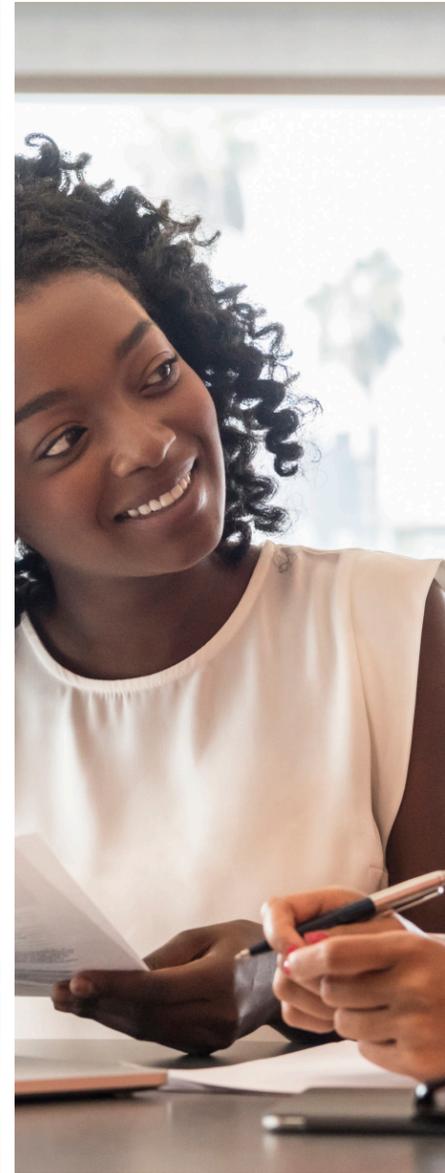
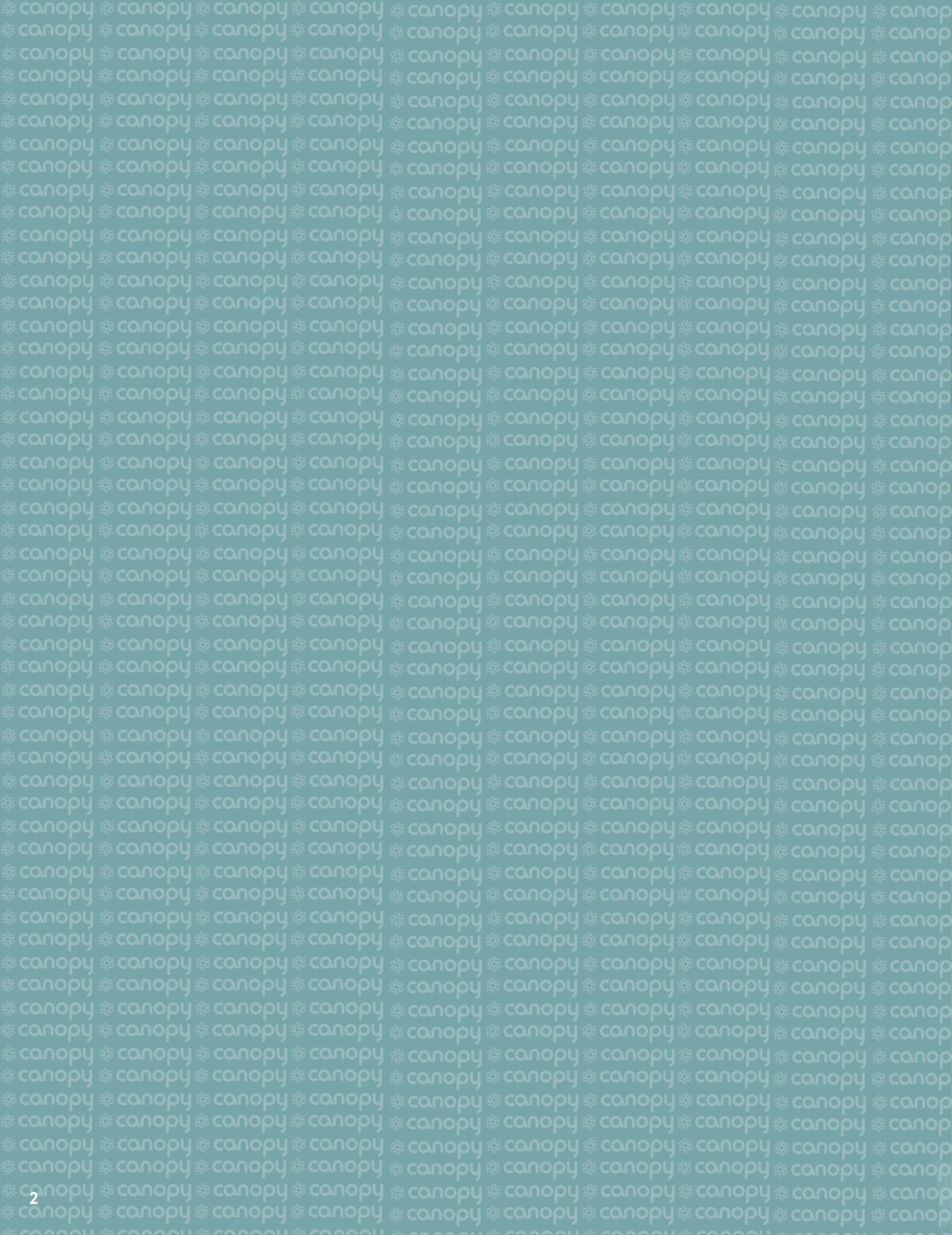




