



# Fairhaven Board of Selectmen

## December 8, 2015 Meeting Minutes

**Present:** Chairman Geoffrey Haworth, Vice Chairman Charles K. Murphy, Sr., Clerk Robert Espindola, Executive Secretary Jeffrey Osuch, and Administrative Assistant Anne O'Brien.

Chairman Geoffrey Haworth called the meeting to order in the Town Hall Banquet Room at 6:40 p.m. The meeting was audio recorded by the Selectmen's Office and video recorded by the Government Access channel.

### MINUTES

- Mr. Murphy motioned to approve the minutes of the **November 23, 2015** meeting, **open** session. Mr. Espindola seconded. Vote was unanimous. (3-0).
- Mr. Murphy motioned to approve the minutes of the **November 23, 2015** meeting, **executive** session. Mr. Espindola seconded. Vote was unanimous. (3-0).

### EXECUTIVE SECRETARY'S REPORT

In his report, Mr. Osuch updated the Selectmen on the following meetings and events:

- Wednesday, **December 9**
  - 9:30 a.m. – Union Wharf Job Meeting
  - 12:00 p.m. – Town Manager's meeting – Mattapoissett
- Monday, **December 14**
  - 9:30 a.m. – COA Directors meeting
- Thursday, **December 17**
  - 8:00 a.m. to 9:30 a.m. – Forum meeting at City Hall
  - 10:00 to 11:00 a.m. – Massachusetts Office of Disability – conference call
  - 1:30 to 3:00 p.m. – BBAC – Wareham
  - 6:30 p.m. – CPC interviews
  - 7:00 p.m. – Finance Committee

### TOWN MEETING DEADLINES

Per recommendation of the Selectmen's Office, Mr. Murphy motioned to set January 8, 2016 at 4:00 p.m. for all street acceptances. Mr. Espindola seconded. Vote was unanimous. (3-0). Mr. Murphy motioned to set January 15, 2016 at 4:00 p.m. for FY17 budget submissions. Mr.

Espindola seconded. Vote was unanimous. (3-0). Mr. Murphy motioned to set January 22, 2016 at 4:00 p.m. for all Annual Town Meeting articles. Mr. Espindola seconded. Vote was unanimous. (3-0).

### **USED CAR LICENSE RENEWAL CHANGES**

The Board received a form from Town Counsel to be used for car dealer and repair licenses. See Attachment A.

Mr. Osuch asked if the Board wanted to extend the deadline for submissions of site plans for car dealer and repair license holders. The Board agreed that the deadline should be extended, as some license holders have not been able to obtain an engineer for the purposes of having site plans drafted. Mr. Murphy motioned to extend the plan requirements to auto dealer and auto repair license holders to May 1, 2015. Mr. Espindola seconded. Vote was unanimous. (3-0).

Mr. Osuch said that he strongly recommended that generic language on the licenses be replaced with license-specific information and restrictions, regardless of the May 1 extension. Mr. Haworth asked the Board to bring any proposed license modifications to the next meeting.

### **CAPTIAL PLANNING**

Mr. Osuch said that the Capital Planning Committee has completed its work on the updated five-year plan and they will submit the plan at a public hearing with the Selectmen on December 21. The draft five-year plan has been submitted to the Selectmen's Office and is available for viewing. Mr. Murphy motioned to set the Capital Planning five-year plan public hearing for December 21 at 7:00 p.m.

### **NFIA LEASE**

The Board reviewed a memo from Town Counsel recommending the Board make a decision on the disposal of the Oxford School before finalizing any lease with the NFIA for use of the NFIA building, as it is located on the Oxford School lot. Mr. Murphy motioned to forward the memo from Town Counsel to the NFIA. Mr. Espindola seconded. Vote was unanimous. (3-0).

### **OYSTER REEF**

At 7:00 p.m. the Board met with Steve Kirk of the Nature Conservancy to hear plans for an oyster reef in Little Bay. Mr. Kirk said that Harbormaster Tim Cox had planned on being at the meeting but had a family issue that prevented him from attending that evening.

Mr. Kirk gave an overview to the project, which would involve a partnership between the Town of Fairhaven, the Department of Marine Fisheries, the Buzzard's Bay Coalition and the Nature Conservancy to create a one (1) acre oyster reef in Little Bay. The project has received the support of the Marine Resources Committee, said Mr. Kirk, and will require approval from the Conservation Commission. He said they hoped to have permits in hand by May so they can start on the project in June 2016.

Residents speaking in support of the project were Marine Resources Committee members Robert Hobson, Frank Coelho, and Ted Lorentzen.

The project will be funded with Chapter 91 funds and money from the Bouchard Oil Spill settlement. No Town funds will be used.

Mr. Haworth encouraged outreach and one more public hearing with the Marine Resources Committee to make sure that all residents have the opportunity to hear about the project before its implementation.

Mr. Murphy motioned to support the oyster reef project. Mr. Espindola seconded. Vote was unanimous. (3-0).

### **ANNUAL RENEWALS**

Mr. Murphy motioned to approve the following Common Victualer license renewals:

- Burger King
- China Café
- Friendly's Ice Cream
- Golden Chopsticks Restaurant
- Honey Dew Donuts
- Hungry Heroes
- Jake's Diner
- McDonald's Restaurant
- Mac's Soda Bar
- Papa Gino's
- Pizzeria Brick
- 7-Eleven
- Taco Bell
- Yia Yia's Pizza Café

Mr. Haworth seconded. Vote was unanimous. (3-0).

Mr. Murphy motioned to approve the following Private Livery license renewals:

- Active Day Fleet, Inc – 40 Sconticut Neck Road
- Elite Transportation, Inc. – 1 Deerfield Lane
- Transportation Company – 16 Sconticut Neck Road

Mr. Haworth seconded. Vote was unanimous. (3-0).

### **EVERSOURCE PERMITS**

Mr. Murphy motioned to approve Eversource gas permits for 191 Main Street; 1 Stetson Ave; 1 Green Street – all previously approved by the BPW. Mr. Espindola seconded. Vote was unanimous. (3-0).

## **MEETING SCHEDULE**

Mr. Murphy motioned to set the following meeting schedule:

- Monday – December 21 at 6:30
- Monday – January 4 at 6:30
- Tuesday – January 19 at 6:30
- Monday – January 25 at 6:30
- Monday – February 8 at 6:30
- Friday – February 26 at 12:00
- Monday – February 29 at 6:30
- Monday – March 14 at 6:30
- Monday – March 28 at 6:30

Mr. Espindola seconded. Vote was unanimous. (3-0).

## **CDBG HEARING**

At 7:20 p.m. the Chairman opened a hearing for the 2016 CDBG application. Bill Roth was present. Mr. Roth said that the Town was able to apply for as much as \$800,000 to \$900,000. The application will focus on housing rehabilitation and infrastructure. Mr. Roth said that he had two public neighborhood meetings related to a possible project in the Plymouth Ave. area and determined that the neighbors did not welcome improvements to their neighborhood. Mr. Roth said that the project could not proceed without neighborhood support. The project that Mr. Roth will pursue will be contributing to Housing Authority improvements (heating, repaving lots) and road infrastructure, possibly on Hedge Street.

The Chairman opened the hearing to public comment.

Diane Hahn was recognized. She thanked Mr. Roth for listening to the neighbors and not proceeding with the project based on that feedback.

Housing Director Kris Sheedy was recognized. Also present were Housing Authority members Gregory Tutcik, Jay Simmons, and John Rousseau. They expressed support for the CDBG 2016 application and the support it will provide to the Housing Authority.

The final project will be presented on February 14, 2016.

The Chairman closed the hearing at 7:38 p.m.

## **FRANCIS STREET GRANT**

Mr. Roth said that the Francis Street rehab grant expires 12/31/2016 and there are unexpended funds remaining. There are currently no housing cases in that target area, said Mr. Roth, and the department would like to use it outside the target area. DHCD has agreed to the expanded reach.

Mr. Murphy motioned to extend the grant to March 31, 2016. Mr. Espindola seconded. Vote was unanimous. (3-0).

### **9-11 COIN**

At 7:40 p.m., the Board met with Al Benac regarding the 9-11 coin that had been donated by William Kligel on behalf of the Fairhaven Lions. Mr. Benac was given the coin for safekeeping. Instead of waiting for the next fiscal year, he framed the coin for \$191, despite the fact that his current budget was depleted. He requested that the Selectmen's budget pay for the project, but the item was not originally appropriated. Mr. Haworth suggested that each Selectman donate \$50 and Mr. Benac will donate \$50 to the framing.

Mr. Murphy motioned to have each Selectman donate \$50 to the Town Hall Art Restoration Gift Account for the purpose of paying the bill from Gatlin Framing for the 9-11 Coin. Mr. Espindola seconded. Vote was unanimous. (3-0).

### **EXECUTIVE SESSION**

At 7:46 p.m., Mr. Murphy motioned to enter Executive Session pursuant to MGL Ch. 30A § 21 for a worker's compensation issue, Town Administrator negotiations, and two employee disciplinary hearings, to reconvene after. Mr. Espindola seconded. Vote was unanimous. (3-0). Roll call vote: Mr. Murphy in favor. Mr. Haworth in favor. Mr. Espindola in favor.

### **OPEN SESSION**

The Board returned to Open Session at 8:39 p.m.

### **TOWN ADMINISTRATOR DECISION**

Mr. Haworth informed the public that a decision on the Town Administrator would be announced on Monday, December 14 at a noontime meeting.

### **ROGERS PROPOSALS**

The Board set a deadline of December 31, 2015 for proposals related to the Rogers School. There are two different parties who have indicated some interest in submitting a proposal.

