

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The EAP is provided by your employer for your health and well-being. The program offers confidential, short-term counseling, resources, consultation, and referrals for your emotional and work life balance issues.

WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM (EAP) ?

An EAP is a confidential program designed to help you with your personal or work life balance issues.

Your employer provides the EAP to help you move toward an early resolution of your personal concerns.

WHAT KINDS OF ISSUES ARE ADDRESSED BY THE EAP ?

The EAP will help with almost any personal concern. Any problem that might distract you at work would be appropriate for the EAP. The most common issues brought to the EAP are:

- Stress Management Concerns
- Emotional Issues
- Depression, Anxiety and Panic Attacks
- Grief or Loss
- Relationship Problems
- Family Problems
- Chemical Dependency
- Eating Disorders
- Domestic Violence
- Job Stress
- Career Concerns
- Child Care Needs
- Elder Care Resources
- Legal Issues
- Financial Concerns
- Nutritional Questions
- Work Life Balance Issues

TYPES OF SERVICES INCLUDED IN THE EAP

Stress Reduction - Assessment of stress, burnout, and mental health issues

Crisis Counseling - Immediate intervention including suicide and violence prevention

Short-Term Counseling - Problem solving counseling for adults with all types of issues including individual and family situations

Career Assessment - Interest testing and career exploration services

Child Care Resources - Research and referral for all types of child care needs

Elder Care Resources - Research and referral to meet the needs of your elders

Legal Assistance - Legal consultation and/or referral for most legal issues

Financial Consultation - Help with money management for most financial concerns

Nutrition Consultation - Telephone consultation with nutritionists and dietitians

Work Life Resources - Research and referral to convenience services to help with balancing work and personal life

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WHAT HAPPENS WHEN I CALL THE EAP ?

Accessing the EAP is easy. Simply call the EAP at 1-800-648-9557. A counselor will be available to speak to you, 24 hours a day, 7 days a week. The EAP counselor will suggest a phone or face-to-face meeting. All you have to do is make the first call.

WHAT HAPPENS NEXT ?

The next step will depend on your unique situation. If you are calling about a personal or family issue, the EAP counselor will suggest face-to-face or phone counseling to help resolve your concern. Either way, you will have a private place to talk at a convenient time for you. The face-to-face sessions are always offered in a private office within thirty minutes of your home or workplace.

WHAT IF I NEED ADDITIONAL COUNSELING ?

The EAP provides short-term counseling, useful for helping you resolve many types of personal problems. In some cases, more in-depth counseling, support groups, self-help programs, or other resources may be necessary. The EAP counselor will help you find the right resources to address your specific problem and will refer you to helpful services beyond the EAP.

WHAT ABOUT RESOURCES OTHER THAN COUNSELING ?

The EAP has a variety of professionals available to locate resources to help you free yourself from personal worries at work. Locating childcare resources, help for elders, and convenience services are all examples of how the EAP can assist you with work life balance issues. The EAP also provides wellness publications for you and your loved ones.

WHAT DOES THE EAP COST ?

There is no charge for services provided within the EAP. Your employer provides short-term counseling, research, consultation and referral services for you, your family and your household members. When necessary, you may be referred to services that go beyond the scope of the EAP. Charges for services outside the EAP are your responsibility. In some cases, however, your health insurance may cover a portion of the cost of the services you require.

HOW CONFIDENTIAL IS THE EAP ?

No information, including your name, can be released without your written consent. The only exceptions are those required by law such as the duty of counselors to warn someone of a serious death threat or the mandated reporting of child and elder abuse.