

OURERC A LOCAL BUSINESS NEWSLETTER

Powered by Employer's Resources of Colorado

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SUPPORT LOCAL RESTAURANTS

Pikes Peak region restaurants are now open for dine-in service in El Paso County as well as Teller and Fremont Counties. While all establishments are clear to provide on-site service, please note that each location may have its own timeline for opening and will have restrictions, guidelines and procedures for the health and safety of their staff and customers. Colorado Springs website offers some restaurant information. [Click here.](#) Please check with the individual restaurant for more information.

VIRTUAL "LOCAL" COLORADO SPRINGS EXPERIENCES

There are still great ways to enjoy and support our treasured local attractions through innovative virtual experiences. Enjoy these Colorado Springs experiences from the comfort of your own home during COVID-19:

Visit the Visit Colorado Springs website to review all of the local options. During this time, ERC encourages you to eat, shop and play local.

[Visit Colorado Springs](#)

HR CUSTOMIZED EMPLOYEE HANDBOOKS

The Human Resources team at ERC is dedicated to improving your business culture. ERC Human Resources department offers consulting services and additional services to provide our clients with the most up to date documentation for employees.

Employees with proper understanding of the rules and regulations are more likely to complete tasks per company culture. Handbooks will provide an outline of requirements to discuss during performance evaluations. Employee Handbooks provide documentation of expectations, rules and regulations. Employee Handbooks are created with the ERC Human Resources Department to ensure all Federal, State and Local compliance.

Creating customized employee handbooks allows for clean outlines of employee rules and regulations. Employee handbooks are one of the many consulting services ERC provides for our partners. Our HR team is specialized in workplace compliance and employment laws to customize your handbook. We are here to help you!



CREATING SAFER COMMUNICATIONS

To our ERC Partners, we are always working to create more secure and safe communication. In doing so, we have changed to a new email encryption software. Our goal in making this change is to simplify the process for our partners and to keep communication more secure.

Our new encryption service is through Barracuda. When ERC sends a Barracuda email, simply enter the email address the email was sent to, create a password the first time and you will be able to see the encrypted email. You will be able to use that email address and password for all times moving forward.

ERC is required to use an e-mail encryption software to protect any confidential or sensitive information from being read by anyone else other than the intended recipient. As we continue to handle private personal and business information, we will continue to use the best safety precautions on the market. The safety and security of the Partners of ERC is a top priority.

ERC BENEFIT—ANTHEM EMPLOYEE ASSISTANCE PROGRAM (EAP)

Anthem Employee Assistance Program (EAP) provides quick and easy access to confidential counseling and referral services to help employees deal with daily work and life challenges. It is employer-sponsored, so it is available to all employees at no cost to the employee, your dependents or household members. (Only if the employer has opted in with ERC at renewal). This is free help in a wide variety of life for employees.

ERC offers Anthem EAP to employers to provide for their employees. Often times, with excess stress and other issues, employees forget to utilize their benefits.

Anthem EAP addresses a variety of issues, including:

- Child care and parenting
- Helping aging parents
- Financial issues
- Legal concerns
- Work and career
- Emotional well-being
- Addiction and recovery
- Wellness and prevention
- Life events
- Coping with stress and change
- Relationship issues
- Resources to support work/life balance
- Dealing with traumatic events

Good health doesn't just mean physical well-being. Emotional wellness is every bit as important. Anthem EAP has an extensive network of licensed behavioral health professionals who can help you address a variety of issues:

- Relationship or family problems
- Alcohol or drug abuse
- Feelings of overwhelming loss or grief
- Depression or anxiety
- Stress management
- Times of crisis

Anthem's specially trained representatives are available 24 hours a day, 365 days a year using the toll-free telephone number provided in your EAP materials. Anthem EAP offers [LiveHealth Online](#), which offers the option of accessing live therapy via smart phone, tablet or computer in order to get expert advice, a treatment plan, and medication, if needed.

ERC has received some questions concerning the specifics of the EAP Anthem program. Our benefits team wanted to address the program a little more in-depth for these specific questions.

What services does Anthem EAP provide for Elder and Child Care consultation?

Employees and their household members will have access to a comprehensive network of child and elder care providers throughout the United States. Services may include, but are not limited to:

- Adult day care
- Alzheimer's support
- Babysitters
- Back-up and odd-hour child care
- Before and after school child care
- Chore and companion services
- Geriatric case management
- Home health agencies and nursing programs
- Retirement communities
- Senior centers
- Special needs care
- Summer programs

What services does Anthem EAP provide for legal and financial needs?

With Anthem EAP, you and your household members have access to initial legal and financial consultation as part of the standard work/life feature.

You also have access to an online library of legal and financial information, in addition to financial calculators to help address issues ranging from debt management to buying a new home.

