

## EAP Overview

### Welcome to Southwest EAP!

### What is an EAP counseling program?

Your Employee Assistance Program (EAP) counseling program offers a confidential service designed to help employees and their families with personal or work related problems. Southwest EAP provides assessment, short-term counseling, problem-solving assistance, referral if needed and follow-up services. Basically, you and your family have access to free, confidential and professional counseling.

Assessment- means a counselor will help you identify the problems you are experiencing and recommend the most appropriate steps you can take to resolve your problems successfully. These steps may involve either a referral and/or short-term counseling. Short-term counseling – means you would continue attending sessions at the EAP office. This, of course is your choice and you may choose not to return if you would prefer. Referral – Sometimes problems require more time and attention than short-term counseling can provide. Your counselor may feel that there are resources in the community to benefit you and may provide you with information on resources you can pursue. Depending on the problem a referral may or may not involve a cost to you.

### Southwest EAP can help in such areas as:

Stress Management	Marriage/Relationship Issues
Emotional Issues	Eating Disorders
Depression and Anxiety	Parent/child Relationships
Alcohol or Drug Use	Legal Trouble
Workplace Conflicts	Grief or Loss Issues
Interpersonal Conflicts	Budgeting
Career Concern/Job Stress	Elder Care Resources
Family Problems	Gambling Problems
Child/Adolescent Issues	Financial Matters

Anything that is having a stressful impact on your life

### **Who is eligible for counseling?**

Employees, dependents and household members all have confidential access to EAP services.

### **How will the EAP help?**

The EAP counselor will help you identify and define problems, develop action plans, build skills and problem solve. In addition to providing counseling and support, the counselor may suggest reading materials or connect you with community resources. If in working with your counselor you decide a referral is necessary, the EAP will help you get connected with the most appropriate resource and follow-up to make sure your needs are met.

Your company contract outlines a specific number of sessions per employee per problem area. To find out how many sessions are available through your company's plan, please call Southwest EAP.

### **Who does the counseling?**

Our counselors have a minimum of a Masters degree in either psychology or social work, counseling or related field. In addition, each counselor has a minimum of 5 years post-masters experience in their chosen field. Our counselors receive further training and continuing education in the specific field of employee assistance. All Southwest EAP counselors maintain their licensure and/or certifications through continuing education. Employees, dependents and household members all have confidential access to EAP services.

### **What if I don't like my counselor?**

It is important that you are comfortable with your EAP professional. We want this relationship to work for you. If you feel uncomfortable, talk about it first with them. If you want to change to a new EAP professional, call us with your request.

## **Is counseling really confidential?**

Your contact with Southwest EAP is strictly confidential. Your attendance and what you say in counseling stays in the counselor's office unless you give permission to have that information shared with someone else. The EAP will not release information concerning your issue or involvement with us to your employer or family without your prior written consent. The exceptions, as required by law, are cases where clients express the intention of harming themselves or others, or the mandated reporting of child or elder abuse.

## **Will my job be affected if I use the EAP?**

Your job security or chances for promotion will not be affected by your use of the EAP. Your employer provides this program to help employees through stressful periods in their lives. Actively addressing problems in your personal and professional life can actually improve your job performance and chances for promotion. Remember the EAP is confidential so nobody knows unless you decide to confide in someone.

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

When you have tried various solutions, and none seem to work. The situation is affecting your work and your relationships with others. You are preoccupied with the problem. You know something is wrong, but you can't seem to identify the nature of the problem. You are having physical signs of stress including headaches, upset stomach, insomnia, etc. You need an objective point of view about a problem.

## **What will it cost me?**

Nothing! The EAP is provided by your employer. There is no cost for services. Assessments, counseling, education, referrals and follow-up are all FREE to you and your family.

## **How do I get started?**

Using the EAP is easy, simply give us a call at one of the numbers listed below:

501-663-1797 or 1-800-777-1797

Appointments are available from 8:00 am to 7:00 pm Monday – Friday. In addition, our phones are answered 24 hours a day, 7 days a week. In case of emergency or crisis, call anytime. A counselor is always available.

Call between 8:00am and 5:00 pm to schedule appointments for counseling. Our trained staff will clarify your needs and schedule you with a face-to-face visit at a time convenient to you.

### **Where can I see a counselor?**

We have counselors available throughout the state of Arkansas and provide services nationwide through a professional collaborative of EAP providers. Wherever you are, you will have access to a highly qualified and professional EAP counselor. Please feel free to contact us to determine an office location nearest you.

### **What should I expect on my first visit?**

Seeing a counselor can feel scary at first. It takes courage to come in and share who you are with someone you have never met, but people who come to the EAP are usually glad they did. Counseling is simply two people sitting in chairs in an ordinary office talking about one person's concerns. You can tell the counselor as much or as little as you want and share only as much as you feel comfortable sharing at the time.

If you would like to schedule an appointment with an EAP counselor or have any questions give us a call at 501-663-1797 or 1-800-777-1797.

We suggest you arrive for your appointment about 5 minutes earlier than the scheduled time. This allows you to complete required paperwork and save your time for the visit itself.

Appointments last from 45 to 50 minutes on average.

The EAP professional will discuss confidentiality. They will then ask you about your home or workplace concern and take a brief social history including current stressors, education, family history, etc.

Feel free to ask questions of the EAP professional at anytime.