

# Behavioral health coaching solutions

For some employees, returning to their previous workplace after the coronavirus (COVID-19) pandemic is a welcome change – and for others, it may be difficult. Careworks offers behavioral health coaching services to help ease the transition for employees who are anxious about returning to work.

As employers continue to get back to business, the process can include some initial hurdles as well as ongoing challenges for employees. The fear and anxiety that some employees have related to returning to work can have a negative impact on their productivity and the workplace in general. We offer several types of behavioral health coaching solutions that include valuable support services and tools to help these employees manage their concerns so they can get back to their jobs and be productive.

## Organization consultation

This key service includes assistance from one of our expert consultants who will review the employer's re-entry plan, discuss best practices, and provide guidance for implementing and communicating the plan to employees. We can incorporate recommendations on colleague surveying, available psychosocial support services, safety practices and employer initiatives for managing stress at the organizational level.

## Employee readiness

As a part of this service, our team will help develop communications for employees covering return to office plans and precautions with basic information on:

- COVID-19 transmission
- Vaccinations and how they impact risk

- Precautions employees can take to protect themselves, maintain safety in the workplace and deal with others including the public, and practical steps they can take to feel secure at work
- Self-care tips to manage anxiety and stress, and to help normalize fears about change and risk

## Employee intervention

This service includes a survey to help identify and address employee concerns and fears regarding their employer's return to office plans. Employees will receive a link to the survey and the responses will be reviewed; based upon the results, triage engagement may be initiated. Responses will be tailored to the results of each survey. Some responses are sent to the employer to address as needed, such as questions about an employee's desk or their office layout.

If an employee demonstrates a higher than usual level of anxiety or fear, they would be contacted by a behavioral health specialist or nurse specialist who will help address their concerns; this would be for coaching purposes only, not psychotherapy. Behavioral health specialists are able to provide tailored suggestions on stress management, relaxation and fear reduction. If the employer offers an employee assistance program (EAP), they may refer employees to providers that are part of the EAP.

Employees would also have access to the resources below through an online portal:

- Self-care tip sheet covering COVID-19 protection guidelines, resilience basics (nutrition, sleep, stress management, exercise, etc.)
- Anxiety reduction tip sheet including relaxation techniques
- Making a plan to return to work worksheet including practical things that need to be addressed such as child care planning, pet care planning, transportation, developing a routine, time management/schedule coordination and work/life balance
- Behavioral health coaching video
- Other helpful resources and free apps

## About Careworks

At the heart of any organization are its people. When one of your employees is out of work for illness or injury, Careworks is there, ready to help them on their return to health, work and productivity. By providing the right care and coordination solutions – from clinical case management to networks and support – along with the best treatment and cost oversight, we're driving better outcomes for your injured workers. And that means better outcomes for you.

*To learn more about our integrated and customized solutions, visit [CAREWORKS.COM](https://careworks.com)*