Legal and financial topics can include:

- Budgeting
- Civil/consumer issues
- Criminal matters
- Debt/credit counseling
- Estate planning
- Financial services
- Immigration law
- IRS matters
- Motor vehicle law
- Personal/family legal services
- Real estate matters
- Identity Recovery and Credit Monitoring

What resources are available on the Anthem EAP website?

Anthem's EAP website provides tools to help you better manage your work and home life. We offer innovative resources devoted to:

- Relationship and family issues
- Workplace issues
- Legal and financial concerns
- Well-being and mental health
- Online seminars/podcasts
- Tobacco-free Resources
- Identify Recovery and Credit Monitoring
- Pet Care

If any ERC business partners need further assistance, please contact Connie in our benefits department. Connie will be able to direct any employer and or employee to the correct portal for Anthem EAP benefits.



Managing Workplace Stress—HR support

With the current circumstances, workplace stress is at an all-time high. Employees and employers are currently dealing with extra workplace stress, home stress and financial stress. In order to help with combatting some of this stress, ERC compiled a few tips on how to improve stress in the workplace.

What employers can do to make the workplace less stressful

Most workplace stress can be managed and prevented. In most cases, stress can be managed. It doesn't have to have the last word. Here are some practices that can help make the workplace less stressful:

Don't assume the worst.

Because the workplace is home to so much stress, it's easy to grow cynical about the employment relationship. The employment relationship isn't uniquely bad among human relationships, and it's a mistake and counterproductive to think it is. There are star employees, terrific bosses, and great places to work—and these aren't rare. Assuming the worst about employers or employees, or seeing them primarily as threats or liabilities, is like assuming all your friends are going to betray you. It's an attitude that creates more drama, adds more stress, and ruins otherwise functional relationships.

Always act in good faith.

There are times when the right thing to do is going to cause someone stress. For employers, it might be discipline for a policy violation, a poor performance review because of unmet expectations, or a layoff due to a shortage of work. For employees, it might be providing candid feedback to a peer, asking a coworker to cover a shift, or setting a hard deadline for a project. At some point, you're going to cause someone stress, and that's likely okay. The important thing is not to try to spare people *necessary* stress, but to approach decisions that will cause someone this stress in good faith. Good faith shows that you care about their success and wellbeing. It also helps put others in a better frame of mind to accept the demands or pressures placed upon them. According to www.myhrsupportcenter.com.

Address sexism, racism, and other forms of inequality.

Though most workplaces are able to remove these issues from the workplace, it is often difficult to know about all of them. These are stressors that every employer should be acknowledging and working to eliminate. Microaggressions, in particular, deserve to be called out. Writing in *Harvard Business Review*, Ella F. Washington, Alison Hall Birch, and Laura Morgan Roberts [explain](#) that microaggressions are “verbal, behavioral, and environmental indignities that communicate hostile, derogatory, or negative racial slights and insults to the target person or group. For Black people, they are ubiquitous across daily work and life.” These indignities are not “small,” as the term micro might seem to imply, but rather frequent and casual. The authors cite

research suggesting that “subtle forms of interpersonal discrimination like microaggressions are *at least as harmful* as more-overt expressions of discrimination.” For one thing, continual hostility and discrimination rob people of the time and space they need to rest and recharge. In these situations, employers have a responsibility not only to help employees manage their stress, but also, and more importantly, to do everything they can to put a stop to the hostility and discrimination that's causing the stress. Sexism and racism, subtle or overt, must not be tolerated. This information should be addressed in your employee handbook and ERC HR department will advise on these matters.

Promote support networks.

We're not meant to struggle with stress alone. We need others, and they need us.

Employers can facilitate support systems among employees by setting up virtual chat programs and video conferencing to provide a safe place for employees to talk.

Managers can set the tone by participating in these chats and activities and encouraging employees to join in.

We encourage creating a positive workplaces and other social aspects of the workplace to create a healthier environment.

Utilize Mental Health Benefits.

With ERC benefits, Kaiser offers mental health benefits within the medical program. Reassure your employees that if they have medical, they are more than welcome to utilize this portion of their benefits. ERC also provides employers the opportunity to provide an Employee Assistance Program (EAP) through Anthem. This may be another great option for employees feeling overwhelmed by stress. Anthem EAP gives employees access to expert, confidential assistance for substance abuse issues, relationship troubles, financial problems, mental health conditions, and other major stressors. Remind your employees that this option is available and virtual meetings.

So what about employers?

ERC wants to remind you we are here to help. ERC is your partner in business and would like to reduce the stress for the employers. Remember, we are always a phone call away for all of your HR, benefit, safety, payroll and employee questions. We can recommend proper ways to utilize your health benefits, consulting services, HR resources and more. Our goal is to be your partner in business and limit the stress of your business.



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