

## Can a Supervisor Refer an Employee to the EAP?

Occasionally, a supervisor may recommend that an employee contact the EAP when there is a work performance problem. Everything discussed between the counselor and employee is strictly confidential, unless written consent is given by the employee. Even with consent, only necessary information is revealed to the supervisor.

## How Do You Contact the EAP?

To obtain services or information, call us toll-free at 800-869-0276. We are available 24 hours per day, 7 days per week to assist you.

You can also confidentially request EAP services by secure e-mail on the Member Access page of our website at [www.eapconsultants.com](http://www.eapconsultants.com).

## Special Information for Employees

Employees and their dependents are each entitled to 4 EAP sessions per issue, per contract year at no cost.

When you call the EAP, we will ask you a few brief questions to help determine the counselor or consultant best suited to provide the assistance you need.

You must cancel any scheduled appointments 24 hours in advance, unless there is an emergency. Otherwise, it will be counted as one of your EAP sessions.

## Want to Learn More?

Visit our website at [www.eapconsultants.com](http://www.eapconsultants.com), go to *Member Access* and click on *EAP Employee Orientation*.



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**800-869-0276**  
or visit [www.eapconsultants.com](http://www.eapconsultants.com)



*Your Best Resource  
for Problem Solving*

# Employee Assistance Program



**EAP** CONSULTANTS, INC.

(800) 869-0276  
[www.eapconsultants.com](http://www.eapconsultants.com)

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## What is Your Employee Assistance Program (EAP)?

Everyone has personal problems from time to time. Your EAP offers professional, confidential counseling and consultation that can help you resolve these issues. Services are available at no cost to you.

Your employer has contracted with EAP Consultants, Inc. to provide you with comprehensive EAP services. We offer assessment, short-term counseling, and referral services for a wide range of personal problems, as well as a variety of work/life issues.

Our private offices are conveniently located near your work or home. Our EAP professionals will help you identify and clarify your concerns, look at all the options, and develop a plan of action to create solutions that work. If additional assistance is needed, you will be referred to the most appropriate and affordable resources.

## Who Provides the EAP Services?

Our clinical providers are highly experienced:

- Licensed psychologists
- Licensed clinical social workers
- Licensed professional counselors
- Licensed marriage and family therapists
- Certified alcohol and drug counselors

Our consultants include:

- Attorneys
- Eldercare specialists
- Financial advisors
- Childcare specialists

All of our providers meet stringent criteria for professionalism and experience. We always look to choose the most appropriate expert to meet your individual needs.



## How Can the EAP Help You?

The EAP can help you find solutions to a full range of personal concerns. No problem is too big or too small. These can include:

- Stress
- Crisis
- Marital & Family Problems
- Emotional Concerns
- Relationship Issues
- Psychiatric Disorders
- Work Related Difficulties
- Alcohol & Drug Problems
- Life Adjustments
- Medical Problems

### Childcare

Our childcare specialists help assess childcare needs, evaluate childcare situations and explore childcare options. We provide referrals for:

- Childcare arrangements
- School programs
- Camps

Availability is verified before a referral is made.

### Adoption

We offer all the resources needed to facilitate an adoption.

### Eldercare

Our eldercare specialists:

- Provide referrals for all types of eldercare resources
- Ensure openings and appropriateness before making the referral
- Provide consultation on how to evaluate the quality of facilities or resources used

### Legal

Our attorneys provide:

- Legal consultation in all areas except employment law
- Simple Wills at no cost
- A 25% discount off the hourly rate for legal services rendered beyond the EAP

### Financial

Our financial specialists provide consultation for:

- Retirement Planning
- Money Management
- Debt & Financial Problems
- Investment Strategies

### On-line Legal/Financial Library

This library includes:

- Articles covering legal and financial matters
- Samples of legal documents

To access, go to [www.eapconsultants.com](http://www.eapconsultants.com) and click on Member Access.

### Pet Service

Our resources include:

- Breeders & Groomers
- Walkers & Sitters
- Veterinarians
- Kennels
- Pet Service Guidebook

### Academic Resources

Our services include:

- Referrals to tutors
- Profiles for all types of schools
- College planning guidebooks

### On-Line Behavioral Health Library

This service provides information to help with numerous life issues.

To access, go to [www.eapconsultants.com](http://www.eapconsultants.com) and click on Member Access.

### Smoking Cessation

This program includes information and no cost resources to assist with smoking cessation.

To access, go to [www.eapconsultants.com](http://www.eapconsultants.com) and click on Member Access.

## Are There Any Costs for Using the EAP?

The EAP is free of charge for you and your dependent family members. The program is prepaid by your employer. You will be responsible for the cost of additional services to which you may be referred. We will assist you in finding resources that are covered by your insurance, and that meet your financial capabilities.

## Is Counseling Really Confidential?

Counseling sessions are completely confidential, within the bounds of the law. Your EAP counselor is available to discuss confidentiality issues with you.



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