

Family Support Resource Guide

For EAP Professionals, Supervisors & Families – Bridging the Gaps

Introduction

Families play a vital role in supporting employees or loved ones through recovery and wellness challenges. This guide provides practical strategies for family engagement, communication, and access to resources while respecting confidentiality and promoting positive outcomes.

Use this guide to **equip families with tools and knowledge** that support recovery, reduce stress, and foster a healthy, recovery-friendly environment.

1. Understanding Family Roles in Recovery

- Encourage **open, supportive communication** without judgment.
 - Recognize signs of stress or struggle while maintaining healthy boundaries.
 - Support the employee in accessing EAP services, counseling, and wellness programs.
 - Balance empathy with accountability, reinforcing workplace and personal responsibilities.
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2. Communication Strategies for Families

- **Active Listening:** Focus fully on the speaker, reflect their feelings, and ask open-ended questions.
- **Empathy:** Validate emotions without trying to solve the problem immediately.
- **Consistency:** Reinforce positive behaviors and recovery efforts consistently.

- **Safe Boundaries:** Respect privacy while offering guidance and support.

Sample Phrases:

- “I hear that you’ve been under a lot of stress. How can I support you?”
 - “It sounds like this has been challenging for you. Let’s explore resources together.”
 - “I’m here to listen and help you find the support you need.”
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3. Supporting Recovery at Home

- Encourage **healthy routines** (sleep, nutrition, exercise).
 - Promote **stress management strategies** (mindfulness, journaling, meditation).
 - Provide reminders and encouragement for **EAP appointments or counseling sessions**.
 - Celebrate milestones and improvements to reinforce positive progress.
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4. Crisis Management & Safety

- Recognize warning signs of potential crises (substance misuse, emotional distress, conflict).
 - Maintain calm, empathetic communication during heightened situations.
 - Know when to **contact EAP, medical providers, or emergency services** if needed.
 - Encourage family participation in professional guidance rather than handling crises alone.
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5. Connecting Families to Support

- Encourage participation in **family therapy or support groups** if offered by treatment providers.
 - Share educational materials about substance use, stress management, and recovery.
 - Help families understand **confidentiality and workplace boundaries** while supporting employees effectively.
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6. Notes & Action Plan

Use this section to track family involvement, communication strategies, or follow-up actions:

Date	Observations / Needs	Support Provided	Follow-Up Actions	Initials
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7. Contact & Support

For further guidance or training:

Bridging the Gaps EAP Support Team

Email: sue@bridgingthegaps.com

Phone: 540-535-1111