

CareFirst
Family of health care plans

EMPLOYEE ASSISTANCE PROGRAM

Support for managers and supervisors

Every day, you balance priorities, meet deadlines and make decisions for your team. Along with these responsibilities, you create a healthy and productive workplace—by keeping in touch with employees, ensuring they feel supported and encouraging open, two-way communication.

Your organization's Employee Assistance Program (EAP) from CareFirst BlueCross BlueShield (CareFirst), powered by TELUS Health,* is here for you. The program supports your employees with work, health and life concerns and provides managers, supervisors and people leaders advice, consultation, and the resources to help build and maintain a healthy work environment.

Why a Positive Workplace Matters

- A positive environment increases employee engagement, resilience and retention.
- It can improve performance, reduce stress and support better mental and physical health.

Managers play a vital role in shaping a healthy workplace. Even one thoughtful comment, action or intervention from a manager can positively affect the well-being of an entire team.

Even in the healthiest environments, managers may encounter employees dealing with personal or work-related challenges. These situations—such as stress, changes in job responsibilities, or child and elder care concerns—can lead to missed work time, distraction from daily tasks or presenteeism (when an employee is at work but focused on non-work issues).

OFFER SUPPORT TO TEAM MEMBERS

If you're concerned about a team member's well-being or safety:

- Suggest using the CareFirst EAP.
- Provide EAP support when an employee shares a personal or work-related challenge.
- Use the EAP to help with performance management.**

FIND ADDITIONAL RESOURCES

Explore **online resources** for managers, including the **Manager Toolkit**. Access information to better understand your team's needs.

Manager Consultations

Speak one-on-one with a counselor for guidance on handling unique and sensitive employee situations in your workplace. Counselors offer expertise in areas you may not specialize in and can help you:

- Explore options
- Brainstorm solutions
- Develop action plans

All manager consultations are confidential, conducted over the phone and available to managers 24/7.



Your CareFirst EAP takes a practical, hands-on approach to problem-solving that saves you time and energy. Please call 866-408-2755 with any questions.

* TELUS Health is an independent company that provides Employee Assistance Program (EAP) and Member Assistance Program (MAP) services to CareFirst customers and members.

** The CareFirst Employee Assistance Program is not designed or meant to replace your organization's existing internal Human Resources performance management processes or protocols, but to provide additional support or resources.

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