EAP TOOLKIT



canopy



OUR PROMISE

Improve Quality of Life

OUR ROLE

Provide Innovative Solutions

OUR PURPOSE

Create Happier and Healthier Futures by Breaking Down Barriers Today

OUR VALUES

- Build Authentic Relationships
- Initiate Relevant Change
- Connect With Kindness



COMPREHENSIVE RESOURCES FOR WORKPLACE WELLBEING

This resource guide is designed to enhance your partnership with Canopy and unlock the full spectrum of wellbeing services.

In this toolkit, you will find valuable information and tools to optimize your experience, ensuring that you and your organization fully leverage the benefits of our Employee Assistance Program.

Discover how Canopy can empower your employees and elevate your workplace wellbeing.

TABLE OF CONTENTS

Learning Solutions

Employee and Leadership Training.....	7
Financial Education.....	8
Legal Classes.....	8
HR Webinar Series.....	9
Monthly Member Webinars.....	9
Learning Centers.....	10

Supervisor and Organizational Support

Unlimited Consultations.....	12
Performance Based Referrals.....	12
Critical Incident Response.....	13
Situational Support.....	14
Micro Trainings.....	14
Leadership Development.....	14
Interactive Resources.....	14

Program Promotion

ProgramPromotion.....	17
Promotional Strategies.....	18
Promotional Materials.....	19

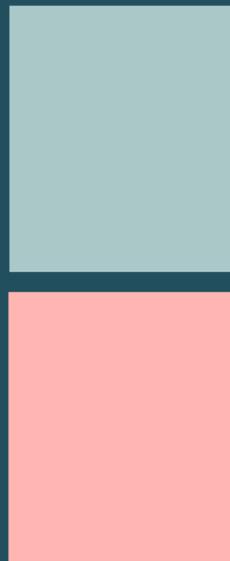
Enhancements

Digital Behavioral Health Solutions.....	21
Anonymous Virtual Peer Support.....	22
Mental Health Support & Response.....	23
Leadership Skills 101.....	24

Guidelines for Training Delivery

Guidelines.....	25
-----------------	----

LEARNING SOLUTIONS



EMPLOYEE AND LEADERSHIP TRAINING

-  General Topics
-  Communication
-  Stress/Change
-  Resources for Life
-  Career Development
-  Wellness
-  Substance Misuse
-  Supervisor/Manager Training
-  Organizational Development*

“
View our website
for the full list of
topics and
descriptions
”

FINANCIAL EDUCATION*

- 30 Ways to Trim Your Budget
- Basics of Personal Finance
- Credit Card Makeover: Getting Out of Debt
- Financial First Aid
- Investing in Real Estate
- Raising a Money-Smart Kid

LEGAL AND IDENTITY THEFT*

- Avoiding Holiday Spending Fraud
- Data Breach Education
- Estate Planning 101
- ID Theft Protection 101
- Personal Data Security
- Social Media Security



More financial, legal, and ID theft topics and descriptions available online

“
*Additional fees may apply
”



SHRM
SHRM-CP | SHRM-SCP
RECERTIFICATION
PROVIDER
2024

HR WEBINARS

Each year Canopy provides a webinar series designed specifically for Human Resource Professionals. These webinars are free and approved for one (1) SHRM credit. **Visit our website to learn more and register.**

MONTHLY WORTHWHILE WEBINARS

Canopy's webinars are generally one (1) hour in length and topics include mental/emotional concerns, relationships, finances, legal concerns, wellness, communication, and more. **Visit our website to learn more and register.**

LEARNING CENTERS

Our learning center is dedicated to providing a dynamic and enriching experience. Whether you're looking to expand your horizons or acquire a new skill our learning centers offer a wide range of courses and resources.

