

Improving Productivity Through Care

Administrators and Human Resource Managers find the Employee Assistance Care Program beneficial, as on a routine basis they receive statistical numbers of what their employees are going through. Proactive crisis management seminars can then be scheduled so that the company can be ahead of the curve and provide coping skills to minimize lost-time occurrences.

Supervisors, Managers, and Department Leaders find this service important, as they have a management tool. They can personally encourage their employees to have a resource that is proven to enhance productivity and morale.

Your Chaplain is a business and care giving professional with many years of varied business experience. Also, your Chaplain is a former qualified mental health professional, certified chaplain, and an ordained minister. This certification allows the highest level of confidentiality in each care giving conversation and relationship and allows access to jails and ICU areas.

"When no support is available, the people fall: but in the presence of care givers there is help, assistance, and care."

A Proverb

What is a Crisis? Everyone's definition of this word is unique. It has been said that we are either in a crisis, just left a crisis, or are fixing to enter in a crisis!

An industry definition – crisis is any situation in which an employee's ability is affected; hampering them to function at less than 100% capacity.

How are you and your employees currently dealing with the crisis in their lives?

- a. Leave it up to the employee.
- b. We offer an optional EAP call service.
- c. What Crisis?

The average Employee Assistance Program (1-800 dial number), though helpful, is impersonal and statistically only used by less than 3-6% of a company's employees. What percentage of care would you like you to see for **your** employees?

- a. 5% is fine.
- b. 10 – 15%.
- c. As many as possible.

 **Shepherd Care®**
To Care for People Where They Live and Work

**730 Corn Tassel Trail
Martinsville, VA 24112**

shepherdcare.us

Introducing Shepherd Care's EMPLOYEE ASSISTANCE **Care** PROGRAMS



OUR MISSION:
*"To care for people where
they live and work."*

Shepherd Care

276.340.1219

The Employee Assistance Care Program

What is a crisis? **Shepherd Care** allows your company and its employees define this word. A workplace Chaplain is a trained and experienced professional to assist people in crisis.

Some common crisis consists of...

- Domestic Issues (Marital, Parent/Child, Aging Parents)
- Financial Issues (Debt/Budgeting Problems)
- Substance Related Issues
- Major Crisis Issues (Major Accidents, Deaths/Suicide)
- Work Related Stress (Interpersonal, Performance, Displacement)
- Health Issues (Illness, Disease, Health/Well-being)
- Emotional Issues (Depression, Anger, Grief)
- Referrals for Additional Assistance
- Spiritual Issues

Our Confidentiality Pledge: *"Shepherd Care's professional staff will guard your privacy as a matter of professional standards and will not disclose any information without your express consent."* *

* However, local, state and federal law requires disclosure in cases of abuse or where personal safety is at risk.

Tiers of Service

Tier 1 Monthly Care Topic Email- Topics include Stress Management, Respectful Workplace, etc. Email to only one company contact. Topics then be distributed in email or paper formats (ex: employee pay stubs).

Tier 2 Seminars are customizable, and topics include Stress Management, Healthy Family Life, and Respectful Workplace, etc. Each lasts approx. 1 hour. Abbreviated "Lunch Box" versions are also available.

Tier 3 Critical Incident Response- On retainer for On Call Service, as needed (usually 1-8 calls/ month).

Tier 4 Monthly site visits to the organization by a Chaplain; The Chaplain is also available for On Call Service for entire month.

Tier 5 Weekly site visits to the organization by Chaplain; The Chaplain is available for On Call Service for the entire week.

Key Care Tailored personal care, support, mentoring, and coaching for individuals and families.

Please contact Shepherd Care for service pricing.

How Does the Employee Assistance Care Program Work?

- Monthly your employees will have access to a helpful Care Topic publication that addresses a life/work topic that provides a resource on life stress, family support, and practical direction in how to reduce associated stress.
- You can confidentially access a wealth of work/ life support resources via Shepherd Care's website: **www.ShepherdCare.us**

- All conversations with your Chaplain are STRICTLY CONFIDENTIAL and not subject to disclosure. *
- You may call or email your Chaplain at their private phone number or email for ongoing access to care and support resources.
- If there is a need for referral, the Chaplain will connect you with local resources (therapists, community organizations, physicians, etc.) that specialize in providing on-going support.

For the On-Call Service:

Unlike traditional Employee Assistance Programs (EAP), Shepherd Care is more than a refrigerator magnet. We build relationships and interact with your employees on a personal basis. Whether it is a critical incident, or weekly or a monthly visit, the designated Chaplain is a real person that the employees can connect with.

- Your assigned Chaplain is available 24 hours a day, 7 days a week, to help you deal with personal life crisis events.
- Send a text, email, or dial the contact phone number on the card to gain direct access via a voice mail paging system where you will hear your Chaplain say, "I will call you back within 20 minutes" – and they will! (*Unless the Chaplain is in session with another client*).
- Your Chaplain will contact you and work with you to find the best answer to your crisis event. The Chaplain can communicate with your company only with your permission.