

Jackson Wellness Resources

Leader Toolkit



Recognizing Distress Among Employees

Early Signs of Distress

Person seems different

- Behavior
- Job performance
- Motivation
- Concentration

Symptoms Interfering with Daily Functioning

- Trouble completing daily tasks
- Difficulty performing at work
- Withdrawal from others

Mental Health Crisis

- Behavior that puts the person or others in danger
- Overdose
- Threat of suicide
- Inability to care for others who may depend on him or her

Remember to “CARE”

- Consider the signs
- Ask to talk
- Refer to resources
- Engage in follow-up

What are some of those resources?



Employee Assistance Program - EAP

What is Resources for Living?

- A starting place for addressing personal issues
- A cost-free avenue of assistance to support a healthy workplace
- Includes access to counseling services, work-life services such as childcare referrals, legal, and financial services, and more
- Services are confidential and are not shared with your employer. There are certain required-by-law exceptions:
 - If a caller reports any knowledge or suspicion of child or elder abuse or neglect
 - If a caller threatens to harm themselves or others
 - When the caller signs a release of information granting permission to divulge certain information



Employee Assistance Program - EAP

Eligibility

- Who's eligible?
 - You (first day of hire)
 - Anyone in your household (regardless of their relationship to you, age, or health insurance coverage)
 - Dependents up to age 26 whether or not they live at home



Some reasons to consider calling

Emotional – stress, grief, depression, anger management, suicide

Relationship – marital/significant other, family, parent/child

Self Improvement – self esteem/personal development, goal setting

Personal – health/wellness, grief and loss, work/life balance, trauma/PTSD

Addiction – alcohol, drug, gambling, nicotine

Workplace – career, job issues, conflict

Legal/Financial – legal, financial, ID theft

Employee Assistance Program - EAP

Life and Relationships

- Parenting
- Relationships
- Aging adults
- Balancing work and family
- Managing life
- Pets

Mental Health and Addictions

- Depression
- Suicide prevention
- Addictions
- Mental health awareness and conditions
- Mental well-being terms

Resource Centers

- Crisis and disaster
- Staying healthy
 - Fitness
 - Nutrition
- Self-improvement
- Stress
- Trauma, grief, and loss

Services

- About your benefits
 - Orientation
- Emotional well-being
- Legal and financial
- Daily life assistance

Career and Workplace

- Dealing with tough situations
- Handling change
- Helping your coworkers
- Navigating career
- Manager resources
- Manager services

Tools

- Monthly features
- Webinars
- Video library
- Digital resources
- Find support
- Check in on you

Employee Assistance Program - EAP

Resource Services

- Unlimited telephonic consultation with the Organizational Risk Management Center (ORMC). Speak to a clinically licensed management consultant for employee and workplace concerns
 - Performance issues
 - Substance misuse
 - Policy violations
 - Harassment
 - Mergers, layoffs, acquisitions, and more
- Training and education
- Conflict resolution and mediation services
- Crisis support



Employee Assistance Program - EAP

How to Spot Troubled Employees

- Lateness
- Absenteeism
- Poor concentration
- Decreased productivity
- Unusual behavior
- Increased mistakes and/or accidents
- Friction with co-workers
- Difficulty learning from mistakes
- Excessive time on phone
- Lying
- Negative attitude



Employee Assistance Program - EAP

Suggesting Our Services

Suggest your employee call us when:

- You become aware of an employee's personal issue
- No job performance concerns exist
- You want to offer proactive support

The process:

- Provide employees with our contact information
- No release of information is signed
- You receive no communication regarding employee follow-up for treatment

Consider a Management Referral

Use a management referral when:

- An employee has performance issues or
- An employee's behavior creates risk or liability for your organization

The process:

- Call to consult with an MRC to determine how to proceed
- Meet with the employee and sign a HIPAA release of information that you return to the MRC
- Get follow-up information, which may include employee's level of participation and attendance

Tava: Mental Health Benefit

How Tava Works

Find the Perfect Fit: Get therapist recommendations based on your needs and preferences, or browse detailed therapist profiles until you find someone you're comfortable with.

Meet When and Where You Want: Schedule an appointment in a few clicks, then meet your therapist anywhere you can connect to the web.

Feel Better: 92 percent of Tava clients report improved mental health after just four sessions. We're confident you will, too.



Covered by Insurance

Tava is accessible via Jackson Health System's medical plans, giving you options to make getting care more affordable.

Convenient

Self-scheduled online video therapy gives you therapy when it works for you, days, nights or weekends.

Confidential

We don't tell Jackson Health System who used the service. Your identity and anything you discuss is confidential.