### **WELLNESS COMMITTEE**

Mr. Murphy motioned to appoint Bill Farrell and Denise Valois to the Wellness Committee. Mr. Espindola seconded. Vote was unanimous. (3-0).

### **NON UNION REVIEW**

Mr. Murphy said that the Personnel Board has reviewed the non-union job description revisions submitted by Jeff DuPont, and has agreed with those recommendations. However, the Personnel Board advises that the Board of Selectmen allow the Town Administrator the chance to be appointed before taking any action. The matter was taken under advisement.

### **EMPLOYEE ASSISTANCE PROGRAM**

The Board reviewed several proposals from different Employee Assistance Programs. See Attachment B. The Board will review the proposals and will make a decision at a later date.

### **MACKATAN BEER/WINE SALES HOURS**

The Board reviewed a letter from the proprietor of the Mackatan General Store (Chris Medeiros) requesting an increase in beer and wine hours of sales to match those of the other beer and wine license holders in Town. See Attachment C. The Board will ask for departmental input and schedule a hearing.

### **TIE-IN DEMAND NOTICES**

The Board reviewed a memo from the Health Agent related to several remaining properties who are overdue to tie into sewer. The Board said that the information would be forwarded to Town Counsel and will be pursued in civil court. Mr. Murphy motioned to forward the matter to Town Counsel. Mr. Espindola seconded. Vote was unanimous. (3-0).

### **OTHER BUSINESS:**

In other business:

- Mr. Murphy said that the Town Administrator interviews were being re-run on Government Access and he encouraged the public to view the video
- Mr. Espindola said that the Neediest Families “Prize-a-pollooza” was a fun and well-attended event
- Mr. Espindola said he enjoyed the recent unveiling event for several chairs that were donated from the Friends of Millicent Library to the Millicent Library
- Mr. Haworth said that he felt the Board should release the Town Counsel ruling on the North Street accessibility to Jay Simmons and the Conservation Commission. Mr. Murphy motioned to release the Town Counsel letter to Jay Simmons and the Conservation Commission. Mr. Espindola seconded. Vote was unanimous. (3-0)
- The Board held a moment of silence for Red Medeiros, who passed away that week at 99 years old

At 9:26 p.m. Mr. Murphy motioned to adjourn. Mr. Espindola seconded. Vote was unanimous. (3-0).

Respectfully,

Anne O'Brien  
Administrative Assistant  
Minutes approved 12/21/2015

**USED CAR DEALERS LICENSE**

**Conditions:**

1. Limit \_\_ cars for sale at any time.
2. Vehicles must be stored at the licensed premises (“the Premises”) in a clearly designated area.
3. No vehicles, whether registered or unregistered, and whether for repair or sale, will be parked in the street.
4. Vehicles must display all stickers required by law.
5. Sales business must be conducted at the Premises.
6. No later than the last business day of each month commencing January 20\_\_ the Licensee will pay \$\_\_\_\_\_ toward the delinquent real estate taxes due on the Premises. Failure to make timely payment will result in the revocation of this license. This condition constitutes a payment agreement pursuant §141-1C of the code of the Town of Fairhaven.
7. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

**Failure to comply with any of the conditions set forth herein will result in the modification, suspension or termination of this license.**



## REPAIR LICENSE

### Conditions:

1. Up to \_\_ vehicles for repair will be allowed on the licensed premises (“the Premises”) at any one time.
  
2. No vehicles for repair will be allowed in \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.
  
3. Up to \_\_ vehicles will be allowed in interior storage on the Premises at any one time.
  
4. No vehicles, whether registered or unregistered, and whether for repair or sale, will be parked in the street.
  
5. No unregistered vehicles will be allowed on the Premises.
  
6. No parts or equipment will be kept in exterior storage on the Premises.
  
7. No repair work will be performed before 7:00 a.m. or after\_\_:00 p.m.; and no auto body work will be performed before 7:00 a.m. or after \_\_:00 p.m.
  
8. No work on Sunday.
  
9. No repair work will be performed outside except in the case of an emergency.
  
10. No spray painting will be allowed without inspection and approval by the Fairhaven Fire Department, and further vote of the Board of Selectmen.
  
11. The Licensee shall maintain documentary proof that all mechanics and other workers on the Premises are employees of the Licensee, and shall supply such documentation on request by the Board of Selectmen, or its designee.
  
12. The Licensee shall maintain workers’ compensation insurance and shall supply proof of coverage on request by the Board of Selectmen, or its designee.
  
13. The Licensee shall not lease, contract or subcontract the Premises or the licensed business to any other person or entity.
  
14. No later than the last business day of each month commencing January 20\_\_ the Licensee will pay \$\_\_\_\_\_ toward the delinquent real estate taxes due on the

Premises. Failure to make timely payment will result in the revocation of this license. This condition constitutes a payment agreement pursuant §141-1C of the code of the Town of Fairhaven.

15. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

**Failure to comply with any of the conditions set forth herein will result in the modification, suspension or termination of this license.**

# OUTLOOK E.A.P. INC.

November 19, 2015

Mr. Jeff Osuch  
Executive Secretary  
Town of Fairhaven  
40 Center Street  
Fairhaven, MA. 02719

Dear Mr. Osuch:

Outlook EAP, Inc. is pleased to present the Town of Fairhaven a proposal to provide a comprehensive employee assistance program (EAP) for the town's employees and their dependents. Outlook EAP is a Massachusetts corporation which is SOMWBA certified. Located in historic downtown New Bedford, Outlook EAP has been providing services to business and industry throughout Southeastern MA since 1995. Previous to then, we had provided EAP to local companies including the City of New Bedford under different ownership.

Outlook EAP, Inc tailors our program to your unique needs and has a long history of developing several successful initiatives for the City of New Bedford. At the Mayor's request, we have provided management consultation and training on the role of core values in shaping a healthy workplace culture. This has provided a compass for managers in performance management and improved customer service.

Our public safety Peer Helper Program received national recognition as a "Bright Idea in Government" by the Kennedy School of Government and is now in its 27<sup>th</sup> year. This program has increased the utilization of EAP services by a population that historically is in greatest need of service and most hesitant to reach out for help. We are proud of this program and would enjoy the opportunity to discuss how we could implement this for Fairhaven's public safety personnel.

Thank you for the opportunity to present our proposal and we welcome the chance to provide you with references and discuss your needs further.

Sincerely,



Katie Gilfeather  
President & CEO

**PROPOSAL**  
**TO CONDUCT AN**  
**EMPLOYEE ASSISTANCE PROGRAM**  
**FOR**  
**TOWN OF FAIRHAVEN**

**Submitted by:**

**OUTLOOK EAP, INC.**

**November 13, 2015**

**OUTLOOK EAP** is a primary service comprehensive Employee Assistance Program.

Our main purpose is to provide a confidential resource to employees experiencing problems, which affect the quality of their life. Our licensed professional counselors are available 24 hours a day, including weekends and holidays, to provide crisis intervention services.

**OUTLOOK EAP** staff has a wide range of experience in business and the healthcare industry as well as counseling. We understand the intricacies of the business world and provide consultation to assist managers and supervisors recognize and effectively address problems that occur at the worksite.

**OUTLOOK EAP** is a Massachusetts corporation independently owned and operated by Katie Gilfeather. Ms. Gilfeather has extensive experience in the delivery of EAP and organizational consultation services to businesses and municipalities throughout Southeastern Massachusetts.

**OUTLOOK EAP** proposes to provide a program of intervention and assistance for employees of **TOWN OF FAIRHAVEN** who have concerns or experience problems which may or may not lead to impaired work performance. Included as part of this program is education for all management levels, as well as a 24-hour crisis intervention service to employees and their dependents, literature to encourage program usage and professional managed care to ensure the most appropriate services to meet the needs of **TOWN OF FAIRHAVEN**.

**OUTLOOK EAP** will provide services to accomplish the following goals:

- Help employees maintain a high level of productivity.
- Reduce the level of absenteeism, tardiness, and accidents of employees experiencing legal, financial, medical, and emotional and/or chemical dependency problems.
- Retain valuable employees.
- Provide a resource for employees and their families to seek help in individual and family crises.

To achieve these goals, **OUTLOOK EAP** will provide:

- Assurance of confidentiality.
- Prompt response to all inquiries.
- Face-to-face assessments.
- Information & referral services.
- Flexibility in terms of treatment.
- 24-Hour availability of licensed professional counselors.
- Comprehensive follow-up care.
- Effective case management and concurrent review.
- Cost containment for employer and employee, usually in the form of preferred provider arrangements.
- Effective written materials to promote full utilization of the EAP.

I. IMPLEMENTATION OF SERVICES:

**OUTLOOK EAP** recommends that a representative be appointed at **TOWN OF FAIRHAVEN** to work with **OUTLOOK EAP** to arrange training for all managers and supervisors, orientation schedules for all employees, and to be the contact resource for **OUTLOOK EAP**.

II. POLICY STATEMENT:

**OUTLOOK EAP** will provide a policy statement on the role of EAP within **TOWN OF FAIRHAVEN**. This policy statement:

- Expresses concern for well being of employees.
- Stresses important of confidentiality.
- Emphasizes lack of jeopardy for program use.
- Clarifies the purpose and scope of the EAP.

III. TRAINING AND EDUCATION:

The training of managers and supervisors and orientation of all employees will be conducted at times most practical for **TOWN OF FAIRHAVEN**. The schedules will be arranged between **TOWN OF FAIRHAVEN** and **OUTLOOK EAP** representatives.

