

A manager's guide to Emotional Wellbeing Solutions and WorkLife services

24/7 support for you and your team members



As a manager, you're responsible for supporting your employees every day.

But at the same time, you have challenges of your own – at work and in your personal life. Remember that to help take care of others, you need to take care of yourself first. When you're supported, you're more likely to have the energy and insight you need to help others. From everyday challenges to crisis situations, Emotional Wellbeing Solutions can help.



Table of contents

An introduction to Emotional Wellbeing Solutions

The Emotional Wellbeing Solutions program is available 24/7 to provide free and confidential* support. Franklin County Cooperative employees can call even if they aren't enrolled in the medical plan. The Emotional Wellbeing Solutions program is also available to household members.

When you call Optum Emotional Wellbeing Solutions, you'll speak with a specialist who can offer in-the-moment support and connect you to other resources, such as in-person counseling sessions, if needed.

Take time to call Emotional Wellbeing Solutions to discuss whatever is on your mind, at home or at work. It's a great way to understand the service better, so you can feel comfortable recommending it to your employees. And remember, to take care of others, it's important to take care of your own needs first.

What can Emotional Wellbeing Solutions help with?

The Emotional Wellbeing Solutions program offers support for a wide range of topics that may affect you and your employees, at home and at work, including:

- Stress
- Depression and anxiety
- Relationship challenges
- Substance use
- Legal and financial issues
- Safety and crisis planning
- Eldercare services
- Navigating change

*This service is confidential in accordance with the law.



What does Emotional Wellbeing Solutions offer managers?

We have licensed mental health clinicians with specialized training in workplace dynamics and support. Our suite of services can help restore balance, promote resiliency and optimize performance. This includes:

- Management consultation
- Management referrals
- Training
- Critical incident response

Employees and supervisors can call **1-800-354-3950** to access these resources.

WorkLife services

WorkLife services can help you find more balance in your life by taking care of tasks on your to-do list. WorkLife specialists can supply educational materials and no-cost referrals to verified resources.

Call for help with:

Adult care and Enhanced Eldercare Services

Get up to 6 hours of free support with:

- › Grief/loss
- › Retirement planning
- › Adult daycare programs
- › Financial and legal issues
- › In-home/nurse care options

Child and family support

- › Childcare options
- › Adoption resources
- › Day/summer camps
- › Emergency/sick-child care
- › Parent/family support groups

Chronic illness and condition support

- › Respite services
- › Caregiving services
- › Assistive technology
- › Affordable-housing resources
- › Meal and transportation resources

Take the stress off yourself and call **1-800-354-3950** and say you need assistance with WorkLife services. You might be surprised by what they can help with.

Convenience services

- › Pet services
- › Traveling needs (business and leisure)
- › Car and home repair and maintenance
- › Shopping, dining and recreation recommendations

Educational resources

- › Homeschooling
- › Career consulting
- › Adult education classes
- › Individual educational plans
- › School and college recommendations



Supervisor resources

As a manager, you face personal challenges every day. You also want to help your team manage their stress and work through tough issues. Offering that support is important not just because you care about them but also because having healthier, less-stressed employees leads to less burnout, better retention and improved job performance.

Management consultations

Support for leaders

Our management consultants work collaboratively with leaders at all levels. We provide support to help guide you through employee challenges and establish an appropriate plan of action.

How to access consultation services

Email: mc_workgroup@optum.com

Visit: liveandworkwell.com (access code: EAP)

Call: **1-800-354-3950**

**Management consultants provide consultation across a spectrum of needs,
including but not limited to:**



Creating a motivating
environment and
preventing burnout



Enhancing workplace
communication



Promoting teamwork and
optimizing performance



Navigating
workplace changes



Leading in times
of social unrest



Dealing with conflict



Recognizing substance use
issues in the workplace



Responding to threats
of violence

Management referrals

Support for employees

A management referral occurs when a manager or Human Resources representative refers an employee to Emotional Wellbeing Solutions concerning workplace issues, and the expectation is that the employee is to adhere to all Emotional Wellbeing Solutions recommendations (signed releases are obtained from the employee).



