

EAP User guide



Each of us encounters problems that interfere with day to day activities. Some of these problems dramatically affect our quality of life and this is where the **Employee Assistance Program (EAP)** comes in, to help with concerns such as:

- Family
- Depression
- Childcare
- Relationship
- Financial
- Wellness
- Stress
- Legal
- Workplace issues

Getting help:

When help is needed call the toll-free number below, text, or log on to instant chat. You will be connected to a counselor who will connect you with the most appropriate resource.

Confidentiality:

All your information is kept completely confidential. Your employer will not be informed that you have accessed EAP services.

Frequently asked questions:

Can you select your counselor?

Yes. If you have a specific counselor you wish to see, you may request that person.

Want to change counselors?

Call us back and explain your concern. We will attempt to schedule an appointment with another counselor who better meets your needs.

What happens during the first session?

You should be prepared to give the counselor some background information at this session. This assists your counselor in placing your concern in context and both of you in formulating an action plan. Many people find it helpful to prepare a written list of things they wish to discuss at each session.

Complaints:

In the unlikely event you should have a complaint about the service, you may call the 800 number listed below. Your complaint will receive immediate attention and every effort will be made to make you a satisfied customer