1. Executive, Managerial & Supervisory Levels

In all organizations it is crucial to the success of the program that executive level personnel commit to the purpose and utilization of the EAP. Their positive attitude undoubtedly trickles down to all other levels, helping to ensure positive implementation and productive utilization of the program.

Since managers and supervisors deal more consistently and more closely with the employees, their training is an essential program element.

- a. **OUTLOOK EAP** will conduct a 2-hour training for all managers at **TOWN OF FAIRHAVEN**. This training will serve to educate and motivate management in:

- Why have an EAP?
- Services provided by EAP.
- Identification (without diagnosis) of a troubled employee through impaired work performance.
- Recognizing the warning signs.
- Intervention techniques and the referral process.

During supervisory/management training **OUTLOOK EAP** encourages supervisors and managers to consult with **OUTLOOK EAP** specialists whenever they have concern regarding the intervention and confrontation of troubled employees and the formal referral process.

## 2. Employee Orientation:

Program utilization depends largely on direct orientation of all employees. At **TOWN OF FAIRHAVEN'S** convenience, an **OUTLOOK EAP** specialist will come to the worksite to inform employees about the benefit being provided to them and their immediate families. This orientation takes about 10-15 minutes and will stress:

- Confidentiality guarantee.
- Accessibility of EAP.
- Informal self-referral procedures.
- Types of problems that can be addressed through the program.
- How to contact EAP.

## IV. ADVERTISEMENT/PROMOTION/EDUCATION:

- a. In order to facilitate maximum utilization of the program by **TOWN OF FAIRHAVEN** employees:
  - A pamphlet describing the program will be distributed to all employees and their families.
  - Posters will be provided to be placed in strategic locations at the worksite. These will include the 24-hour access phone number for EAP.



- Quarterly Outlook EAP Newsletter will be distributed to all employees on important wellness issues.
  - Monthly Outlook EAP Newsletters will be given to all management staff.
  - Site visits will be made by an EAP representative to provide visibility and emphasize accessibility to management and employees.
- b. Two employee wellness seminars will be provided annually on site. Topics and times will be arranged between **TOWN OF FAIRHAVEN** and **OUTLOOK EAP**.

#### V. REFERRAL METHODS:

Employees may access the EAP by two methods:

##### 1. Informal (Self-Referral).

- An employee or dependent may call the EAP directly.
- An employee may ask a supervisor for assistance in contacting the EAP or requesting EAP services in non-disciplinary status.

In either situation, the employer will not be notified of the contact unless the employee provides signed written approval. Informal referrals are advocated since they help in early identification and solution of problems prior to deterioration of work performance.

##### 2. Formal (Management Referral).

If an employee's work performance is identified to unsatisfactory, the supervisor makes a formal request that the employee call EAP.

It is important to note that accepting referral to the program is voluntary. An individual cannot be forced to accept the referral to the EAP.

#### VI. SERVICES TO EMPLOYEES & DEPENDENTS:

1. **OUTLOOK EAP** maintains a toll-free phone line 24-hours a day, including weekends and holidays. This line provides access to trained EAP counselors, and provides crisis intervention services and/or arrangements for the employee and/or dependent to meet with an EAP counselor.

## 2. Assessments/Referral/Counseling

An **OUTLOOK EAP** counselor will complete an initial assessment and recommend services for the individual based on this assessment. The goal of this assessment is to correctly identify the presenting problems and provide referral to the most appropriate resource. Employees and family members will be eligible for up to three (3) assessment/counseling appointments per problem situation unless case management services are indicated.

During this initial assessment, the following will be discussed and decided upon:

- a. In such cases where there is more than one presenting problem, i.e. medical, vocational, legal, emotional, etc., the EAP counselor will work with the employee/dependent to determine the most complete approach to all problems. If it is necessary to make referrals, the EAP counselor will prioritize the referrals and follow through with such referrals to ensure the most complete therapeutic results.
- b. If short-term counseling is indicated, the employee/family member will be provided up to three (3) sessions per problem situation unless case management services are indicated. In this event, unlimited case management services are provided as indicated.
- c. If in the clinical judgment of the EAP counselor, long term counseling, or therapy at a different clinical level is in the best interest of the employee/dependent, the EAP counselor will make a referral to the appropriate treatment resource.
- d. During work hours, any referral made for ongoing treatment will be initiated while the employee is still in the EAP office. The EAP counselor will contact the referral source and arrange an appointment time. The EAP counselors will follow-up to document whether the appointment was kept. Follow-up with the

employee is initiated if the appointment was not kept or rescheduled.

## VII. REFERRALS TO COMMUNITY TREATMENT PROVIDERS/AGENCIES

When appropriate and/or necessary, **OUTLOOK EAP** will make referrals to qualified community outpatient providers based upon the following criteria:

- Current state board licensure/eligibility.
- Accessibility and availability.
- Willingness to negotiate fees for the client.
- Professional reputation.
- Versatility in desired specialty areas.
- Compliance with EAP feedback requirements.

Selected treatment resources are continually monitored and evaluated for responsiveness to client and EAP counselors.

**OUTLOOK EAP** works with community, city, and state organizations in order to provide its clients with the type of care they require and which is financially appropriate.

**OUTLOOK EAP** maintains a working knowledge and is willing to work within the scope of benefit coverage that employees are entitled to utilize, and will match insurance coverage to treatment source and modality, when counseling alternatives are considered.

## VIII. CASE MANAGEMENT/UTILIZATION REVIEW:

1. Case Management is an integral part of the EAP. After the employee authorizes a referral source to provide information, **OUTLOOK EAP** will accept responsibility for effective case management of care for employees and their

eligible dependents when they are referred by **OUTLOOK EAP** to other sources for treatment or special assistance.

2. Utilization Review is conducted in conjunction with case management when employees are referred from EAP to treatment. The objectives of utilization review are:

- To ensure that services rendered are psychologically and/or medically necessary or appropriate.
- To maintain ongoing feedback among the provider, case manager and client by continually re-evaluating the client's needs, status, and treatment objectives.
- To assure that treatment is optimal, cost-effective, and at the least restrictive level possible.

#### IX. AFTERCARE:

Aftercare is a supportive program designed for a client following inpatient treatment, to reduce the risk of rehospitalization. The services consist of a variety of options deemed appropriate to each individual's treatment needs.

#### X. REPORTING MECHANISMS:

Annual activity and utilization reports will be furnished to **TOWN OF FAIRHAVEN** to establish an objective method for measuring the Program's effectiveness. These reports abide by the Federal laws regarding confidentiality, never utilizing information that can be directly linked to a specific member.

**OUTLOOK EAP** recognizes and adheres to the highest legal and ethical standards as set forth by law and reason.

#### XI. COST OF PROGRAM:

**TOWN OF FAIRHAVEN** will pay Outlook EAP the rate \$30.00 per employee annually for a sum of \$15,000.00 annually. Such fees will be paid at the rate of \$3750.00 per

quarter at the beginning of each quarter of the contract period. **OUTOOK EAP** will furnish **TOWN OF FAIRHAVEN** with a statement fourteen (14) days prior to a new quarter; **TOWN OF FAIRHAVEN** shall pay the statement in good order, within fourteen (14) days upon receipt thereof.

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Katie Gilfeather  
President

# Town of Fairhaven

December 8, 2015



**Prepared by:**

Michele Barnes, MBA  
Sales Executive  
New Directions Behavioral Health  
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Kansas City, MO 64114  
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**NEW DIRECTIONS**  
BEHAVIORAL HEALTH 

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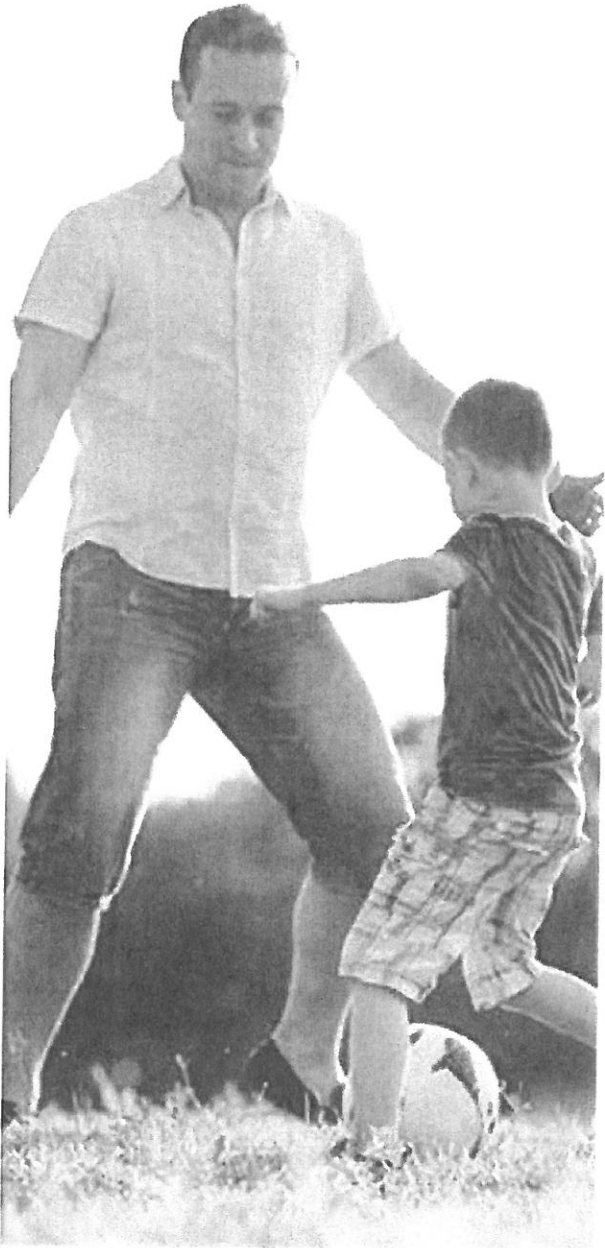
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## EXECUTIVE SUMMARY

New Directions Behavioral Health® (New Directions) is excited about the opportunity to partner with Town of Fairhaven to provide Employee Assistance Program (EAP) services. New Directions is a rapidly growing managed behavioral health care organization that has been actively engaged in providing EAP services for more than 35 years. Beginning with EAP services in 1978, New Directions has a history of finding new and effective ways to help people transform their lives.

