

# What is an Employee Assistance Program?

An Employee Assistance Program (EAP) is a benefit provided by your employer to help you and your family.

## What service does an EAP provide?

The EAP provides confidential professional assistance to help you or a member of your family deal with a problem such as:

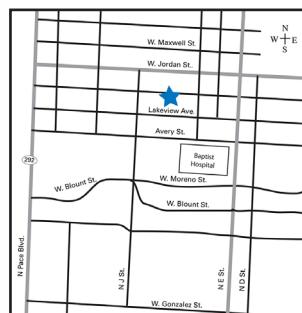
- Stress or job performance difficulties
- Marital, family or adolescent problems
- An emotional disorder
- Alcohol or drug abuse

## Who is eligible?

You or any member of your immediate family who is living with you may seek help through the EAP. (Children ages 20 and younger living in your home full-time are eligible to use the EAP.)

## Why would I seek help through the EAP?

In today's world, many of us will experience a problem that is too difficult to handle alone. An objective, professional counselor may be able to help. The EAP allows you to keep small problems small and helps you to resolve larger problems before it is too late to save your job, your marriage or your family from serious harm.



Lakeview Center | 1221 W. Lakeview Ave.  
Pensacola, FL 32501



Avalon Center of Lakeview | 6024 Spikes Way  
Milton, FL 32583

# Employee Assistance Program



For confidential assistance, call 850-332-6230

Helping people throughout life's journey

## How can I receive help?

You or your family member can make an appointment with an EAP counselor by calling 850-332-6230. Tell the person who answers where you work and that you want to make an EAP appointment. That's all there is to it!

## Then what happens?

After making the appointment, you or your family member will meet with a counselor.

During your first meeting, the counselor will evaluate the problem and recommend a specific plan of action.

## Who is the counselor?

The counselor's job is to assess the problem and then discuss resources for help. Short-term counseling may be suggested, and you may return for two additional sessions.

If you need assistance beyond the scope of the EAP, the counselor will help you find another community resource or a treatment program covered under your insurance benefits.

## If I seek help through the EAP, will my employer be notified?

No. Your employer will not be notified if you or a family member decide you want help through the EAP. The content of your evaluation and counseling is also strictly confidential. No information will be released to anyone without your written approval.

## Can I be required to get EAP help?

No. You cannot be required to get help through the EAP. However, your company supervisor can strongly recommend the EAP.

## Why would the company recommend an EAP?

Employers who offer EAPs are concerned about their employees. They also know that healthy and satisfied employees are important to overall company morale and productivity.

A company may recommend that an employee seek help through the EAP if the supervisor feels that a personal problem may be affecting the employee's work performance. The EAP gives the employee an opportunity to resolve a problem that may be affecting work performance before the problem endangers employment.

## Why are my personal concerns any of the company's business?

Your personal concerns are not the business of either the company or your supervisor. However, if your supervisor feels that poor work performance or absenteeism may be caused by a personal problem, he or she would be justified in recommending EAP counseling.

## Who pays for the EAP?

Your company has paid for the cost of the initial evaluation and if needed, up to two additional counseling sessions for you and your immediate family members. The cost of further services may be covered by your insurance.