

CCA Supports Energy Workers

Having provided EAP services for the energy industry for over 35 years, CCA recognizes the critical nature of the work that energy company employees perform daily. This is just one of the reasons we are dedicated to addressing the needs of employees, as well as their family members. We also understand how important it is for managers and supervisors to have access to high quality, effective advisory and consultative assistance when addressing workforce issues such as productivity problems, mental health concerns, conflict in the workplace, and substance abuse.



Our partnerships with our energy clients have produced an Energy Advisory Board that consists of CCA leadership and energy industry leaders, HR, and union staff. The Energy Advisory Board aims to create strategic initiatives to meet the emotional well-being needs of employees and management in the industry. We believe they require an EAP that is broad in scope, characterized by responsiveness and professionalism, and can support their crucial work. That is exactly what CCA delivers.



Our extensive energy industry experience includes:

- **Industry understanding:** CCA has broad experience in the energy industry and with public power authorities, investor-owned electric, other utilities, municipalities, and safety-sensitive clients. We understand that employees in this industry are essential workers performing tasks that are crucial to the communities in which they live and work.

- **Management assistance:** CCA has decades of experience supporting managers and leadership. We offer consultation and advice in the most stressful of circumstances including accidents, natural disasters, acts of violence, and more. Our organizational consulting capabilities offer a level of insight that is unparalleled in the industry.

- **DOT/SAP services:** CCA has significant expertise developing and providing procedures and services that address the issues associated with DOT compliance requirements, including training, drug testing, reporting, HR and union/management consultation, SAP assessments, treatment planning, follow-up, return to work evaluations, and partnering with MROs and Occupational Health.

- **Fitness for Duty assessment and services:** CCA has substantial experience conducting evaluations and making recommendations regarding employees' Fitness for Duty; making and monitoring referrals for independent psychiatric examinations as required; developing Return to Work plans that help conserve valuable employees, while ensuring the continued safety of employees, the organization, and the community.

- **Crisis Support:** From a suicidal employee to a weather-related emergency, CCA's experts are available 24/7 to provide unlimited consultation and coordinate crisis response services. We have deep experience helping essential workers cope with and recover from incidents such as workplace violence, employee deaths, accidents, COVID and related trauma, and more.

- **Specialized Services:** Based on our experience and EAP utilization data, we have designed several programs that focus on challenges specific to the energy industry. These include clinical services and training programs focused on three key areas:
 - Mental Health & Reducing Stigma
 - Substance Abuse Awareness
 - Conflict Mediation & Team Building

- **Collaboration:** CCA understands the importance of collaborative and close working relationships with Safety, Human Resources, Employee Relations, Occupational Health, and Labor Relations.

- **Union insight:** On behalf of numerous clients, CCA works directly with multiple unions in developing union/management services that will be accepted and utilized by union members and leadership.



Our comprehensive services and delivery include:

- Proactive management assistance and account management: Managers and HR professionals have 24/7 access to professional, confidential consultations and support.
- Access: CCA delivers all services 24/7, 365 days a year.
- Live counselor first answer: Master's-level counselors answer CCA's hotline, so help is immediate.
- Short-term counseling and support, all covered within the EAP, with no out-of-pocket costs to the employee.
- Immediate crisis response: We deploy resources anytime, anywhere in the country within hours of the initial call.
- Intensive case management: CCA counselors closely manage all aspects of care from the first call through follow-up.
- Comprehensive Work-Life Support: CCA's Work-Life specialists provide customized referrals for a range of childcare, eldercare, and daily living challenges. Assistance is also available for legal and financial problems.