### Benefits of Partnering with New Directions

New Directions distinguishes itself from the competition in these key areas:

- Fully Accredited Behavioral Health Organization**  
 New Directions is accredited by the National Committee for Quality Assurance (NCQA) as a Managed Behavioral Health Organization and by URAC for Health Utilization Management and Case Management. These accreditations and our continuous commitment to quality ensure that our EAP will meet the national standards set for managed care companies.
- Proven Results**  
 New Directions' partners benefit from savings related to improved employee functioning, decreased absenteeism and overall employee satisfaction. The 2013 EAP Outcomes Report revealed that **absenteeism decreased by 34 percent for members** who utilized EAP services for at least four weeks. In addition, the member satisfaction survey showed why members maintain a long-term relationship with New Directions. See table on right.
- Around-the-Clock EAP Services**  
 New Directions operates a 24/7/365 Service Center with a dedicated toll-free number, making it easy and convenient for EAP members to schedule a face-to-face or telephonic counseling session with participating providers. Members also have access to [ndbh.com](http://ndbh.com), which offers a provider search feature as part of the online EAP intake process.

- Affordable, Competitive Rates**  
 For up to six face-to-face EAP counseling sessions per issue, we propose a PEPM rate of \$1.89. Please see detailed pricing on page 6.

We appreciate the opportunity to present this proposal and look forward to discussing how New Directions' EAP services can assist Town of Fairhaven in its commitment to improved health for employees.

### 2013 EAP Member Satisfaction Survey

Survey Inquiry	"Strongly Agree" or "Agree" Percent Response
My counselor was knowledgeable about my issue.	91%
I am satisfied with the counseling I received with New Directions.	93%
I would recommend New Directions' EAP services to others.	91%



## EAP TOOLS AND SERVICES

With New Directions' comprehensive EAP services, employees and their dependent family members can successfully identify and resolve a wide range of issues with no cost to them and without a referral to their medical plans. Using a solution-based approach, EAP experts and tools can help members address almost any issue, including:

- Marital, family, relationship
- Legal and financial
- Work-related stress
- Substance abuse
- Depression and anxiety
- Psychological and emotional
- Anger, grief, trauma
- Domestic violence
- Emergency and crisis situations

With more than 1.6 million employees who depend on the EAP, New Directions offers convenient resources that put members in touch with important information to support their emotional well-being, 24/7, with the following tools and services:

### Custom Counseling

For non-urgent, emergency and crisis situations, New Directions offers access to licensed clinicians 24 hours a day, 365 days of the year. Members have access to a diverse provider network and can request appointments based on gender, language, religious or cultural preference.

### Toll-Free, 24-Hour Telephone Access

Toll-free access is available to members 24/7 all year long. Customer Service Representatives provide the initial point of contact during normal business hours (6:00 a.m. - 8:00 p.m. CST, Monday through Friday). After-hours and holiday calls are answered by licensed behavioral health clinicians who are available to handle crisis or emergency calls and to perform utilization management functions.

## Interactive Website

New Directions' website, [www.ndbh.com](http://www.ndbh.com), provides a customized login portal for clients' specific EAP services, along with a unique pop-up welcome message that identifies the company's name.

Additional website features include:

- **Online EAP Intake:** allows employees to open an EAP session request and search for a provider from the privacy and convenience of their personal device
- **Questions and Answers:** identifies key member issues for easy problem-solving and assistance in fully using the program
- **Legal Resource Center:** offers a wide range of legal information, including articles, legal definitions, tips and step-by-step instructions on how to create a will or living trust, and to assign a power of attorney
- **Personal Directions:** web-based program that contains comprehensive information about work/life and wellness issues, including thousands of articles, instructional videos, and self-assessment tools
- **"Balanced Living":** monthly e-newsletter available to members that includes articles on mental health, work-life balance, health and wellness and safety
- **Ask Us:** allows employees to send a question to EAP counselors and receive a response on our secure web server. Each response is written by a master's-level behavioral health clinician and peer-reviewed prior to transmission
- **e-Directions:** a subscription email service members may elect to receive focused on: Parenting, Relationships, Mind/Body Connection, Stress Management, and "Be Your Best at Work."
- **Management Forum:** supervisor resources that include tools such as a Supervisory Manual, Critical Incident Manual, Manager's Toolkit and articles on supervision, hiring and communication. Supervisors can also schedule on-site training from a directory to help improve their teams.

## **EAP TOOLS AND SERVICES, cont.**

### **Employer Specific Resources**

Employers can get the help they need on managing and supervising employees with the following resources designed just for them:

- EAP Orientation and Organizational Training
- Manager/Supervisor/HR Telephone Consultations
- Formal Management Referrals
- Crisis Management Services

### **Health Coaching**

Health Coaching provides participants with evidence-based information and telephone support from a licensed behavior change professional for individuals looking to maintain or improve their health status. New Directions Health Coaches are required to have an advanced behavioral health degree, a license for independent practice, and a minimum of five years of relevant experience. Each has extensive training in Motivational Enhancement Therapy (MET), an advanced clinical technique that lowers participant resistance to change. Health coaching focuses on lifestyle behaviors known to affect modifiable health risks, including:

- Smoking cessation, including readiness monitoring, quit date support, and relapse prevention planning
- Weight management, including identification of healthy weight, planning to reach and maintain that weight, support for change, and assistance with diet and fitness
- Stress management, needed for any member dealing with at-risk health
- Healthy lifestyle choices, especially for those with chronic health conditions



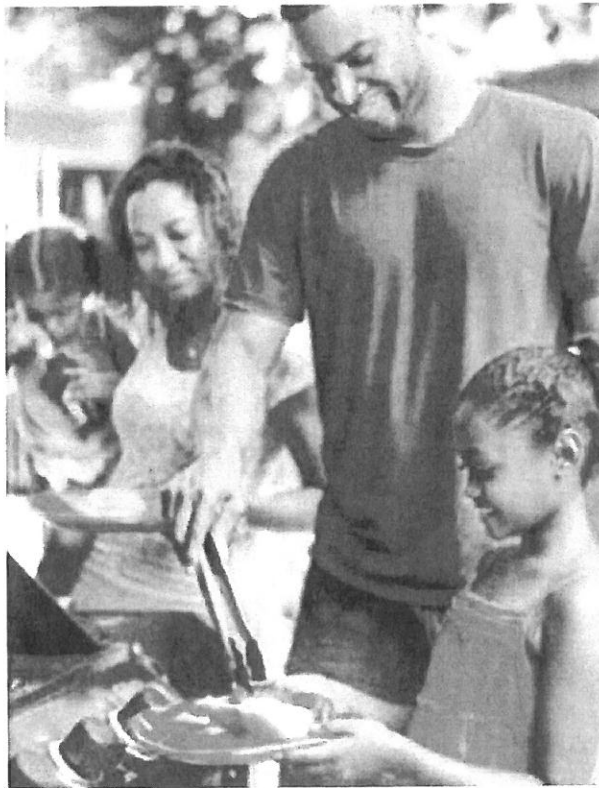
## ORIENTATION AND TRAINING

To help increase understanding and engagement of the EAP, New Directions provides on-site employee orientation sessions, which are approximately 20 to 30 minutes long and include a professionally produced video that covers:

- The confidential nature of EAP
- EAP services overview
- Examples of issues EAP can help resolve
- Description of the typical first visit
- How to access the 24-hour crisis line
- Employee questions and concerns

During orientation, employees receive a New Directions EAP Welcome Kit, which includes user-friendly brochures in a "greeting card" format, wallet cards, and magnets with the toll-free number to the Service Center. Twice a year, employers receive attractive, attention-getting posters that promote access to EAP services.

Additional employee training is offered through on-site seminars and webinars delivered by an EAP clinician. Training includes such topics as wellness, parenting, personal skills, professional development, and family life.



## STRATEGIC ACCOUNT MANAGEMENT

An EAP is valuable only if it's being used. By dedicating an experienced account manager to each account, New Directions helps its clients get the most out of the EAP. Account managers serve as the primary liaison between New Directions and its clients to ensure hassle-free implementation of EAP benefits and address any concerns that may arise. Account managers recommend promotional materials, events and resources likely to generate employee engagement. The tools they use to drive positive utilization throughout the year include:

- **Balanced Living:** monthly e-newsletter available for distribution focused on seasonal wellness tips, healthy eating and managing holiday stress
- **E-Blast:** customized promotional email available for distribution to remind employees about EAP services; intranet and payroll stuffer content available
- **On-site employee educational workshops:** account managers provide education to employees on the program, reinforcing the availability and confidentiality of the EAP
- **On-site Supervisory Training:** tools for reinforcing the value of the EAP for supervisors and promoting increased management and employee utilization, including supervisory training DVDs available for internal use
- **Participation in events:** account managers are available to participate in benefit fairs or other company-specific events

According to clients, the passion of the Account Management team is perhaps the biggest reason 97 percent return each year.

