

## **EAP Frequently Asked Questions**

### **What is EAP?**

- The Employee Assistance Program (EAP) is a voluntary, confidential service providing professional counseling and referral services designed to help you with your personal, job or family problems. Its purpose is to help employees identify, resolve and gain control over personal problems that may be interfering with work and daily life.

### **What Problems Can EAP Help With?**

- Through short-term counseling, the EAP can help you understand what options are available for virtually any issue or problem that may arise. Some common concerns include:
  - Emotional
  - Family
  - Legal/Financial
  - Alcohol/Substance Abuse
  - Marital
  - Job-Related Problems
  - Grief/Loss

### **Who is eligible to use EAP services?**

- All full-time employees and their immediate family members are eligible to use the services of the EAP.
- Regular part-time employee's who are experiencing performance problems, may be referred with a supervisory referral to the EAP. The supervisor must contact Human Resources prior to referring the employee.

### **Why Use EAP?**

- You may want to talk to an EAP counselor if:
  - You spend much of your day worrying about a particular problem
  - Your job, family life, relationships or health are affected by this problem
  - You try to convince yourself that the problem will get better, but it never does
  - You realize you have a problem, but you don't know where to go for help
  - You have a problem and want to talk about it with someone outside of the problem

### **What Can You Expect From the EAP?**

- Assistance is available immediately. All you need to do is contact an EAP counselor by dialing the number listed for your local area and request an appointment. The counselor will:
  - Help you assess the problem
  - Involve family members, when needed
  - Provide short-term counseling, when appropriate
  - Assist you in selecting a specific resource, when necessary
  - Follow-up to insure you receive quality assistance

### **What Will Using the EAP Cost?**

- Up to five sessions per occurrence with a licensed or certified counselor are provided at no charge to you. If additional sessions are needed, you or your insurance carrier will be responsible for the cost, or other community resources may provide assistance. If a referral to an outside provider is needed, your counselor will recommend carefully selected resources. Your health insurance and other financial factors will be considered to help insure that needed services are affordable.

### **Is the EAP Confidential?**

- Yes, your request for assistance and any information that may be shared is between you and your counselor. All EAP records are kept strictly confidential. Information from the EAP may be released only with your prior written permission. Participation in the EAP will not jeopardize your job or career.