



ERS

Let our people help your people.

Meet our people and get insights about Employee Assistance Programs:

1. How will ERS positively impact your company?
2. What ERS resources contribute to your employee's productivity?
3. What can you do to maximize your EAP?
4. Visiting Chicago? The best places to people watch.

Employee Resource Systems

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Andrea



ERS Positive Impact:

Recently, I had the opportunity to work with an individual struggling to cope with severe anxiety that really impacted his ability to work. By being available to him at the moment he reached out for help, I was able to validate his current emotional state while educating him on available treatment options. The EAP/MAP counselor position provides an almost immediate resource for support and clinically relevant guidance, which in turn can propel individuals towards reaching their personal goals.

ERS People Resources:

A client who works as a first responder reached out for help after being exposed to personal and professional traumatic events. Linking this individual with an EAP affiliate who specializes in treating post traumatic stress disorder (PTSD) using a cutting edge technique, allowed the client to use his EAP sessions to treat the disruptive and uncomfortable PTSD symptoms. In wrapping up our services, the client indicated he was grateful to have had the opportunity to meet with a specialist and have a generous 8 session EAP model. The client went on to report he has encouraged his co-workers to access EAP services since he found great support and treatment with us.

EAP Insider:

I am hopeful that companies with an existing EAP service take the opportunity to frequently advertise this important benefit through the use of our training, newsletters, and brochures. Making sure employees are aware of their EAP benefit can pave the way for an employee to get the help they need sooner than later.

Best Chicago People Watching:

On a bench in Millennium Park!

Patty



ERS Positive Impact:

My focus is on administrative support. Whether it's generating reports, distributing materials, streamlining data or troubleshooting problems; I'm in a unique position to help everyone at one time or another. We are in the business of providing services to the employees and family members of our client companies but as a company we also provide services to our own staff members. In doing my job every day, I feel that I have a positive impact with nearly everything I do and with each of the people I interact with.

ERS People Resources:

I think that one of the most valuable aspects of the services we provide is our accessibility. In traumatic situations this seems to really come out the most. When there is a serious incident at one of our client company locations or if someone experience a sudden personal loss - we are there for them, whenever they need us. Often times it isn't the things we can do or the emergency services we can call - it's just being there to listen, to reassure them that they are not alone and we will help them through whatever has happened. Our clients can count on us

EAP Insider:

I think that Work-Life Services are dramatically under utilized by our clients. The services available through the program can really make a difference in the lives of employees and their families. Work-Life is like having your own personal "Life Assistant" to take care of all the mind numbing and time sucking things that each of us has to deal with at one time or another. Finding a new childcare facility, getting legal advice for estate or personal issues, getting help with taxes or budgeting, finding a dog sitter for the weekend, recovering from identity theft, etc. The Work-Life Consultants do all the leg work so you don't have to - that makes life easier and who couldn't us that!

Best Chicago People Watching:

The Taste of Chicago is by far the best venue for people watching. Vendors, entertainers, customers and bystanders of every ethnicity and background imaginable. A veritable feast for the eyes - as well as the palate of course!

Jim



ERS Positive Impact:

I think of the time immediately following the 9/11 tragedy. We were able to respond to individuals as well as companies in a variety of ways at a time everyone was trying to figure out what to do. I think what made it so was immediate response and a voice of calm in a horrendous time.

ERS People Resources:

Client made significant use of the EAP and recommended supports in a Domestic Violence situation. Client was able to attain the concrete community resources to extricate from the situation. Client noted specifically the guidance and support of the EAP counselor as a force in her addressing this in a different way for the first time.

EAP Insider:

I think one ideal opportunity would be for companies to enhance how they recognize hard working, thoughtful employees, not just the "top producers". I think this should be structured based on what is important to the employee and not just what the company defines as 'reward.'

Best Chicago People Watching:

Michigan Avenue in the summer. Many more tourists as well as locals as well as more street performers. A really enjoyable mix.