## REPORTING

To help clients optimize the EAP program, New Directions monitors participation with quarterly utilization reports. These reports provide statistical data and quarterly summaries that include: gender, age group, job classification, referral source, presenting problem, number of counseling sessions, number/percent of cases resolved under the EAP, and number/percent of cases referred beyond EAP for in-patient/out-patient treatment. Account managers review each client's reports quarterly to ensure return on investment for the program and make improvements where needed.

"At Risk" reporting is also available, which indicate the number of employees at risk for substance abuse, suicide, potential violence, and child/elder abuse. Based on the number of employees at risk in each category, New Directions would work with Town of Fairhaven to proactively address those areas by providing educational materials and focusing EAP promotion on these areas.

Ad hoc and customized reports can be developed at a rate agreed upon by both parties.

All reports are designed to safeguard employee confidentiality and adhere to HIPAA regulations regarding Protected Health Information and employee privacy. Sample reports can be provided upon request.

## PROVIDER NETWORK

New Directions has an EAP provider network with more than 4,700 licensed clinicians practicing in over 3,200 locations nationwide. These providers are licensed behavioral health clinicians with either a Master's or doctoral degree from an accredited university and have a minimum of five years' clinical experience in a variety of settings and populations.

To ensure network needs are met across the nation, New Directions monitors member requests for service. In growing or deficient areas, New Directions will recruit and contract providers to meet members' needs.

## PRICING

Program	What's Included	Per Employee Per Month (PEPM) cost	PEPM cost (including Health Coaching)
<b>6 Visit EAP</b>	Up to <b>SIX</b> in-person EAP counseling sessions per issue, plus all tools and resources listed below	<b>\$2.28</b>	<b>\$2.46</b>
<b>3 Visit EAP</b>	Up to <b>THREE</b> in-person EAP counseling sessions per issue, Plus all tools and resources listed below	<b>\$1.49</b>	<b>\$1.67</b>

*Note: Health Coaching or Performance Solutions may be added to the EAP at an additional cost.*

### Each program includes:

- **Dedicated Helpline:** Toll-free number for 24/7/365 access to screening and triage by licensed behavioral health professionals
- **Online EAP Intake:** Allows members to open an EAP session request and search for a provider from the privacy and convenience of their personal device
- **Assessment and Referral:** Referral to EAP counseling, health plan and community resources, as appropriate
- **Short-Term Counseling:** Confidential counseling available face to face or by telephone for employees and their benefit-eligible dependents; up to six or three face-to-face sessions per issue based on program
- **Health Coaching:** Up to six or three telephone sessions per issue (wellness and lifestyle issues, such as smoking or fitness concerns) for employees. Available as an additional fee as listed above.
- **Legal and Financial Referrals:** Referral for face-to-face and telephonic consultation on a wide range of legal and financial issues, plus online resources, including provider directories
- **Family Resource Service:** Extensive online resources and national provider directories for child and elder care services
- **Work-Life/Wellness:** Interactive online resource for emotional and physical health, legal, financial, family life, and personal growth
- **Online Health Risk Assessments:** Tools to determine medical and behavioral health status
- **Manager/Supervisor/HR Telephone Consultation:** Discussion with an EAP clinician regarding concerns about employee situations
- **Formal Management Referrals:** Structured process for dealing with employee performance issues
- **DOT/SAP:** Management referrals for employees covered by Department of Transportation regulations
- **Crisis Management Services:** Emergency on-site support
- **Orientation:** Five hours of orientation (six-visit model) or three hours of orientation (three-visit model)
- **Training:** Seven hours of training (six-visit model) or three hours of training (three-visit model) every year
- **Account Management:** A dedicated account manager as liaison to provide ongoing consultation and program evaluation
- **Promotional/Educational:** Ongoing materials to promote utilization
- **Utilization Reports:** Provided quarterly

**NEW DIRECTIONS**   
BEHAVIORAL HEALTH

8140 Ward Parkway, Suite 500 • Kansas City, MO 64114  
1-800-450-8706 • [ndbh.com](http://ndbh.com)



101 Rock Street, Fall River, MA 02720  
phone: 508-678-7542 | fax: 508-677-3714  
www.frfsa.org

## EMPLOYER SUPPORT PROGRAM AGREEMENT

This Agreement between **FAMILY SERVICE ASSOCIATION**, 101 Rock Street, Fall River, MA 02720 (referred to as "Agency") and the **Town of Fairhaven, 40 Center Street, Fairhaven, MA 02719** (referred to as "Company") shall be in effect from July 1, 2016 to June 30, 2017 and covers the following:

### 1. SERVICES:

The Company agrees to inform its employees of this Agreement and the services available to them, which include:

- a. Access to the full range of services offered by the Agency
- b. Literature describing the Agency services
- c. Employee orientation to explain such services
- d. Training for managers / supervisors
- e. Management consultation
- f. Information and referral
- g. Statistical reports
- h. Educational workshops (available at additional cost)
- i. Other mutually agreed upon resources.

### 2. ACCESSING THE SERVICES:

The initial contact with the Agency will be through the Employer Support Program, and may result from; 1) a Company referral; 2) direct contact by an employee; 3) and / or both. After assessment interview(s), the employee will be referred to an appropriate Agency program or outside agency, whichever can best address their needs.

In every case, the total employee need and / or problem will be addressed. The goal of the ESP intervention is the employee's effective return to full productivity.

3. **REPORTING:**

- A. When the Company refers an employee to the Agency because of a work performance issue, the Agency will work closely with the Company to help resolve the issue. Information will be provided to the appropriate Company contact after the employee signs an information release form. All refereed employees will be encouraged to share their progress with supervisors on a voluntary basis.
- B. When employees contact the Agency directly, without the knowledge of the Company, they will be encouraged to share their progress with their supervisor on a voluntary basis. However, no reports will be made to the Company by the Agency without the employee's prior knowledge, approval and written consent.
- C. An anonymous count of all employee contacts and other relevant information will be provided to the Company twice annually. Names of employees will never be provided.

4. **CONTRACT COST:**

The retainer to be paid by the Company to the Agency for services to the Company employees is calculated at **\$20.00 per employee per year.**

Number of employees: 500  
Total contract cost: \$10,000  
Payable: Annually / Semi-Annually (Circle One)



5. **EMPLOYEE COST:**

There is no cost to the employees for information and referral service provided by the Employer Support Program. If on-going counseling sessions are required, these may be covered in part or in full by the Company health benefits plan. If counseling is provided at the Agency under circumstances where such benefits are not applicable, the Agency's sliding fee scale, based on the employee's ability to pay, will be implemented.

6. **MODIFICATION OR TERMINATION OF CONTRACT:**

This Agreement may be modified in writing at any time by mutual consent of the Agency and the Company. Either party may cancel this Agreement at any time upon 60 days notice in writing to the other party.

Both parties agree to the terms and conditions above, this the \_\_\_\_<sup>th</sup> day of \_\_\_\_\_, 2015.

**AGENCY:**

**COMPANY:**

\_\_\_\_\_  
Carol A. Nagle, MS  
President & CEO  
Family Service Association

\_\_\_\_\_  
Jeffrey Osuch  
Executive Secretary  
Town of Fairhaven



## **FAMILY SERVICE ASSOCIATION – Employer Support Program** **CRITICAL INCIDENT STRESS DEBRIEFING / DIFUSING**

### Introduction

It is very common, in fact quite normal, for people to experience an emotional or stress reaction after a critical incident. Sometimes the emotional reactions occur shortly after an incident and sometimes they are delayed for some time. The severity of the reactions and the time frame over which they occur vary from person to person.

Such incidents may include the death or serious illness of a fellow employee, a robbery, an angry or violent confrontation, or other stressful event occurring at the workplace. Family Service Association has a lengthy record of experience of working with public safety first responders, teachers, and other municipal employees who find themselves in emotionally disturbing circumstances.

Sometimes the stress reactions last for a few days and then subside. Sometimes the reactions continue for a few weeks or a few months before they start to subside, depending upon the severity and frequency of critical incidents in people's lives.

With understanding and support from loved ones or close friends, the stress reactions usually pass more quickly. When severe stress reactions persist, professional assistance from a counselor is beneficial in assisting the person manage the condition.

### Critical Incident Defusing

Occasionally following a critical incident, some employees may experience severe emotional stress as a result of that incident and require urgent assistance. In such cases it is not appropriate to wait for the Critical Incident Stress Debriefing service to be provided.

Critical Incident Defusing is individual attention offered by professionals, on-site, as soon as possible after the incident to employees who are experiencing these severe forms of stress.

The Defusing service should be followed by a Critical Incident Stress Debriefing service at an appropriate time.

### Critical Incident Stress Debriefing

Critical Incident Stress Debriefing is a group activity offered by professionals involving all employees who were directly involved in or who witnessed a critical incident. Management and other personnel not directly involved with the incident should not be involved in the Debrief activities.

The Critical Incident Stress Debriefing is preferably carried out after all post-incident services and inquiries have been completed ( i.e. police reports, medical attention, internal investigation, etc). The debriefing, to be effective, should be completed within 72 hours of the critical incident.