Provides the employee an opportunity to address workplace concerns, assisting them to return to normal, productive functioning

.....



Provides the organization an opportunity to support the employee across a spectrum of needs through a structured and confidential process

.....



Provides a collaborative consultation with leaders to develop a plan of action to assist their employees, identify resources, and provide ongoing support and feedback



Some reasons for referral:

- > Substance use issues including positive drug/alcohol test
- > Non-work issues that impact the workplace
- > Inappropriate workplace behaviors/conflicts
- > Mental health issues impacting workplace performance
- > Violation of workplace policies
- > Threats of violence or other safety concerns

How to initiate a referral

Emotional Wellbeing Solutions services can be shared with an employee who you observe might be struggling or who mentions personal concerns to you.

Consult Human Resources and, if directed, contact Emotional Wellbeing Solutions to begin the process.

Call: **1-800-354-3950**

Management and organizational development training programs

You have access to training programs designed for employee development that include a variety of topics related to workplace and work/life issues. Training programs are also offered to enhance management and supervisory skills. These interactive workshops and seminars are conducted by experienced training and consulting professionals and can be tailored to meet the specific needs of your organization. Contact ThriveOn to request training.

How to access training services

[Training catalog](#)
Email: ThriveOn@franklincountyohio.gov



Topics include:



Promoting teamwork

.....



Managing conflict

.....



Effective coaching and counseling

.....



Building a safe space to work

.....



Communicating in today's workplace

.....



Personal and professional development

.....



Managing stress and creating balance

Critical Incident Response Services (CIRS)

Today's ever-changing workplace environment demands a proactive approach to ensure safety, well-being and continuity of operations.



Goal of CIRS

- Help employees cope with their response to disruptive events
- Promote workplace resiliency

How to access CIRS

[Request form](#)

Call: **1-800-354-3950**



Disruptive events can be:

- Isolated incidents impacting the workplace such as natural disasters, workplace accidents, shooting in the line of duty or death of an employee
- Changes such as workforce reduction or restructuring
- Chronic stressors such as COVID-19, racial trauma, political stress or civil unrest



Structure

- Voluntary and confidential
- Disruptive-event support using psychological first aid led by trained mental health clinicians
- Normalizes common reactions to abnormal stressors
- Offers psychoeducation regarding stress management, coping skills and resiliency, and establishes a sense of order and next steps
- Minimizes distress and maximizes resiliency
- Support for managers and leaders
- Provider-led group debriefings, individual support sessions or a combination of both – offered virtually or in person

