

Employee & Family Assistance Program

We all face challenges in life. Our mission is to help you find Solutions to those challenges, whether large or small.

Your employer recognizes that each employee is a valuable asset to the organization and so provides this valuable resource to you and your family. Your participation is voluntary and strictly confidential.

Think of Solutions when:

- You have questions or just need information about life or work issues,
- You want to talk to a counselor on the phone or in-person,
- You need experienced, professional assistance about a challenging life event,
- You need a helping hand.

What Can the EAP Help With? Just about any kind of concern imaginable, large or small.

- Stress, Anxiety & Depression
- Marital & Divorce
- Family & Parenting Concerns
- Alcohol & other Drug Dependencies
- Budget & Debt Problems
- Bereavement & other Losses
- Change in the Workplace

Other concerns include: legal, eating disorders, child and elder care, compulsive gambling, family violence and traumatic incidents.

Five Ways to Use the EAP



- 1. In-person Counseling:**
 - This is the heart of the EAP service. Call our toll-free number to see one of our experienced Masters level counselors.
 - Many counseling locations and convenient times are available.
 - Appointments are usually available within a few days.
- 2. LIFEtips, PARENTips, STRESStips and GRIEFtips :**
 - Telephone information on many topics.
 - Simply give us a call with whatever request you have, or use one of our faxback checklists.
 - We can send you information on Parenting, Stress, Alcohol & other Drugs, Budgeting, Bereavement or almost any other topic.
- 3. Employee Workshops & Group Sessions:**
 - Look for our workshops provided by your employer on a variety of topics, including Stress, Transitions, Parenting, Budgeting, Conflict and more.
 - Sometimes a team is affected by a traumatic incident or a significant change at work, including restructuring, mergers or layoffs.
 - The EAP can conduct group sessions that will help team members to process the event together and recover more quickly.

- 4. Telephone Consultation:**
 - For certain, less complicated life situations you may speak to an EAP Counselor by phone.
 - Call during business hours, Monday through Friday, 8:00 a.m. to 4:30 p.m. to arrange a time to talk.
 - Phone sessions may last up to 45 minutes.
- 5. Solutions On-line:**
www.solutions-eap.com
 - FAQs about Solutions
 - Helpful tips, articles and newsletters
 - Provider locations and staff bios
 - Links to informative web sites

What's The EAP Counseling Like?

The EAP counselor provides short term counseling to help you sort things out and get to the heart of the problem. It is a here and now, problem solving approach to develop a strategy to resolve the situation.

If ongoing or specialized services are needed the counselor will refer you to several resources that have been screened and evaluated. The counselor will follow up with you to insure you're satisfied and making progress.

When To Use The EAP?

Whenever you feel the need of a helping hand. We suggest the earlier, the better. Waiting or ignoring a problem usually makes things worse.

Who May Use The EAP?

Any employee and/or their family members can access the EAP. Family members do not have to be dependents or immediate family members to use the EAP. Either the employee or family member may initiate the process by calling for an appointment.



Solutions
FOR PEOPLE IN THE WORKPLACE

Employee & Family Assistance Program (EAP)

1-800-526-3485

- ◆ Free & Confidential
- ◆ Counseling & Referral
- ◆ Quick Appointments
- ◆ Information



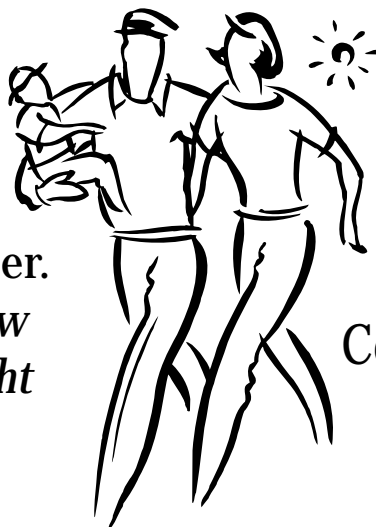
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Keep a card handy and give one to a family member. *You never know when you might need it.*



The EAP Is FREE

There is no cost to you or a member of your family for the direct counseling you receive from an EAP Counselor. If you are

referred to a treatment resource beyond EAP Counseling, there generally will be costs. However, these costs may be offset, at least partially, by your insurance plan. We inform you up front what your out of pocket costs will be.

EAP Is Confidential

The EAP service is strictly confidential. No one will know you've contacted the program. Your name is

not reported to your employer. Records are kept separate. The records are informal and are not part of your medical or personnel records. The EAP is bound by the strictest legal and ethical guidelines and cannot release any information without the employee's written permission. Under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, the privacy of your health information is protected by law. Solutions maintains a "Notice of Privacy Practices" which describes in detail how your protected health information may be used and disclosed and how you can obtain this information. State and federal laws, however, mandate that in cases of child abuse, elderly abuse, or where a person may be a threat to his or someone else's safety, the counselor must notify the proper authorities.

EAP... *Help for all kinds of concerns, small or large.*



For information or an appointment, call:

1-800-526-3485

TTY Services
(203) 694-8276

All calls are confidential!

Offices available statewide in many convenient locations.

Find Solutions on-line at www.solutions-eap.com



Family Services Working to Strengthen our Communities

Solutions

FOR PEOPLE IN THE WORKPLACE

Employee & Family Assistance Program



We help you find Solutions to life's challenges.

www.solutions-eap.com



Family Services Working to Strengthen our Communities

LIFETips

- Call and request information
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