

# Employee Assistance Program

## What Is the Employee Assistance Program

The Employee Assistance Program is designed to help you and your family with personal problems that may be too large or complex for you to handle alone. Sometimes these problems can interfere with your ability to be successful at work. The EAP provides free, confidential assessment, counseling and referral services in a professional setting. We believe that having healthy, well-adjusted employees results in improved job performance and productivity. If you are having a personal problem, FirstHealth's Employee Assistance Program can help!

## Who Will Know?

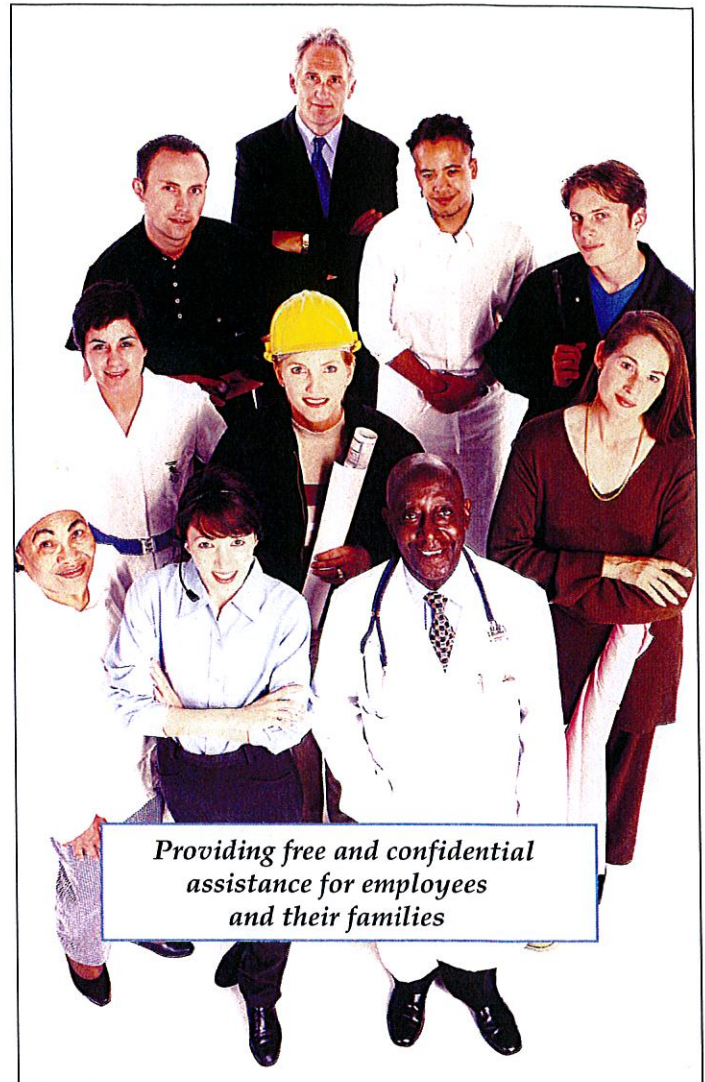
No one will know if you use the EAP program. Our program is strictly confidential. Everything you discuss with your counselor will be kept confidential unless you give written permission to share information. If you contact EAP, your supervisor will not be told unless you want him or her informed. However, a supervisor may refer you to the EAP program if your job performance is affected. They are trained to refer employees who need EAP services. If you decide you want help, everything you discuss will still be confidential.

## Will This Affect My Job?

Absolutely not! Your job security or working conditions will not be jeopardized by a request for help through EAP. We do not record EAP visits in your personnel file, and they do not affect performance evaluations.

## How Much Will This Cost Me?

Since your company feels that an employee should not have to worry about the cost of getting help, EAP is a free employee benefit offered to you. It will cost you nothing to use the EAP program. If additional help is recommended, you may be



referred to community resources that meet your specific needs. Your group health insurance may cover some of these costs. For other services, we will make every effort to refer you to a service based on your ability to pay.

## Where Do I Start?

To contact an EAP counselor, please call the EAP office at (910) 715-3444 or toll-free (888) 278-4595. Appointments are usually scheduled within three business days (or sooner if urgent).

*You may also ask your supervisor or Human Resources Department to assist you with scheduling an appointment.*



## **Employee Assistance Program (EAP) Can help with:**

- Stress and Anxiety
- Depression
- Marriage and Family Problems
- Relationship Issues
- Parenting Concerns
- Grief and Loss Issues
- Chronic Illness
- Drug and Alcohol Abuse
- Work-related Stress

## **Benefits to Employers**

The Employee Assistance Program (EAP) is designed to help employees deal with personal problems that affect job performance and well-being. The EAP program's function is to identify problems that are interfering with the employee's ability to work, resolve issues through assessment, counseling and referral, and ultimately improve the employee's productivity and success at work.

## **Why Have an EAP?**

Personal problems affect productivity and success at work. The use of an EAP program can benefit employers in the following ways:

- Reduce Health Care Costs
- Reduce Absenteeism
- Reduce Turnover
- Increase Productivity
- Maintain Quality and Customer Satisfaction
- Retain Valuable Employees

## **How Does the EAP Work?**

The overall goal of the EAP program is to link employees with the resources or services within the community that meet their specific needs. The EAP program can assist by providing:

- Problem assessment and referral
- Short-term counseling
- Linkage to community resources
- Follow-up counseling

## **Employee Assistance Program**

Free, confidential counseling for employees and their families.

To contact a counselor, call (910) 715-3444

Toll-free (888) 278-4595

**FirstHealth**  
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EMPLOYEE ASSISTANCE PROGRAM

[www.firstcarolinacare.com/EAP](http://www.firstcarolinacare.com/EAP)