-  Anger
-  Anxiety
-  Communication
-  Conflict Management
-  Depression
-  Goal Setting
-  Loneliness
-  Mindfulness

“ Visit our [website](#) for a comprehensive catalog of courses, workshops, and programs ”

SUPERVISOR AND ORGANIZATIONAL SUPPORT



Canopy's experienced team assists supervisors in addressing a range of employee and workplace challenges, including:

- Personal issues
- Team tragedies
- Unexpected behavior, and more

Unlimited Consultation

Canopy EAP offers unlimited supervisor consultation with a specialized team of EAP professionals experienced in management consultation and referral. We help address employee personal issues impacting the workplace, allowing supervisors to stay focused on work matters while assisting employees in overcoming obstacles affecting their performance.

Connect with us when:

- Personal problems negatively impact the workplace
- Conflicts between employees arise
- Tragedy impacts your team
- Substance abuse is suspected or confirmed
- Performance issues or other concerns arise

Unlimited Performance Based Referrals

A management referral to Canopy EAP can be a powerful tool in helping an employee improve job performance. The focus is on helping the employee be successful and reaching the goals set by the employer. When you formally refer an employee to the EAP, a signed release of information is required, and allows the release of specific information:

- Completion of EAP Evaluation
- Compliance with Recommendations
- Ongoing Case Management and Consultation

If you have formally referred an employee and notified the EAP, a form will need to be signed by the employee to release specific information.

Critical Incident Response (CIR)

Our trained facilitators offer crisis support to managers and employees either virtually or in-person within 48-72 hours of a disruptive event, a critical timeframe for maximizing the service's effectiveness. Debriefings expedite recovery and help employees feel supported.

CIR Guidelines

As a manager or supervisor, your role is crucial in supporting employees after a critical incident. They'll require emotional support while you maintain a stable environment. When preparing for a Critical Incident Response (CIR), it's vital to inform everyone that a counselor will lead a group meeting, either in person or online. Here are CIR organization guidelines:

1. Secure a private, quiet room.
2. Arrange chairs for an interactive meeting, preferably in a U-shape. Group sizes may vary.
3. Ensure easy access to tissues.
4. Plan for a CIR duration of 1 to 1.5 hours.

5. Encourage attendance. The counselor will kick off the intervention by outlining the meeting structure and encouraging participants to engage at their comfort level. They will then guide an exploration of the incident, covering facts, thoughts, emotions, and reactions.

Individual Consultation

Individual sessions with a counselor involve check-ins, attentive listening, addressing immediate needs, evaluating mental/emotional well-being, and providing recommendations as necessary. Offering one-on-one consultations after a traumatic event can convey care and validation from the employer. Please note that additional charges may apply for this service.

Canopy offers sessions specific to people of color to help address unique experiences and concerns.

Sample Employee Communication

On [Day and Date], a Canopy Employee Assistance Program counselor will meet with us as a group at [Time]. They will facilitate a discussion to help you explore thoughts and feelings related to the [Incident Description] and discover coping strategies. You are invited to join and participate at your own comfort level.

INTERACTIVE RESOURCES TO SUPPORT ORGANIZATIONAL SUCCESS

Our online interactive resources are crafted to empower leaders and managers in achieving organizational success.

Situational Support

Manager and leaders have been navigating new challenges, difficult conversations, and unprecedented times. Contact Canopy for resources and support regarding:

- Suicide Prevention and Mental Health Awareness
- Coping with Racism and Violence
- Navigating Trauma and Loss
- Career Development and Workplace Reintegration

