

# Employee Assistance Program FAQ

**Today's employees have a myriad of benefits available, but sometimes it's impossible to keep them all straight! Here you will learn more about your Employee Assistance Program. If you have more questions, want to make an appointment, or would like to talk to one of our counselors please contact us today!**

## **What is EAP?**

Employee Assistance Program, or EAP, is a free and confidential counseling benefit.

## **Who can use EAP?**

Any employee in your organization can use EAP services, as well as any employee's spouse or dependent children. Sometimes people come in individually, and sometimes it is more helpful to come in as a couple or a family.

## **Who will know if I have used EAP?**

No one will know if you have used EAP. Your confidentiality is important to us, but not only that, it is the law.

## **How much does it cost?**

EAP is FREE to you and your family. Your organization provides this benefit at no cost to you.

## **When should I use EAP?**

Our counselors can help with all sorts of problems including: family relationships, grief, work conflicts, substance abuse, mental illness, trauma and more. There is no problem too big or too small.

## **What will happen when I call?**

When you call you will reach the main office where a professional counselor is available to talk Monday-Friday, 8am-5pm. They can either help you set up an appointment, or talk with you immediately on the phone. If you call after-hours you will reach an answering service, where you can leave a message for a counselor to call you back. If you are in crisis,

the answering service can page a counselor who will call you back shortly. You never have to struggle alone!

## **What will happen when I make an appointment?**

When you make an appointment our counselors will verify the city you would like to be seen in. While we are based out of Wisconsin, we work with counseling agencies throughout Wisconsin and the US. At your first appointment your counselor will ask you to fill out some brief paperwork—mostly just name, phone number, and a statement of confidentiality. Most counseling sessions last about an hour.

## **Who are the counselors?**

All of our counselors are licensed to provide counseling in the state in which they practice.

## **How much can I use EAP?**

EAP is short-term, solution-focused counseling. Many people can resolve their concerns within a few sessions, but if you need something more than short-term counseling can provide your counselor can make referrals to help you get you connected to the right type of support for your needs.

## **EAP is here for you!**

Whether you've been struggling for a long time, or just want a wellness tune up, there is no problem too big or too small for EAP. If you are wondering if you should call EAP you probably should! Call, e-mail or check out our website, and get started on your path to recovery today!