feedback and Performance Appraisals
- Riding the Waves of Workplace Uncertainty and Change: Managing Through Change
- Solutions to the Challenges of Shift Work
- Workplace Violence Prevention

Call 800-451-1834 or go to  
<http://www.allonehealth.com/miiaeap.htm>  
to request a training