Micro Trainings for Leaders Video Series

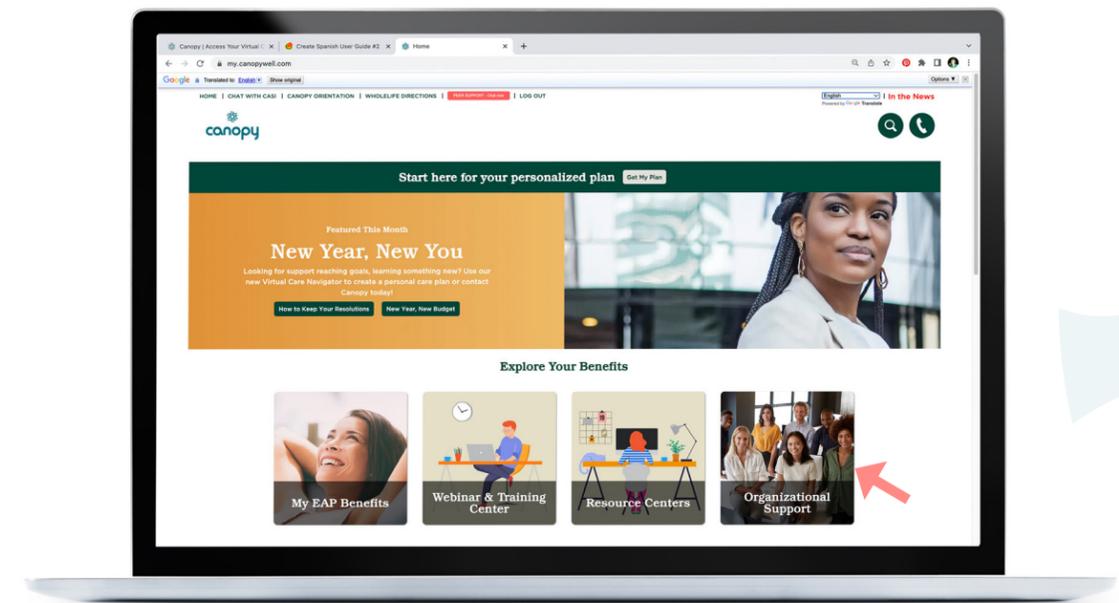
Explore a range of insightful topics such as supporting employees facing mental health challenges, effectively overseeing remote teams, and much more. Access further information by visiting the EAP member site at my.canopywell.com.

Leadership Development

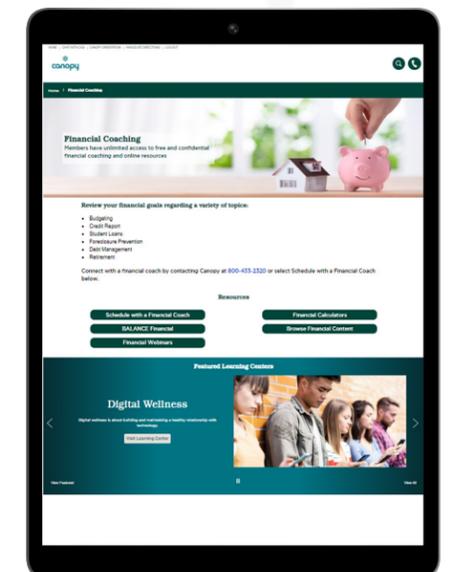
Tailored to individual client needs. Please schedule a consultation to explore how we can provide support with:

- Professional development and growth
- Leading through change
- Managing interpersonal conflict
- Success in a new role
- Engagement and burnout

“ Responsive and qualified people at every interaction ”



“ To Access:
1. Visit my.canopywell.com
2. Register as a new user or log in
3. Click “Organizational Support” tile ”



PROGRAM PROMOTION



Program Promotion

Traits of EAP Customers with Successful Utilization

- Supervisors are knowledgeable about the EAP
- There is a strong partnership between HR and EAP
- Utilization of EAP promotional tools
- Strong emphasis on confidentiality

Planned and Sustained Promotion for Organizational Success

Canopy simplifies EAP promotion for HR and Benefit managers by sending monthly service flyers to the designated employer representative. We provide a standard monthly topic schedule or can customize it based on your organization's goals.

January New Year, New You	February Wellness	March Financial
April Social Connection	May Mental Health Awareness	June Diversity
July Personal Growth	August Legal / ID Theft	September Suicide Prevention
October Substance Misuse	November Coaching	December Stress Management

Promotional Strategies

- Supervisor training
- Partner with benefit champions
- Employee orientation video
- Home mailers and hard copies
- Alternative and humorous posters
- Customized materials
- Benefit integration
- Monthly promotional campaigns
- Branded EAP member site
- Promotion on social media

Connect with your Customer Success Manager to build the right combination of promotional materials that work best for your organization.

