



## **EMPLOYEE ORIENTATION FACILITATOR'S GUIDE**

Thank you for representing First Sun EAP at an employee orientation. Below are some guidelines for the content of the session. If you have any questions at any time please call us at 803-376-2668. We are happy to help.

Employee orientations are important because employees are more likely to use EAP services if they know what services are available and how to access them. Employees who use EAP services are less likely to have workplace concerns. These employees enhance the effectiveness of the workplace.

### **CONTENT OF THE ORIENTATION**

**Please review this content and feel free to call First Sun with any questions you have.**

#### **Greet the Participants**

##### **Introduce Yourself**

- Indicate that you are here today representing First Sun EAP
- Also indicate who you are and what you do when not representing First Sun EAP

##### **Review the History of First Sun EAP and Our Mission Statement**

- Established – October, 1992 – 5 employees – handful of corporate clients
- Today – 18 employees – over 250 corporate clients
- Corporate office – Columbia, SC
- Contract with over 500 network providers who help provide services for us
- *“Helping people be better at work” (our mission statement)*

##### **Review the Relationship of First Sun EAP to the Employer**

- Your employer has contracted with First Sun EAP to provide EAP services.

## Explain What EAP Services Include

### COUNSELING SESSIONS

- \_\_\_\_\_ sessions per person
- Some reasons people call First Sun EAP are:
  - Stress
  - Individual, Couples, Family Counseling
  - Grief & Loss
  - Relationship Issues
  - Substance Abuse
  - Depression
  - They call to help themselves be healthier and happier at work and at home!

### WORK/LIFE CONSULTATIONS (telephonic consultation)

- **Financial Counseling** – Referral for debt management, how to budget, retirement planning. Note: Does not include loans.
- **Legal Consultation** - Attorney can assist with most legal questions, help find local legal resources, prepare a Simple will, Living will, Power of Attorney - \$25 per document
- **Eldercare Issues** – Information on resources for aging. Consultant can help resources available for elderly, questions regarding Medicare/Medicaid, etc.
- **Childcare Issues** – Consultant will research and provide resources for daycare, summer camp and other childcare resources. Research other childcare questions you might have.
- **College Assistance** – Admission information, resources for loans, scholarships, etc.
- **Pet Care** – Consultant will research and provide resources for local pet care services, ie: kennels, insurance, pet sitters, etc.
- **Adoption Assistance** – Consultant can answer questions and provide resources for adoption procedures, information, etc.

### Describe Who Qualifies to Use the Services

- EAP services are for you as an employee and for each family member covered by your insurance or who may be eligible to be covered.

### Discuss Availability and Confidentiality

- First Sun EAP is available – 24 / 7 - On-call counseling available to assist during times of crisis or for those who work hours other than 8am to 5pm.
- Regular office hours are: Mon-Fri, 8:00a-5:00p – the best time to call to set up an appointment.
- Your contact with First Sun EAP is **CONFIDENTIAL**  
Protected by state and federal laws.  
**Exceptions:** If there is a threat of harm to self or others
  - Report of child abuse or elder abuse
  - Court Order
  - Safety sensitive positions regulated by Federal & State laws
- **Your employer will not know that you have contacted us.**
- **The EAP reports with quarterly statistical reports with ranges of numbers but no specific identifying data.**

### **Review How to Access the EAP**

- Call the toll free number 800-968-8143.
- Give the receptionist your name, who you work with and ask for an appointment.
  - We will listen to your concerns and request for assistance.
  - We will ask for some information for First Sun's records (To be used for statistical reports only. Again, your employer will not be given any information that can identify you)
  - We will work with you to determine the best referral resources and connect you with a local Provider in your community or other appropriate community resource.

### **Show the Employee Orientation Video**

- Show the Employee Orientation video. Then ask for questions and discuss. If there is no capacity to show the video, we also have an [Employee Orientation Power Point](#) available. We will determine in advance which will be used.

### **Review the Three Ways and Employee May Come to the EAP**

#### **1) Self Referral**

- You decide you would like to use the services and call First Sun EAP.
- No one at work will know you have called.

#### **2) Suggested Referral**

- A co-worker or even your supervisor may remind you of the services if they are aware that you are having personal problems/concerns or that you are seeking to grow and improve yourself at work or at home.
- Your co-worker or supervisor won't know you've called First Sun unless you tell.

#### **3) Formal Workplace Referral**

- This is a referral that is designed to assist you if you are experiencing problems in the workplace. This referral happens because your employer values you as an employee. The EAP is a resource to help you get back on track at work.
- Your supervisor or Human Resources may ask that you contact First Sun EAP as a way to help you improve whatever problems you are having.
- Your supervisor or Human Resources will be informed of your participation but not of any personal problems you may be experiencing.

### **Review the Promotional Materials for Employees**

- Brochures
- Wallet Cards
- Magnets

### **Ask for Questions**

- If you don't know the answer to a question, please ask the employee to give us a call.
- Thank participants for allowing you to describe the services provided by First Sun EAP!