

Frequently Asked Questions About the Employee Assistance Program (EAP)

As the provider of the Employee Assistance Program (EAP) for your company/organization, we are asked many questions about the EAP.

The following are some of the most frequently asked questions about EAP:

Question: What is the Employee Assistance Program (EAP)?

Answer: The EAP offers strategies and solutions for personal problems experienced by employees and the members of their immediate family. The EAP is an objective, expert voice that offers support to those in need and is a place to go when your own resources are not quite enough to handle the problems.

THE EAP IS A STARTING PLACE FOR CHANGE.

Q: When I come to the EAP, do I get therapy?

A: The EAP is not "therapy". We help you evaluate your situation and make recommendations for change. We may provide short-term problem solving within the service of the EAP or we may make a recommendation for referral to additional services in the community, depending on your needs. As much as possible, referrals are made to providers within your insurance plan.

Q: Will anyone know that I have called the EAP?

A: If you call the EAP on your own, **nobody** will know unless you choose to tell them or you give us your written permission to talk with them. If your supervisor refers you to the EAP because of job concerns, he/she will be advised **only** of your contact with the program and your compliance with our recommendations. However, there are limits to confidentiality rights. By law, the following circumstances require that information disclosed to the EAP Consultant be revealed without your permission: a). Cases of sexual, physical or severe emotional abuse or other assaultive conduct toward a child or elder (over 65 years of age) and b). If a person has been determined to be a danger to herself/himself or others.

Q: What is the cost of the EAP?

A: There is **no cost** to you or any family member to meet with an EAP Consultant. If and when a referral for additional services is made, your EAP Consultant will assist in referral to a provider that is within your financial limits and take into consideration your ability to pay, your health insurance and any other concerns you raise.

Q: How do I know if I should call the EAP?

A: If you are concerned about a personal problem, but not sure how to best resolve that problem, that's a good time to give us a call. We'll be glad to help you evaluate your situation and examine your alternatives.

Q: Do I have to have an alcohol or drug problem to call the EAP?

A: **Absolutely not.** While we see some workers who have an alcohol or drug problems (about 11 %), we see many more who have other types of problems. As an example, we consult with workers on such issues as eldercare, adolescent children, marital problems, grief, stress, financial problems and more.

Q: Is the EAP Consultant an employee within our company/organization?

A: No, definitely not. The EAP Consultant works for an independent company, Longview Associates, Inc. which has been providing EAP services for more than 27 years and currently provides EAP services for more than 10 companies with over 80,000 employees. As a contractor, Longview is in a unique position to provide an unbiased perspective to employees or their families.

If you have any questions or if you need any assistance, please feel free to call us at **(800)-666-5327**.

Longview Associates, Inc.

Over 25 Years of Experience in the Design and Implementation of Employee Assistance Programs (EAP's)

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(800)-666-5327