We offer hard copy materials, regular e-communication and promotional flyers for a wide range of scenarios:

- General service flyers
- Resource guides
- Flashmail
- Industry Specific

“**View the Promotional Materials Toolkit** for our full menu of options. Don't see what you're looking for? Our team is happy to create customized materials.”



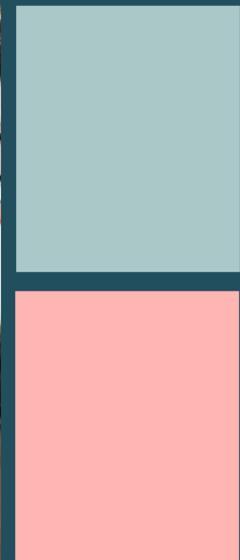
Stickers

Magnets



“Click [here](#) to view our promotional materials”

PROGRAM ENHANCEMENTS

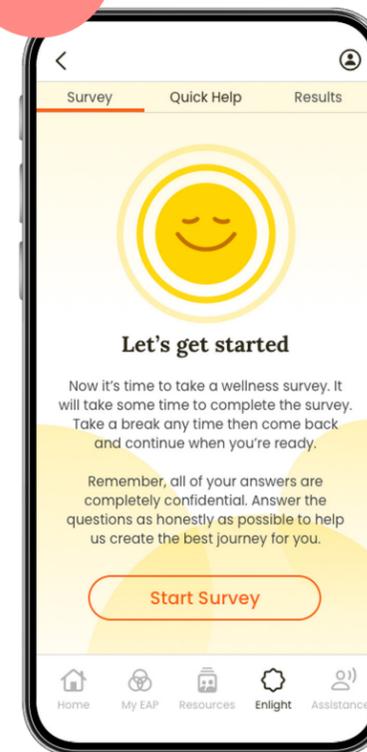


Digital Behavioral Health Solutions

Features include:

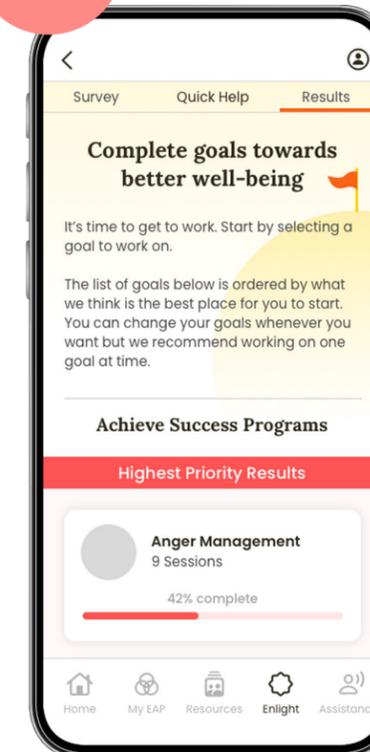
- Instant access to digital therapy
- Self-paced, interactive programs
- Engaging videos and mindfulness tools
- Personalized mental health evaluation

1



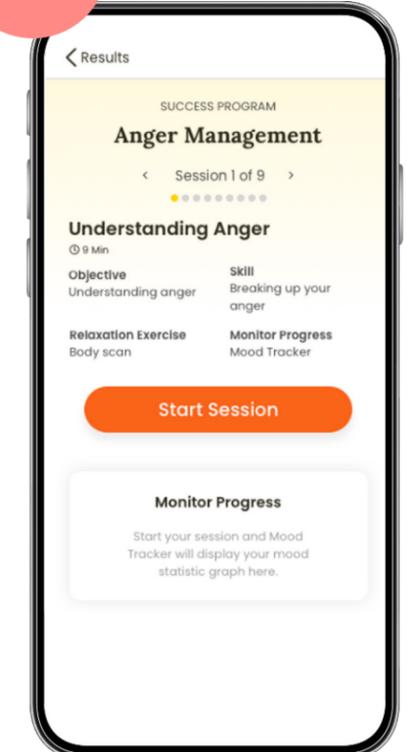
Take the quiz

2



Select a goal

3



Start your session

Anonymous Virtual Peer Support

In a continued effort to expand points of access to care, Canopy is excited to bring you Togetherall. A safe, anonymous online peer community integrated with Canopy.

Peer-to-peer support is the stigma-free way to engage with other individuals who are experiencing similar situations on any topic 24/7.

