

How to Use the Employee Assistance Program

Overview

How to contact your employee assistance program (EAP) when you need help with a personal or work-related issue.

- The EAP helps with personal and work issues
- The EAP is confidential
- The EAP is easy to use
- The EAP is free

The employee assistance program (EAP) is a service provided by your employer that offers help with personal and work-related issues.

Professionally trained consultants are available to help with family problems, marital concerns, financial and legal matters, stress, depression, and other issues affecting your personal or work life. The EAP is free and confidential. Consultants are available to help 24 hours a day, 7 days a week, 365 days a year. Below is information on how the EAP can help and how it works.

The EAP helps with personal and work issues

The EAP provides resources and help regarding many issues, including the following:

- stress
- depression
- anxiety
- separation and divorce
- relationship issues
- child care
- parenting issues
- elder care issues
- education issues
- alcohol and drug abuse
- concern about another person's alcohol or drug abuse
- domestic abuse
- gambling and other addictions
- budgeting, financial worries, and reducing debt
- legal matters
- work-related problems and job stress
- conflict at work

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- job burnout
- workplace change
- grief and loss
- crisis and trauma

Remember, no problem is too big or too small. The EAP encourages employees and those close to them to seek help early, before a minor problem becomes more serious. The EAP is designed to address short-term issues and to identify resources and referrals for emergency and long-term issues.

When in doubt, call the EAP. The EAP will help you find the help you need.

The EAP is confidential

EAP services are confidential. The EAP doesn't let your employer or anyone else know that you called unless you've given your consent and written permission -- not your manager or supervisor, not even your partner or spouse. The only exception to this rule of confidentiality is if the EAP consultant learns that someone is at risk of harming him- or herself or others. In this case, the consultant may be required to report the situation to the appropriate authorities.

The EAP is easy to use

Contacting the EAP is easy:

1. *Simply dial the toll-free telephone number.* If you do not have the telephone number, ask your human resources (HR) representative for it.
2. *When you call the EAP, be prepared to give your name, address, and the name of your employer.* Remember that your name and any other identifying information will be kept confidential. If you don't wish for a return call to be made to your home or place of work, you may make arrangements with the consultant about how, when, and where you want to be contacted. Your employer's name is important because it allows the EAP consultant to identify the specific type of service your employer is providing along with other important health insurance and benefits information.

The EAP consultant will discuss your needs and concerns with you, listen, and assess the situation. Depending on your situation, the EAP consultant may:

- work with you and help you make a plan to resolve your issues or concerns
- refer you to a support group
- guide you to helpful resources in your community
- refer you to a specialist or local counselor for ongoing counseling

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- send you helpful materials to read and recordings to listen to

The EAP is free

The EAP is a service provided by your employer at no cost to you. That means that you pay nothing to use it. However, if you accept a referral to services outside the EAP, you will be responsible for those costs. For example, if the EAP consultant refers you to an outside attorney for a legal matter, you would be expected to cover those costs. If the EAP refers you to a counselor for ongoing counseling and the referral is through your medical benefits, co-pays or deductibles may apply; if the referral is not covered by your medical benefits, you would be responsible for all fees charged by the specialist or counselor. The EAP consultant will work with you to find the most appropriate and cost-effective help to address your needs. The EAP consultant can also assist you in obtaining information from your health insurance provider.

If you or someone close to you is going through a difficult time, remember that help is only a phone call away. Contact the EAP today.

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