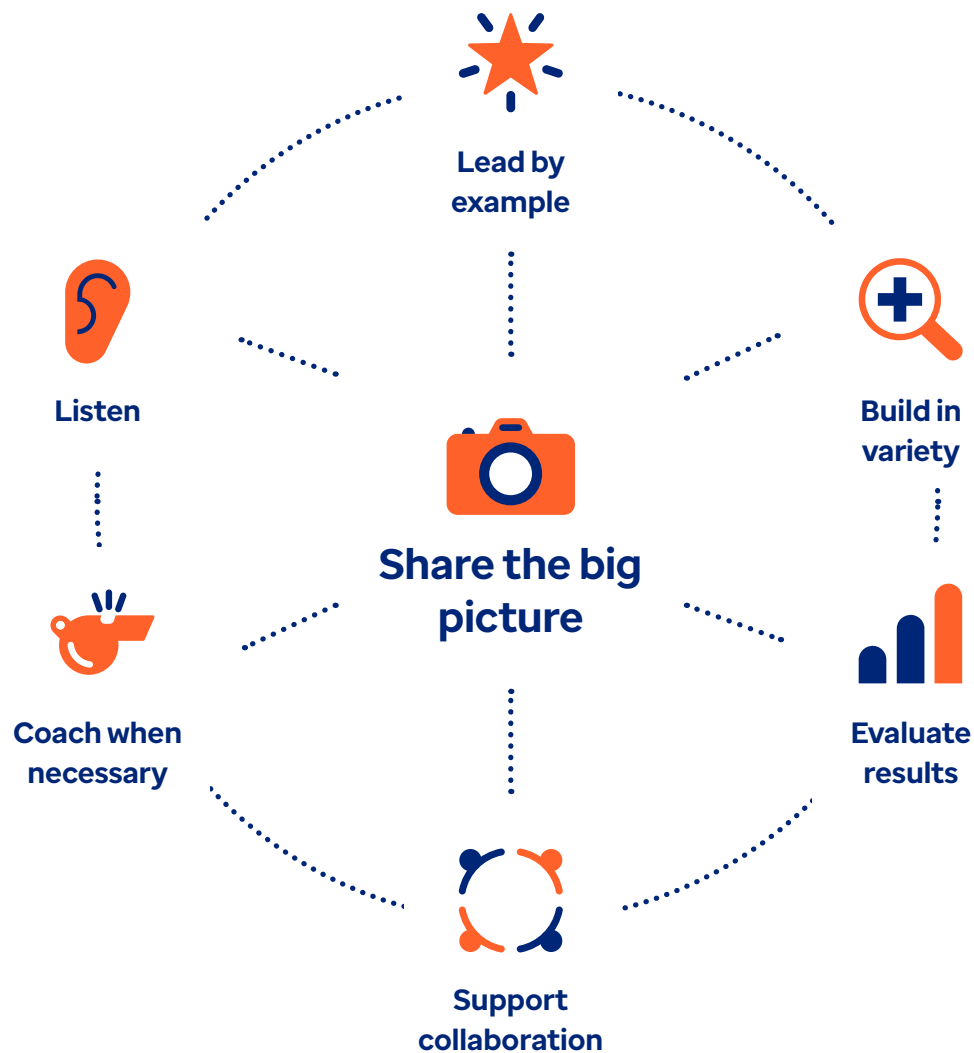
Issues to watch for

While the symptoms of stress, burnout and other mental health concerns can present in many different ways, there are some things you can watch for. Here are some of the signs that might indicate it's time to reach out to Emotional Wellbeing Solutions – or recommend it to your team member.



Creating a positive workplace

Employees who feel motivated and supported are more productive – and they feel better too. That’s why effective managers have a little bit of cheerleader in them to build spirit, pride and attachment to the organization. Think about how you can inspire confidence and make people feel that their work is meaningful.



Quick-reference guide: How to access services

Management consultation

Email: mc_workgroup@optum.com

Visit: liveandworkwell.com (access code: EAP)

Call: 1-800-354-3950

Management referrals

Email: mc_workgroup@optum.com

Visit: liveandworkwell.com (access code: EAP)

Call: 1-800-354-3950

Training

[Training catalog](#)

Email: ThriveOn@franklincountyohio.gov

Critical incident response

[Request form](#)

Call: 1-800-354-3950

Counseling services

Call anytime to discuss what you're going through or to get help supporting a team member.

1-800-354-3950 | liveandworkwell.com

(access code: EAP)

Talkspace app

Access support from a therapist by text or video.

1. Call 1-800-354-3950 and request a Talkspace authorization code.

2. Once you have your authorization code, go to talkspace.com/connect.



Share this information with your team members

Be sure to tell your team about Emotional Wellbeing Solutions resources during regular meetings and via everyday communications. Ongoing encouragement may be needed for some people to make the call.

Click [here](#) for a mental health resources brochure you can share with your team members.



Calm Health

Calm Health can help you manage stress, get better sleep and feel more present in your life.

Ready to get started?

To register and download the app, log into supportfinder.optum.com/eap.

Once signed into Support Finder

Select the Calm Health spotlight tile, which links to a web landing page for laptop users and the app store for those on a mobile device. Registration steps:

1. Select your preferred registration process.
2. Enter your phone number to set up multi-factor authentication.
3. Enter your first and last name and agree to the terms of service.
4. Accept the spouse and dependent authorization.
5. Select your country of residence.
6. Enter your date of birth and gender.

Get support for yourself and your team

Call Emotional Wellbeing Solutions anytime or visit liveandworkwell.com for other helpful resources.

1-800-354-3950

liveandworkwell.com

Access code: EAP



Optum

Provided at no additional cost as part of your health plan.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply. Stock photos used.

© 2026 Optum, Inc. All rights reserved. WF22585706 228978B-062026