

Welcome to Ascension EAP!

Greetings from your EAP! EAP stands for Employee Assistance program—a benefit provided to you by your employer. Each month you will receive an electronic newsletter, Frontline, just like this one. It will



have fun and educational articles with tips and information to help you and your family members stay healthy. This introductory newsletter will explain all about your EAP benefit, and will provide information on how to contact us directly. We look forward to serving you, and hope you'll let us know how we can help.

What is EAP?

Sometimes employees and their families have stress, face difficulties, or just have trouble coping with life. That's where EAP can help. Our staff of credentialed counselors are available to meet with you in person or over the phone to help you resolve your concerns. The EAP model is based on assessment, short-term, solution



focused counseling and referral if needed. Many people find that they are able to resolve their concerns in just a few sessions of counseling, but some situations require more specialized or long-term care. No problem! Our counselors work hard to stay current on community resources, and referral sources, and can help you get connected to the best source of help.

EAP is Free and Confidential

The Employee Assistance Program is a benefit provided to you and your immediate family (household members) at no cost to you! Some outpatient appointments can cost up to \$300 per session! Oh, and one more thing—all EAP services remain absolutely confidential. Not only is your confidentiality important to us, but it is also the law. We take this very seriously and will never disclose any information about you, or even that you've used the service unless you give us your written permission to do so.



When you Call

Our counselors are available during normal business hours for appointments and consultation. We also have dedicated phone counselors to answer calls Monday through Friday, 8-5pm (800-540-3758). That means that you can talk directly to a counselor from your very first phone call. They can schedule in-person appointments, help you problem solve urgent situations, and offer resources that may be helpful to you. If you call after business hours you still won't have to talk to a machine. We have a 24/7 answering service where a real person will take a message for the counselors when they check back in. If, however, your situation is urgent, you can ask that a counselor be paged, and someone will call you back more urgently. No matter the time of day or night, we are available to help.



When to Call EAP

There is no problem too big or too small for EAP. Our counselors are trained to work with all types of issues including: anxiety, depression, stress, work problems, family conflicts, marital issues, grief, substance abuse and



much more. If we don't have the answers for you, we will find someone who does, either through case consultation with colleagues, or referral to community or professional

resources. Our team of providers has specialties ranging from children and adolescents, trauma, conflict resolution, and suicide prevention. We can even help you get connected to legal resources, substance abuse treatment or financial help in your area. If you're wondering if you should call EAP—you probably should!

EAP is Not Outpatient Therapy

When a person goes to outpatient therapy they can usually get as many sessions as it takes to resolve their issue or concern. Sometimes therapy may last a lifetime! The EAP model is different. Many people find a few counseling sessions are enough to address their concerns, but if the situation is chronic or



long-term, the counselor will help you get connected to the appropriate resource sooner rather than later. An outpatient therapist also makes a chart with diagnosis, treatment plan, goals, objectives, and case notes. EAP counselors are not required to keep charts, make diagnoses, do treatment planning, or write case notes. In fact, we don't keep any records beside your name, phone number, place of employment, and dates of appointments. For this reason we aren't able to do any court-mandated assessments through EAP.

Other Things We Do

In addition to assessment, short term, solution-focused counseling and referral, we offer a range of services for you and your organization. We offer training on everything from Coping with Change to Compassion Fatigue. Leadership development, employee coaching, and organizational consultation are all part of the scope of EAP service. Also, our staff are all certified in best practice trauma response. If employees from your organization experience a crisis or tragedy (death of a co-worker, violence, etc.) our EAP staff can respond to support individual employees and help your organization cope. Of course, these services have to be requested by a supervisor or Human Resources representative, but you are ALWAYS welcome to call EAP for your own individual help and support for any situation or circumstance.



Find us Online

Appointments are usually offered within a few days of initial contact, but even if that seems like too long we have a website that can help you while you wait: ascensionwieap.org. On our website we have counselor pictures/bios so you can learn about your counselor before your appointment. We have an "Employee Resource" page which offers local and national resources for a variety of circumstances. We're constantly updating our website so check back often for more information, tips and tools to help you and your family stay healthy, happy, and productive.