For the whole family

Tava is available to all covered family members, including children ages 13-25. [Invite family members](#)

Get Started



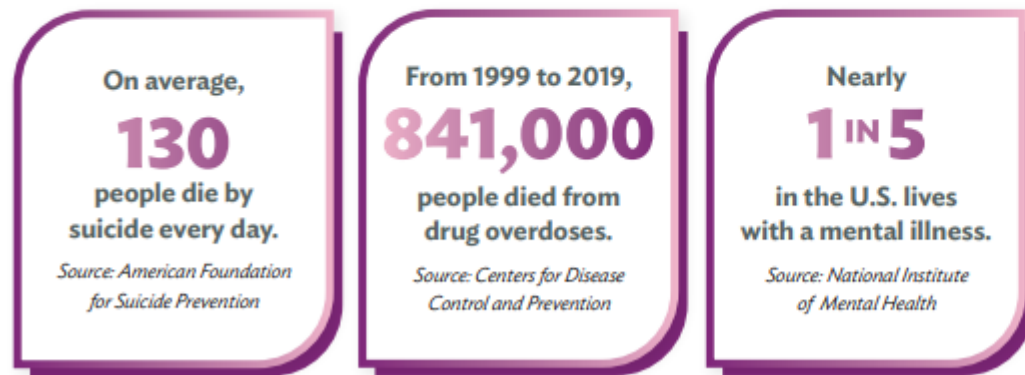
Mental Health First-Aide Training

Eight-hour training course offered by the Jewish Community Service, free of cost for all Jackson employees.

Covers common signs and symptoms of mental health challenges, how to interact with a person in crisis, how to connect a person with help, among other topics.

WHY MENTAL HEALTH FIRST AID?

Mental Health First Aid (MHFA) teaches you how to identify, understand and respond to signs of mental health and substance use challenges among adults.



WHO NEEDS TO KNOW MENTAL HEALTH FIRST AID

- Employers.
- Police officers.
- Hospital staff.
- First responders.
- Caring individuals.



AvMed: WellFluent Living Program

- Online Wellness Portal powered by HealthyRoads: Online Classes, Resources, and Self-Management Tools
- Active & Fit Program: Discounted Fitness Program Membership with access to more than 11,000 fitness centers



Embrace better health.®

Join the **WELL**fluent™

**A Better Way
To Achieve
Wellness**



Optum via AvMed : Behavioral Health

- Mental Health and Substance Disorders – Adult, Adolescent and Child
- Outpatient treatments rendered in a residential treatment facility are limited to 60 days per year. There are no limits on regular outpatient visits. As well as helpline, 24 hours a day, or visit liveandworkwell.com/recovery (available to family as well).
- Medication Assisted Treatment (MAT)
- Emotional Health Line 24/7: specialists will talk through concerns about: Family and relationships, financial stress, anxiety and depression, other emotional challenges.
- Live and Work Well
- 24/7 access to LiveandWorkWell.com
- Search for a mental health provider
- Find mental health providers who offer online counseling, called virtual visits
- Get personalized support
- Look up information about conditions, plus find screening tools, articles, videos, self-help programs and more resources

Headspace

All Jackson employees have free premium access to the Headspace application.

Offering more than 1,000 hours of content designed to help manage stress & anxiety, get more restful sleep, exercise mindfully, remain focused and more!

Also includes kid-friendly and healthy nutrition content.



Kula for Karma

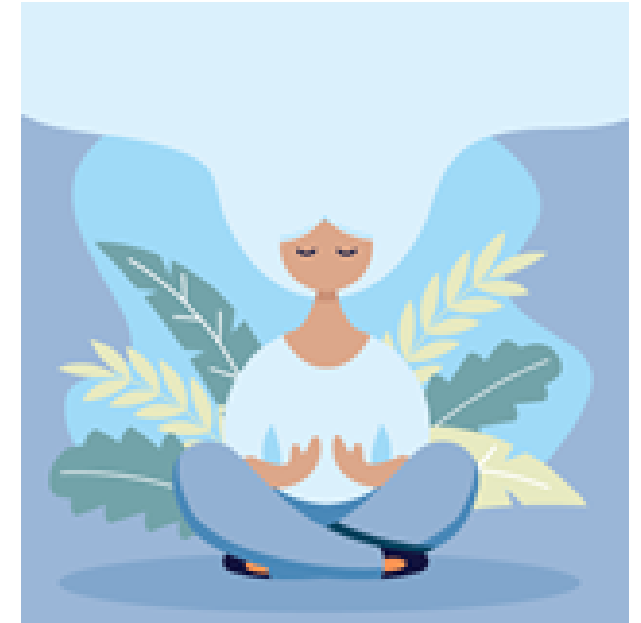
Employees can enjoy monthly virtual yoga.
Link found on [JacksonBenefits.org](https://www.jacksonbenefits.org)



KULA FOR
KARMA

Systemwide Zen Dens

- Jackson North: 2nd Floor Zen Room
- Ryder Trauma: T448
- Holtz: Tranquility Room # 7077
- Lynn Rehab: 3rd Floor Tranquility Room
- Jackson West: 4th Floor Tranquility Room
- Behavioral Health: 2048



Wellness on Wheels

Bringing Wellness to the Units!

Wellness Wednesdays, third Wednesday of every month, hosting in unit chair massages in addition to EAP counselors for either group therapy or one on one sessions as desired.



Contact Us

For more information, please contact your benefits team at HR-Benefits@jhsMiami.org or [786-466-2970](tel:786-466-2970).

JacksonBenefits.org