### The Purpose of CISD

Critical Incident Stress Debriefing services should be offered to all employees who were involved or who witnessed a critical incident. The debriefing is provided for the following purposes:

- To provide professionally guided review of the impact of the incident on the person's life
- To enable ventilation of emotions
- To provide reassurance and support
- To educate about trauma reactions
- To advise on symptom management
- To minimize the potential for the development of psychological problems
- To assist the person return to normal levels of functioning
- To identify individuals who may need additional counseling

Critical Incident Stress Debriefing is a group process for all individuals who were involved in or who witnessed the critical incident. The debriefing service is often based on the Mitchell model and consists of the following processes:

The Fact Phase - elicits the facts - the What, Where, When, and Who - from the group

The Thought Phase - leads the discussion into the personal perspectives of the incident and prepares for the next phase

The Reaction Phase - brings the individuals' feelings regarding the incident to the surface as far as participants wish to do so

The Educational Phase - brings the participants back to functional levels and provides information on stress reactions occurring (or likely to occur) and practical ways of dealing with these reactions

Re-entry / Summary Phase - summarizes the pertinent points which developed during the debriefing and distribution of information for self and family

Post Debriefing – debriefing professional is available for individual contact with any participants who may wish to discuss any issues privately.

### Additional Counseling Assistance

After a Critical Incident, individuals may need additional counseling assistance in getting over such an experience. Their family and close friends may be good judges of when such additional assistance may be beneficial. Individuals should seek additional professional assistance when:

- the intense feelings or physical sensations are too much to handle
- emotional levels are not returning to normal levels within a reasonable period of time
- physical symptoms continue past a reasonable time
- continuation of numbness and emptiness of feelings persist
- there is a necessity to remain active in order to avoid thinking about the incident
- continuation of nightmares and disturbed sleep occurs
- there are no other persons or groups with whom to share emotions
- relationships and work are being affected by the incident
- increased intake of alcohol and/or other drugs following the incident
- any other ongoing changes in emotions or behavior that are causing concern

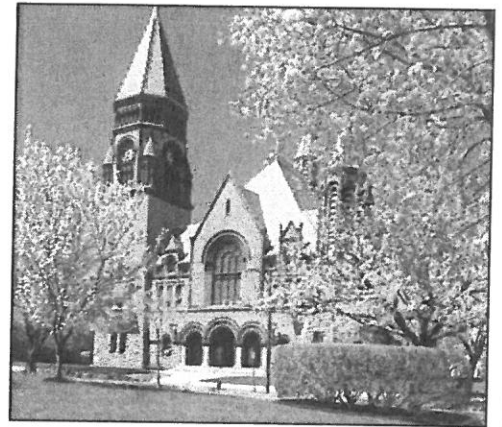
FAMILY SERVICE ASSOCIATION

# Employer Support Program



For the employees of the

# Town of Fairhaven



*Your ESP can help you with:*

- Stress, anxiety, or “burnout”
- Marriage problems
- Parent / child relationships
- Problems with alcohol or drug abuse
- Difficulties with single parenting
- Concerns about your aging parents
- Depression, eating disorders, phobias  
and other mental health problems

***PROFESSIONAL AND CONFIDENTIAL SERVICE:***

*This important employee benefit is provided to you confidentially. Your ESP can help you and your family in resolving many of the problems you may encounter in everyday living.*

**FAMILY SERVICE  
ASSOCIATION**

Call us. We can help.  
**(508) 730-1138**  
**Ext. 3514**

Visit us on the web at [www.frfsa.org](http://www.frfsa.org)



## EMPLOYER SUPPORT PROGRAM (ESP)

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### Town of Fairhaven, MA

The Employee Assistance Program administered by Family Service Association has several major components:

- **Professional Counseling** – Each employee and family member (those who reside within the employee’s household) are eligible to receive professional counseling through the Family Service Association Behavioral Health Center. Services are paid for utilizing employee health insurance benefits. Co-payments and deductible costs are determined by the insurance provider. For those with no insurance, a reasonable sliding fee scale is used.
- **Training** - An orientation session is done for all employees to familiarize them with the benefits of the Employer Support Program. In addition, participating companies are eligible to receive additional training chosen from a menu provided. Other training can be tailored to the town’s needs and added if requested.
- **Consultation** – Telephone and in-person consultation to management is provided on an “as needed” basis. Issues may concern workplace conflict, employee performance problems, or other matters. The ESP is “on call” for all participating companies.
- **Emergency Response** – The Employer Support Program is available to all participating companies to respond to workplace emergencies – robberies, injury or death, and other emotionally stressful incidents. ESP personnel provide *Critical Incident Stress Debriefing* with those employees adversely affected by the event.



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The Employer Support Program...helping your business  
by providing informative staff development workshops

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*These areas are covered by employee development training and  
management consultation workshops:*

### ***STRESS MANAGEMENT***

In today's world, stress is a fact of life. But it doesn't need to be a way of life. You can be in control. Through the *STRESS MANAGEMENT* workshop, you can learn the causes of stress as well as the ways in which stress can be managed and re-channeled to work for you, not against you. We'll discuss the difference between "positive" and "negative" stress while learning a variety of relaxation techniques designed to help in the development of a positive attitude and lifestyle.

### ***CONFLICT RESOLUTION***

One of the most difficult and potentially destructive forces in any workplace is conflict. Management and supervisory personnel often are forced to expend too much valuable time and energy attempting to "keep the peace" among their workers. The *CONFLICT RESOLUTION* workshop teaches the manager/supervisor the techniques for achieving successful negotiations between conflicting employees. Special workshop exercises test participants' ability to create a workplace environment which will motivate employees and encourage team building.

## ***SEXUAL HARASSMENT PREVENTION***

Perhaps more than any other workplace problem, sexual harassment represents a threat to employee morale and, therefore, a threat to productivity -- hurting your bottom line! More importantly, companies that fail to develop and enforce sound policies against sexual harassment are vulnerable to damaging law suits. But what actually constitutes sexual harassment? What kinds of workplace behavior are considered unacceptable? The *SEXUAL HARASSMENT* workshop provides companies with assistance in the establishment of effective anti-harassment policies. Participants will learn how to investigate a claim of harassment, what to do if you are a victim of harassment and how to keep our company out of court.

## ***CULTURAL DIVERSITY***

American society - like our own local community - is becoming more and more diversified all the time. The ethnic, racial and cultural characteristics of the various groups which make up our community can and must be appreciated and enjoyed. Through the *CULTURAL DIVERSITY WORKSHOP*, companies learn how to maximize communication and understanding among their increasingly diverse employees *and customers*. Learn how diversity is good for business.

## ***CUSTOMER SERVICE***

Who are your customers? The answer to this question may surprise you. The most successful companies bring their customers directly into every step of the decision making process - from development of product and service lines to employee evaluations. In the *CUSTOMER SERVICE* workshop, you will learn the keys to customer-driven service and the guidelines for dealing with difficult customers. If you don't serve your customers well, your competition will!



## ***PROFESSIONAL ETHICS***

Ethics involves the fundamental ground rules that guide us in the way we conduct business. This includes adherence to important principals such as respect, honesty, fairness and responsibility. Businesses and organizations are encouraged to establish a code of ethics to guide them. This is different than policy and procedure. Ethics is about the philosophy behind the policies.

## ***SUPERVISORY SKILLS***

Often times, long term employees climb the organizational ladder and attain management positions. They may be eager to work hard, but may not have the ability to properly supervise their staff and manage their department. The *SUPERVISORY SKILLS* workshop helps employees to develop keen listening skills, properly delegate responsibility, evaluate employees, and assist with the development and implementation of company policy. Techniques are learned that help managers and supervisors to motivate, counsel, inspire, lead and create winners!

## ***TEAM BUILDING***

Working on a team not only requires members to use their *present* skills and abilities, it also requires that they “stretch” those abilities and develop new ones. This workshop helps employees fine-tune their self confidence, listening skills, creativity, open-mindedness and other essential qualities needed for the creation of a task-oriented, hard working team.

## ***COPING WITH WORKPLACE TRAUMA***

There are times when an unexpected traumatic experience severely affects the emotional and mental health of employees. A workplace accident, death, robbery or other event can deeply hurt employee morale and productivity. This training helps employees to cope with the feelings and

emotions that accompany a traumatic experience in order to begin the healing process.

### ***CLIENT BOUNDARIES***

This training is best utilized by social service and healthcare providers. It helps participants to maintain competency and high standards of professional conduct in order to ensure responsibility to the client and his/her interests. The training also helps to ensure that boundaries between professional and personal relationships with clients are explicitly understood and respected.

### ***PERSONAL SAFETY***

How do I reduce the chances of being a victim of crime? This training addresses this question and provides tips on maintaining your personal safety when walking, driving and when dealing with other typical day-to-day activities. We demonstrate how to be more aware of your surroundings and share ideas on what to do if you sense danger within your immediate environment.

*These and other informational workshops can help you and your employees. Training sessions can be customized to better suit the specific needs of your company. For more information, contact Mike Moran, ESP Manager, at (508) 730-1138, EXT. 3514.*

## Jeff Osuch

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**From:** Susan Goldstein [susangoldstein@theeap.com]  
**Sent:** Monday, November 30, 2015 2:48 PM  
**To:** Jeff Osuch  
**Subject:** ESI EAP

Jeffery,

This is to confirm that the rate for your group will be \$23.50 per employee per year.

I hope that you do receive this email.

Thank you,

Susan

**Susan Goldstein** | Vice President, Client Services  
**ESI Group** | T +1 800.535.4841 Ext. 606 | [susangoldstein@theEAP.com](mailto:susangoldstein@theEAP.com)

CONFIDENTIALITY NOTICE: The information contained in this email is privileged or confidential health information intended solely for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is neither allowed nor intended. If you have received this communication in error, please immediately notify us by reply email or by telephone @ (585) 596.6206. Thank you.