Safe, Peer-to-Peer Community

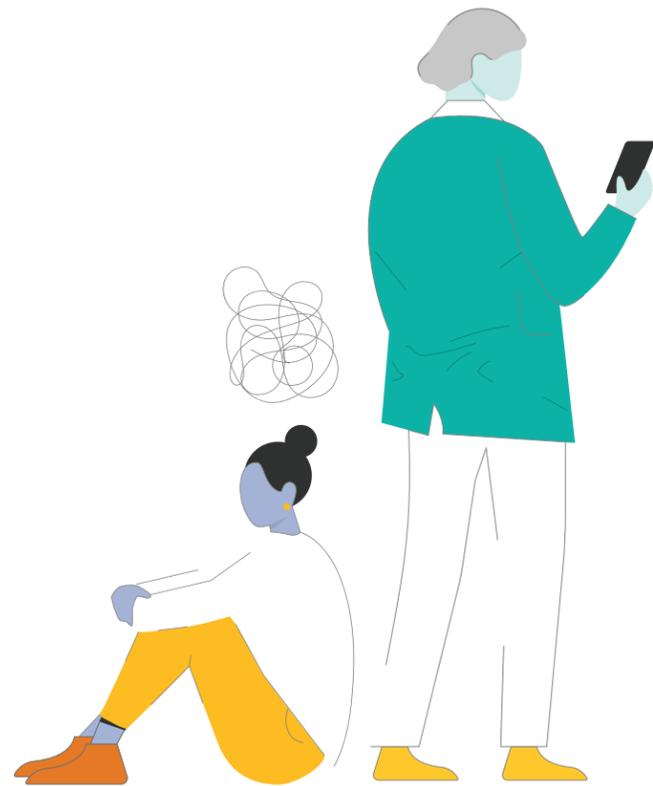
A safe online peer community, empowering members to anonymously connect with others, share experiences and feel better. Through anonymity, safety and 24/7 accessibility, Togetherall works for those who feel like other services might not be the right fit for them.

Monitored 24/7 by Licensed Clinicians

24/7 clinical moderation enables individual-level risk to be easily identified, assessed, and stepped up to greater levels of care appropriate to the situation. Clinicians guide low to moderate risk cases to other existing services like EAP, Resources for Life services, etc.

A Community That Meets Individuals Where They Are

The community is flexible and can meet the needs of different populations, locations, and occupations. There are specific groups within the community dedicated to certain topics and roles that members may be experiencing. This includes groups for healthcare employees, teachers, and parents and caregivers. Members can join as many groups as they want to connect with others who have shared experiences.



“ Online peer mental health support community that can be accessed anonymously 24/7 ”



Mental Health Support and Response

Canopy’s proprietary certification program helps participants support employee mental health in the workplace. It is evidence-based, experiential and provides practical skill building.

Available Options

1. Mental Health Support and Response
2. Mental Health Support and Response for Leaders

- Culturally relevant facilitation based on specific workplace needs
- Certificate of completion and course takeaways

Please contact your Customer Success Manager if you would like to schedule a course or consultation.

Leadership Skills 101

This interactive 4-hour training is designed for leaders of all levels. Topics covered include emotional intelligence, communication, conflict resolution, and other skills to improve leaders' confidence so they can create an equitable workplace where employees can flourish. This training is accompanied by a certificate of completion.

What you will learn:

- | | |
|--|--|
|  Emotional intelligence |  Conflict resolution |
|  Motivating employees |  Mental health awareness |
|  Supporting employees |  Improving organizational psychological safety |
|  Key leadership skills |  Improving diversity, equity, inclusion and belonging |
|  Setting healthy boundaries | |

Please contact your Customer Success Manager if you would like to schedule a course or consultation.

Guidelines for Training Delivery

We look forward to partnering with you on your organizational training needs. For an optimal experience, please review the following.

- We request 3-4 weeks' notice to schedule standard EAP seminars.
- Additional time may be requested for customized content.
- Please provide confirmation of a designated employer representative to host the event.
- Provide handouts to all participants in either print or virtual form.
- A minimum attendance of ten employees for Orientations and EAP Seminars are required.
- Training hours not utilized one year may not be carried over into the following year.
- A cancellation fee will apply for seminars canceled within 24 hours of the scheduled service.

All content and materials provided are the property of Canopy. They may not be copied, reproduced, republished, uploaded, posted, transmitted, archived, modified, sold or distributed in any way without permission.

Fill out our [training request form](#) to schedule any of our trainings as seen in this toolkit or online



canopy

HOW TO **REACH** US



 800-433-2320  canopywell.com  info@canopywell.com