

# CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 19 #4

## A Message from Matt

Harvard Business Review published an article titled “To Improve Your Team, First Work on Yourself”. The article encourages people to look inward before looking outward when faced with challenging team issues. I highly recommend reading the full article, but the below points summarize it well.



MATT VISSER, CEO  
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### Internal Self-awareness:

Consider your emotions, beliefs and values and ask yourself what is causing this reaction.

### External Self-awareness:

Consider the impact you’re having on others through inquiry or observation.

### Personal Accountability:

Assess how you are contributing to the problem and choose to respond in a way that improves the “TEAM’s” outcome.

*“The Eagle that chases two rabbits, catches neither.”*



ANDY VISSER  
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## Introducing Amanda Ten Napel

**Matt Visser, CEO, Connections Inc. EAP, is proud to formally introduce Amanda Ten Napel, Clinical Case Manager and Quality Review Officer!**

Amanda joined the Connections’ family in April 2018 as our Clinical Case Manager. She has since earned her Certified Employee Assistance Professional (CEAP) certification and as such, has assumed responsibilities as our Quality Review Officer. Amanda is a Licensed Marriage and Family Therapist (LMFT) and comes to Connections with a broad working knowledge of many clinical issues and the potential impact on both the home and the workplace. Amanda is a wonderful addition to the Connections team!



AMANDA TEN NAPEL  
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### A Word from Amanda:

I am proud to have served Connections EAP for the past year and am looking forward to many years to come. I have learned how important access to helping resources for both the employee and the employer can be. One of my goals has been to help the affiliate professionals in the Connections network become more knowledgeable about the EAP. As an affiliate provider myself, I have a unique perspective on how to reach affiliates and what is needed to make their job easier.

We recently completed revamping our intake questionnaire for affiliate providers. It can now be completed electronically, and it includes the CAGE-AID assessment, a short screening tool focused on potential, but often unidentified drug or alcohol concerns. Chemical abuse may not be the motive for an initial EAP contact, but it is often an underlying contributor. The CAGE-AID tool assists affiliate counselors in determining whether a full substance abuse evaluation may be necessary.

**What about prescription drugs?** How is the prescription drug crisis affecting your business? Good questions! The National Safety Council found staggering results to these questions:

- More than 70% of employers have been impacted by prescription drugs

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**Connections Inc. Employee Assistance Program’s** mission is to provide holistic assistance products and services that support optimum productivity, team work and healthy community in the workplace.

Connections Inc. Employee Assistance Program mission statement since 1988

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- Only 19% of employers feel extremely prepared to deal with prescription drug misuse
- Over 80% of policies are incomplete in their coverage of prescription drug use and abuse
- Only 57% of companies drug tested all their employees
- 41% of those who drug test all employees fail to screen for synthetic opioids including oxycodone and hydrocodone

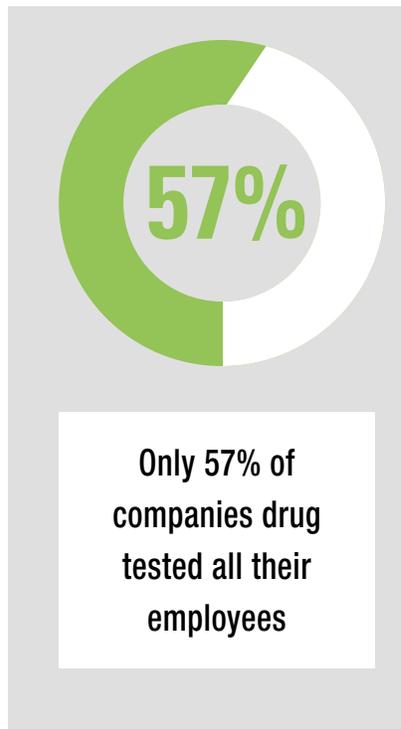
**What can you as an employer do?** The National Safety Council notes:

1. Recognize prescription drugs have a big impact on the workplace!
2. Review your policies and update it to include opioids.
3. If drug testing is completed, ensure it tests for opioid use as well.

**What else can you do?**

1. Utilize trainings from Connections EAP to train your supervisors to spot signs of misuse.
2. Utilize the Connections EAP Formal Referral process if you have an employee in need of help for their chemical use/abuse issues. This is a management-friendly gateway to proper substance abuse evaluation and treatment. Research demonstrates that “Employer supported and monitored treatment yields better sustained recovery rates than treatment initiated at the request of friends and family members”.

<https://www.nsc.org/Portals/0/Documents/NewsDocuments/2017/Media-Briefing-National-Employer-Drug-Survey-Results.pdf>



## Maynard's Corner

All businesses make decisions based on “Return on Investment”. Any opportunity that provides a positive return should be considered for any type of business.

We at Connections Inc. EAP would be happy to provide you with a no-obligation proposal of our services that includes a brief, conservative and realistic “Return on Investment” example for your individual business.



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Improve your employee's moral, retention, reduce stress, and provide leadership employees with valuable tools that increase your profits at the same time! That's what a Connections Inc. EAP will do for you!

**NEXT ISSUE: BUILDING TRUST** Underlies the Productive Team

# CONNECTIONS INC

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