*More  
benefits for employees.*



*More  
services for management.*



*Better  
results than any other EAP.*

*Each year, one out of five employees faces a significant problem that disrupts life at home and productivity at work. That's why it's so important to have an EAP that provides the broadest possible menu of services to address those problems.*



Each year 20% of your work force suffers from a personal problem that inhibits productivity - theirs, yours, and all too often, that of their co-workers. It might be a child in trouble, an aging parent needing care, an unpaid debt, or a substance abuse problem. Whatever the source, the result is predictable: unplanned absence, work distraction, and diminished productivity.

We can help.

ESI's signature two-pronged approach distinguishes us from other EAPs.

We provide:

- An extensive menu of services for your employees to address their most pressing problems, as well as a broad array of life-enhancement benefits.
- A suite of management tools and resources for you and your supervisors to help you to minimize, manage, contain, or prevent disruptive work force problems.

## *We offer your employees more*

ESI offers the most comprehensive benefit package available. We start with all the traditional EAP counseling services designed to address significant life problems. Then, we add Work/Life benefits to address the everyday problems involved in juggling work and family. But that's not all. We go one step further to deliver benefits designed to enhance quality of life not just for your employees, but for their family members, too. Our EAP strongly enriches your existing benefit program.

## *We offer your managers more, too*

You and your front-line managers need the tools and services to help deal with important compliance and liability issues. The 20% of your work force that will experience life problems account for most involuntary terminations. They file more workers' compensation claims, are absent more often, and incur more disability costs. We have redefined the EAP concept to include an entire menu of management-focused solutions to help you minimize costs and maximize productivity. Our EAP provides an important adjunct to your internal Human Resource staff.

## *Quality service, first and foremost*

Delivering a premier level of service is our primary objective. To ensure this, we have developed the most rigorous quality assurance program of any EAP. The program includes concurrent review by a Clinical Director for all severe cases, a 24-hour problem resolution process, and comprehensive member satisfaction surveys. Our quality assurance program is a key reason why ESI can boast a member satisfaction rate of nearly 99% and a client retention rate that exceeds 97%.

### Utilization

Traditional EAP

ESI

*ESI serves 35% more employees than a traditional EAP.*

### Quantity of Services

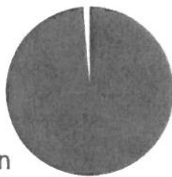
Traditional EAP

ESI

*Our members receive 17% more services than with a traditional EAP.*

### ESI Member Satisfaction

*Almost 99% of employees who contact the EAP are satisfied with the service they receive.*



# ESI employee benefits *solve problems and improve quality of life both on and off the job*

## **Employee Assistance Counseling Benefits**

When one of your employees is facing a significant personal problem, he or she can call for assistance at any time 24 hours a day, 7 days a week. Day or night, our lines are staffed by experienced counselors with a Master's or Ph.D. degree. And if a referral is needed, we have a provider network with over 25,000 counselors available. Some of the most common issues our counselors deal with are:

- Mental and behavioral health issues
- Alcohol and substance abuse
- Loss and grief
- Family violence
- Separation or divorce
- Stress management

## **Work/Life Counseling Benefits**

With our Work/Life Counseling Benefits, your employees can access help and expert resources to address the challenges and concerns of daily living. Some of the most common Work/Life issues that our members face include:

- Child care and daycare
- Aging issues and elder care
- Health and wellness
- Legal problems and family law
- Debt and debt restructuring
- Financial planning
- Education and tuition planning
- Real estate and tenant/landlord concerns
- Estate planning, probate, and wills



## **Information Resource Benefits**

Sometimes your employees don't want or need the in-depth help that our counselors can provide, and prefer to find answers themselves. Those who prefer a "self-help" option can visit [www.theEAP.com](http://www.theEAP.com) to access resources on thousands of topics, or they can call our 800 number to have information mailed within 48 hours. Some of the common issues that our members seek information for include:

- Wills and other legal templates
- Home ownership and mortgages
- Cancer, diabetes, and other illnesses
- Taxes and the IRS
- Consumer rights and resources

## **Personal Development and Training**

Our Personal Development Program helps employees balance their work, life, and career objectives. Employees can create a work and life action plan, and follow up with more than 50 online training modules to develop skills in a host of work and life areas. A sampling of these tutorials include:

- Business writing basics
- Presentation skills
- Applying leadership basics
- Achieving personal goals
- Recognizing and managing anger

## Wellness Center

The Wellness Center is a comprehensive resource to create an individual or organization-wide wellness program. At the core of the program is an online individual health risk assessment. Members who take the assessment can then access hundreds of wellness articles and videos, locate training materials, and receive a complete nutrition assessment.

## Lifestyle Benefits

By harnessing the aggregate power of hundreds of thousands of members, we negotiate special rates and discounts that we pass on to our members and their families to help them access programs and services designed to enhance their quality of life. Some of the benefits that we offer include:

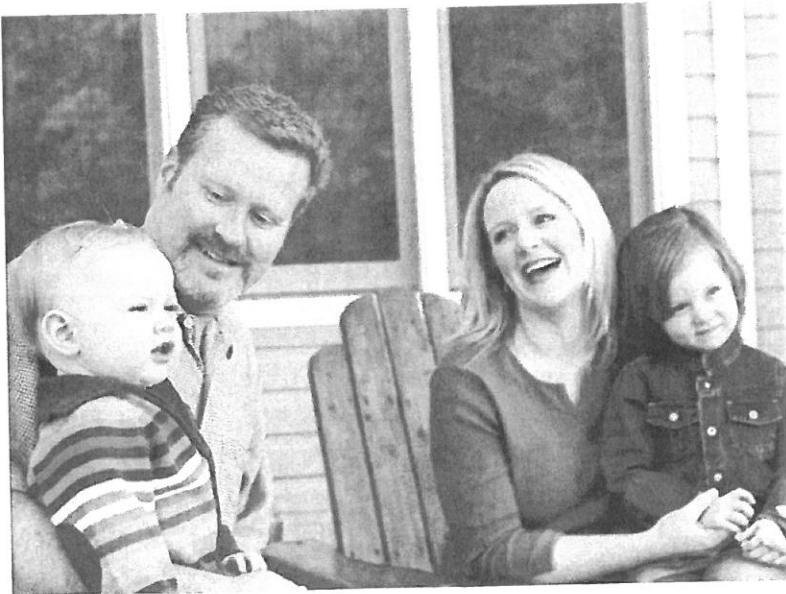
- Fitness programs
- Weight loss
- Smoking cessation programs
- Retirement and college savings planning

## Adoption and Special Needs

This benefit offers important family and child care programs. Adoption counseling includes consultation with an experienced adoption counselor, a MSW Social Worker, who assists the employee through the various stages and types of adoptions. Members receive our Adoption Guide. Counselors offer referrals to adoption agencies and adoption support organizations.

We also offer assistance to members who have children with a broad range of special needs, such as autism, physical disabilities, developmental disabilities, diabetes, and language disorders, to name but a few. Our counselors will conduct a needs assessment, discuss the pertinent options, and make referrals to community resources.

*All employee benefits are just  
a phone call or a click away...*



[www.theEAP.com](http://www.theEAP.com)

All employees - and any members of their immediate family - are entitled to telephone counseling services 24 hours a day, 7 days a week. And when members call, experienced counselors - not call center staff - provide immediate help.

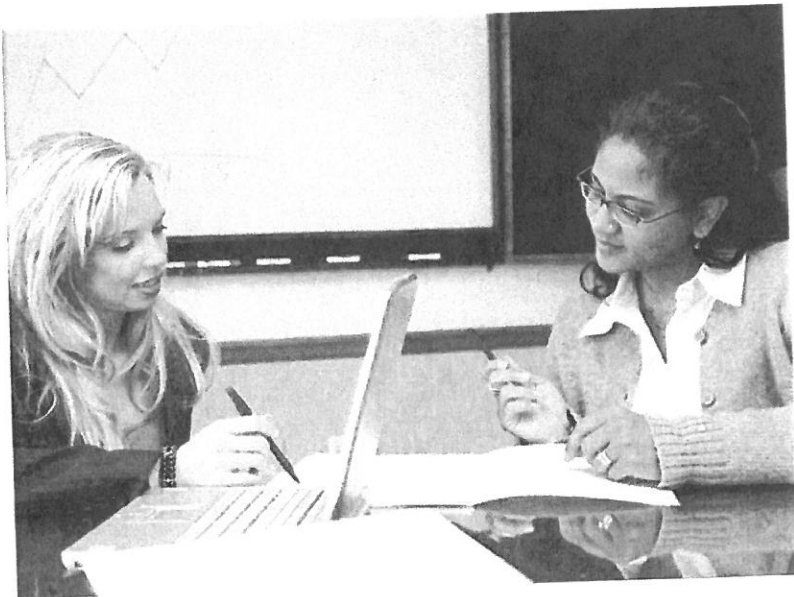
Our counselors are the industry's best. To qualify, a counselor must have either a Master's or Ph.D. degree in a counseling discipline and a minimum of five years of clinical experience. Our counselors are also characterized by a caring and empathetic approach and commitment to excellent service.

For face-to-face counseling, a member is referred to a local counselor for additional help. We've built a referral network of more than 25,000 private practice providers located throughout the U.S. and Canada to supplement our proprietary counseling services. In addition, our [www.theEAP.com](http://www.theEAP.com) web site is available day and night, offering private access to thousands of articles, assessments, videos, and information resources.



# ESI management services *are designed to minimize costs and maximize productivity*

While most EAPs focus on employee services, we strongly believe that helping your employees is only one part of the equation. We have redefined the EAP concept to include an entire menu of management-focused solutions to help you improve productivity and deal with important compliance issues. ESI is the only EAP to offer this menu of HR tools and resources designed to minimize costs and maximize productivity.