Julia



ERS Positive Impact:

A young couple with a child was struggling with a lot of problems; stress about money, parenting, and unmet emotional needs. Through short term counseling, they were able to problem-solve and also learn to communicate with each other in a way where both people felt respected and supported. Both have said that their marriage feels stronger and they are now working together as a team instead of against each other.

ERS People Resources:

I helped a man find temporary housing at a homeless shelter and then worked with him at finding ways to save enough money for a security deposit on a new apartment.

EAP Insider:

I think it is an excellent idea for companies to invest in overall wellness for their employees- physical, emotional, and social wellness. That may include offering discounts for fitness club memberships, promoting the employee assistance program, organizing a sports league. I believe an employee with a healthy, well-balanced lifestyle will perform well at their job and be invested in their company and the work they do.

Best Chicago People Watching:

The red line! All sorts of people going all sorts of places!

Kathleen



ERS Positive Impact:

I once had the opportunity to work with a young, suicidal client who thought that she had nothing to live for, and after significant discussion, she agreed to be hospitalized. Knowing that, for whatever brief time I had this person on the phone, she was able to realize that she did have a reason/something to live for made an impact on me.

ERS People Resources:

The compassion and empathy offered by the counselor regardless of whether or not the problem/issue was resolved.

EAP Insider:

An employer's (including colleagues) concern when an individual is going through a family crisis/emergency situation.

Best Chicago People Watching:

Wrigley Field

Andrea H.



ERS Positive Impact:

We were able to come into a client company which had previously had an EAP with dismal utilization and turn things around completely. Today that company enjoys high utilization. In fact, the word-of-mouth among their employees is one of the best methods for promoting the EAP. This happened b/c we collaborated closely with the company to ensure that they understood ALL of what we could do for them and worked hard to promote our program in a wide variety of ways through posters, flyers, trainings, etc.

ERS People Resources:

I know that the clients who had gotten the most out of what we offer were able to do so because our EAP counselors are thorough case managers in addition to being highly skilled therapists. Clients often tell us about how they felt supported and respected by our counselors and they often seem surprised by the amount of time we spend with each person.

EAP Insider:

I think that many companies miss out on the opportunity to provide trainings for their employees. I know that many manager and supervisors are reluctant to take time off from the work routine, but we've found that employees are much more appreciative and loyal to their companies when they feel like they're being offered perks like a Stress Management or a Budgeting Skills seminar.

Best Chicago People Watching:

Cubs games are fantastic opportunities for people-watching as you get such a diverse crowd...and I don't even like baseball!

Jewel



ERS Positive Impact:

A client came to see me because she didn't want to feel depressed any longer. After several sessions she identified that she had been abusing prescription medication for over a year to feel less depressed and anxious, but that had caused her to lose her job, fall deeply into debt and strained her relationship with her family

By working closely with her family and local resources who would provide longer term treatment, my client was able to find healthier ways to cope with her feelings, eliminate her substance abuse, start down the path of re employment and begin to repair the relationship with her parents and siblings. It was so gratifying to be part of helping her get her life back to where she wanted it to be.

ERS People Resources:

Recently I saw a client whose child had died a few days prior. I was able to explain the stages of grief and help normalize her reactions to the trauma as well as link her up with a local support group. When we met again she said she really appreciated finding out that she was not going crazy, that her responses were typical for such a terrible loss, and that she felt more hopeful that she might one day be able to envision a happy life with her remaining family. She also said she appreciated the books and workbook I suggested she pursue when she felt she was ready. She liked knowing that others had survived, and that she would too.

EAP Insider:

Each employee can be goldmine of innovation, reinvention and opportunity when they feel supported and valued in the workplace. By encouraging the physical and mental health of staff, and creating a climate where employees can access helpful resources a company can create a return much greater than the original investment.

Best Chicago People Watching:

There are too many to choose just one but great places in the city are Millenium Park, North Avenue Beach, and Montrose Dog Beach.