



EAP Orientation Transcript

Welcome to your EAP orientation. We hope this presentation helps you get the most from your EAP. If you have any questions about the information presented, please call the toll-free number included in your EAP member materials.

An employee assistance program - or EAP - provides quick and easy access to confidential resources to help you meet the challenges you face daily. Resources are available via the EAP website, the toll-free EAP telephone number included in your member materials, or face-to-face.

Your EAP is an information, support, and referral service to help you maximize your well-being and achieve your best.

Your EAP is an employer-sponsored program. That means that our services cost you nothing. There are no copayments or deductibles.

We understand that life issues don't just impact you, but can affect your entire family. That's why EAP services are available to your entire household.

Anything you discuss with your counselor - and even that you're in counseling - is kept in confidence. Your employer, family, even your medical insurance, can't be told without your written consent or a court order.

Our EAP intake representatives are available during normal business hours to direct you to the appropriate resource to meet your needs. These trained professionals handle your calls with sensitivity and caring, and work with you to find the solutions that fit your lifestyle. Crisis services are available 24 hours a day, 365 days a year.

You can access the EAP by calling the toll-free telephone number in your membership materials. Or check out our user-friendly website full of informative and educational online tools and resources.

Confidentiality is essential to your EAP. We make every effort to protect your privacy and abide by the legal and ethical requirements to maintain confidentiality. There are legal and professional definitions for "confidentiality" and your EAP is always focused on these requirements.

Communication with external parties is only done with your signed consent, or as required by law.

Only authorized EAP associates have access to your personal information, and only the minimum necessary to fulfill their job functions and provide you with optimal service.

If you have any questions about our confidentiality policies and procedures, please contact us at the toll-free number included in your member materials.

Good health doesn't mean just physical well-being. Emotional wellness is every bit as important. Your EAP has a nationwide network of licensed behavioral health professionals who can help you with: relationship or family problems, alcohol or drug abuse, feelings of loss or grief, depression or anxiety, managing stress, coping in times of crisis or change, or addressing work related concerns.

The number of counseling sessions available to you may vary depending on the plan your employer has selected. To find out how many sessions are available to you, simply call the toll-free number in your membership materials and one of our representatives will be happy to assist you.

The number of sessions available to you are per issue, not per year. This means that the EAP is there whenever you or your family face a new challenge.

EAP providers are trained to deliver focused, solution-oriented, short-term counseling. The nationwide EAP network consists of thousands of licensed social workers, professional counselors, marriage and family therapists, and psychologists.

Our representatives can help you locate a provider close to your home or work, and many counselors offer evening or weekend hours to accommodate your schedule.

We employ stringent recruitment criteria for behavioral health professionals wishing to join the EAP network, helping to ensure that you receive the best care possible.

Many of us care for children or older loved ones. We can help you find convenient, local providers that fit your particular situation. And yes, we also have referrals specifically for those you love who have special needs.

Whether your EAP offers online searches or telephonic referrals, you will receive a customized list from our nationwide network of over 375,000 care solutions. All care providers within the EAP network meet national, municipal, or state specific criteria necessary for legal operation.

Child care referral and online resources can help you find solutions for such issues as: adoption, pregnancy, and infertility; child care and backup care; child development norms;

resources for children with special needs; summer camps and programs; education issues and preparing for college; and before and after school programs.

In addition to child care resources and referral options, we also help you meet the care needs for an elderly loved one. Services include: finding various elder care solutions, housing options, caregiving issues, successful aging, adjusting to retirement, health concerns, and adult day care referral.

As an EAP member, you receive a free telephone consultation per issue with one of our financial professionals to help you understand your financial situation, develop a new frame of mind for thinking about money, come up with ideas to get ahead, and stay on track once your plan is in place. The consultation is open to almost any type of financial issue including: budgeting, college funding and student loans, credit and debt issues, divorce, purchasing insurance, retirement planning, financial planning, small business financing, mortgages, and taxes.

Our financial professionals have at least five years of experience, and hold various financial credentials and certifications.

If you need help beyond your initial consultation, we can match you with a financial professional who offers additional services at a discount from their normal fees. Or, we can also direct you to local community resources available to you at a reduced cost. In addition, our interactive website offers calculators, articles, and resources addressing financial issues.

Your EAP provides you and your household with one 30-minute legal or mediation consultation per issue per year. Our network of over 10,000 attorneys and mediators can help you with personal business legal services, civil or consumer issues, criminal matters, estate law, IRS, personal injury, personal or family legal services, and real estate issues, among others. You also have access to our online library of informative legal articles.

Mediation services offer an alternative to formal legal proceedings, providing an objective third party to help resolve conflicts. A mediator is a trained problem solver, who assists two or more parties in reaching an agreement.

While most legal issues are included, matters involving the EAP or your employer are excluded from this service.

The EAP's private, secure website is a comprehensive and user-friendly tool to help you gain the knowledge you need to tackle a variety of life issues. The site features self-assessments, internet resources and links, along with hundreds of articles on a broad range of topics such as: parenting and child care, education, adult care, health and wellness, workplace issues, mental health topics, daily life, consumer affairs, marriage and relationship concerns, finance and the law, moving, and even pet care!

Your EAP is there for you and your household, 24 hours a day, 365 days a year, at no cost to you. We can assist you with nearly any concern, whether it's: resolving a substance abuse problem for yourself or a loved one, improving your personal and professional relationships, productively confronting work frustrations, addressing an emotional concern, locating an elder or child care provider in your area, managing stress, dealing with a financial concern or legal issue, and even breaking a bad habit or starting a good one!

For assistance - day or night - simply call the toll-free number located in your membership materials. We're here to help you!