## **HR Consultation**

When complex employee issues arise, we provide direct access to our human resource consultants and clinicians. Certified Senior Professionals in Human Resources (SPHR) and senior clinical counselors provide assistance on individual personnel issues.

## **Administrative Referral Program**

The Administrative Referral is a formal process to address unacceptable employee performance and document remedial actions. When a manager is confronted with an employee performance problem, your Human Resource Department can refer the employee to a case manager for counseling. Employers who utilize this program find that most employees can be restored.

## **Trauma Response Service**

In the event your organization experiences a serious traumatic event, a trained response team is available. We provide on-site intervention by a senior counselor with special expertise in dealing with traumatic events.

## **Background Search Benefits**

Sometimes the best management assistance we can provide is to help identify inappropriate potential employees before they are hired. Organizations that conduct pre-employment background checks can cut turnover rates and trim the costs of rehiring and retraining. With ESI, you will be able to verify Social Security numbers and determine if candidates appear on the national sex offender registry or the FBI wants and warrants at no charge. Other screening for such things as credit history, driving records, local criminal records, and work history verification is available at a 35% discount.

[www.theEAP.com](http://www.theEAP.com)

## Drug Free Workplace and DOT Compliance Programs

Most employers recognize the value of maintaining a drug free workplace. Drug Free Workplace compliance requires creating a Drug Free Workplace policy, conducting drug and alcohol awareness training, and offering treatment options for employees abusing drugs in the workplace. Our consultants guide and assist in the development of a comprehensive program.

The Omnibus Transportation Testing Act mandates alcohol and drug testing for "safety-sensitive" employees in the transportation and pipeline industries. Our entire program is available to client organizations via the Internet, where employers have access to up-to-date policies and procedures. There are links to all necessary resources, including drug testing sites and substance abuse professionals. In addition, we include the online training programs needed to ensure that managers and supervisors meet federal training requirements.

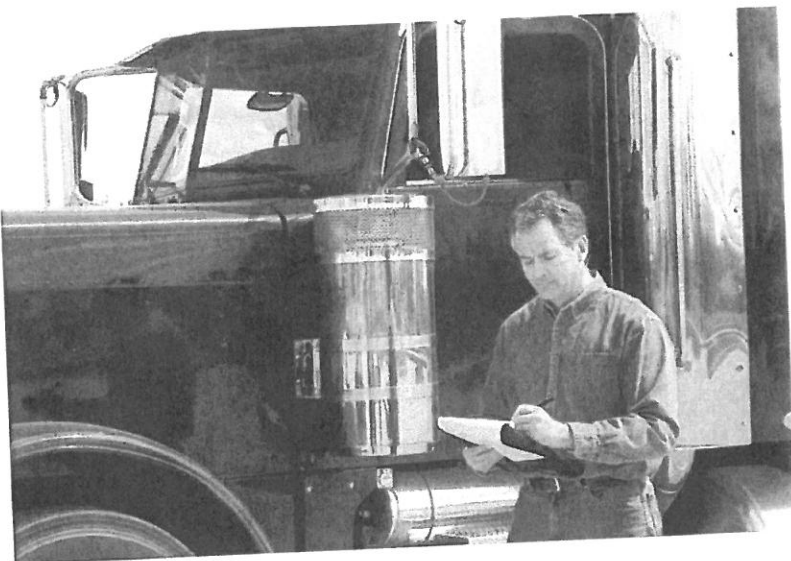
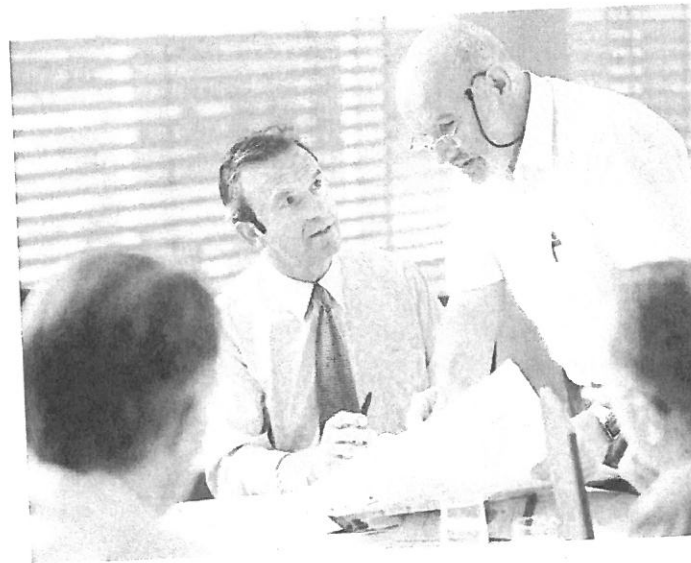
## ESI Management Academy

ESI is the only EAP to offer a complete curriculum of online compliance and management training programs. Our Academy includes dozens of course modules covering the full range of employee compliance issues, critical employment practice issues, and management training. Supervisors can log on to the web site and take courses whenever they wish.

*ESI provides an important adjunct to your internal Human Resources staff*

Some of these compliance courses include Violence in the Workplace, Sexual Harassment, Discrimination, and Drug and Alcohol Abuse. Emerging managers and supervisors can sharpen their management skills with courses in such topics as Coaching Skills, Team Building, Problem Solving, Leadership, Stress, and Delegation.

All online courses in the Management Academy can be taken at no charge. For an additional fee, ESI professional trainers are available to conduct custom on-site or web-conference training programs for managers and supervisors on the key human resource issues.



**ESI** EMPLOYEE  
ASSISTANCE  
GROUP

Employee Services EAP  
Longview Employee Services  
Health Association EAP  
EAP Incorporated  
Public Safety EAP

*More benefits for employees.  
More services for management.  
Better results than any other EAP.*

1-800-535-4841

[www.theEAP.com](http://www.theEAP.com)

# Island Provisions, Inc

RECEIVED  
2015 NOV 16 A 10:08  
BOARD OF SELECTMAN  
FAIRHAVEN, MASS.

November 15, 2015

Fairhaven Board of Selectmen  
40 Center St.  
Fairhaven, MA 02719

Dear Chairman,

I am writing to you today to request a change to our alcohol serving hours at Mackatan General Store located at 39 Causeway Road. We are requesting normal package store hours of 8:00 A.M. to 11:00 P.M. Monday through Saturday, and 10:00 A.M. to 11 P.M. on Sunday. We have had many requests throughout the summertime for island residents and tourists looking to purchase alcohol before 10 A.M. and we have needed to inconvenience them to going to another package store in town that can sell before 10 A.M. Although we do not anticipate being normally open later than the 8 P.M. we currently are, we would like the option to be able to stay open later occasionally if we wanted to, for example, when an event is taking place at the Improvement Association hall next door to us from time to time.

Secondly, we are requesting the allowance of three picnic tables and one bench to be placed in the backyard of the property from April through October for the patrons of Captain Jim's Clamcake Shack. There have been many requests this summer for picnic tables and we have had to inform the patrons that we were not allowed to place any picnic tables nor benches (with the exception of the two in the front of the store) on the property. Many elderly residents have complained to us, as well as have not returned, due to the fact that they have no where to sit and wait to rest while their food is being prepared. Not only is this an inconvenience to the customer, it is an embarrassment to us to not be able to provide the customers, especially the elderly, with an area to wait and also to enjoy their food on the premise if the wish to do so.

Please do not hesitate to contact me directly to discuss further. Thank you in advance for your time in this matter.

Sincerely,

Christopher A. Medeiros  
President



cc: Bd. of Health

39 Causeway Road Fairhaven, MA 02719-2233  
Tel: (508) 999-9997  
Fax: (508) 999-1170



**LICENSE  
ALCOHOLIC BEVERAGES**

**The Licensing Board of  
The Town of Fairhaven  
Massachusetts**

**Hereby Grants A  
PACKAGE STORE  
License to Expose, Keep for Sale, and to Sell  
WINE & MALT BEVERAGES**

**NOT To Be Drunk On The Premises**

**To: Island Provisions, Inc., d/b/a MACKATAN GENERAL STORE, 39 Causeway Road, Christopher A. Medeiros, Manager**

**On the following described premises: One room containing approx. 523 Square feet with a kitchen and two (2) bathrooms with dry storage.**

**This license is granted and accepted upon the express condition that the licensee shall, in all respects, conform to all the provisions of the Liquor Control Act, Chapter 138 of the General Laws, as amended, and any rules or regulations made hereunder by the licensing authorities. This license expires December 31<sup>st</sup>, 2016,\* unless earlier suspended, cancelled or revoked.**

**IN TESTIMONY WHEREOF, the undersigned have hereunto affixed their official signatures this 31<sup>st</sup> day of December, 2015.**

**The hours during which Alcoholic Beverages may be sold are...**

**From: Mon.-Saturday 10:00 AM-8:00 PM  
Sunday 12:00 Noon-6:00 PM**

*These are the current hours that The Board of Selectmen stipulated when this new package store B+W license was approved.*

**\*\*\*AMENDED LICENSE-AS OF January 1, 2004\*\*\***

**"Said Licensee shall certify in writing, on the first business day of each quarter, beginning January 1, 2004, that all employees who sell or serve alcohol within said establishment, have completed a TIPS (Training for Intervention Program) Program. Said Licensee shall send, by certified mail, such certification, along with a list of all employees who sell or serve alcohol with their individual TIPS completion dates, to The Licensing Board."**

**LICENSING BOARD**

**Lic. No. 038400057**