

How to use the Employee Assistance Program

The Employee Assistance Program (EAP) is a confidential service provided by your employer that offers help with personal and work-related issues.

Professionally trained advisors are available to help with family problems, marital concerns, financial and legal matters, stress, depression, and other issues affecting your personal or work life.

The EAP is free and confidential. Advisors are available to help 24 hours a day, 7 days a week, 365 days a year. Below is information on how the EAP can help and how it works.



Life



Work



Personal/
Family

Call your EAP toll-free, any time, 24/7, 365 days a year:

1

Call us

If you're using the mobile app, you can call us with one tap from your smartphone.

2

Provide your name

and employer's name to an advisor. Your information will be kept confidential.

3

Share your concerns

with a professional advisor for expert advice, strategies, and next steps.

4

Arrange with the advisor

about how, when, and where you want to be contacted if follow-up is required.

Your advisor will ask for your employer's name (or other sponsoring organization's name) so we can confirm the type of service available to you, along with other important health insurance and benefits information.

An advisor will discuss your needs and concerns with you, listen, and assess the situation. Depending on your situation, the EAP advisor may:

- 1 Work**
with you to make a plan to resolve your issues or concerns.
- 2 Help**
you navigate the EAP website for helpful resources, incl. articles, booklets, recordings, and more.
- 3 Refer**
you to an EAP counsellor for short-term support.
- 4 Guide**
you to resources in your community, such as a support group or helping agency.
- 5 Recommend**
community support for long-term counseling needs.

The EAP is free



The EAP is a service provided by your employer at no cost to you. That means that you pay nothing to use it. However, if you accept a referral to services outside the EAP, you will be responsible for costs that may be associated with resources external to the EAP. For example, if the EAP advisor refers you to an outside attorney for a legal matter, you would be expected to cover those costs. If the EAP advisor refers you to a counsellor for ongoing (long-term) counselling and the referral is through your medical benefits, co-pays or deductibles may apply; if the referral is not covered by your medical benefits, you would be responsible for fees charged by the specialist or counselor. The EAP advisor will work with you to find the most appropriate and cost-effective help to address your needs.

If you are or someone close to you is going through a difficult time, remember the EAP is only a phone call away. Contact us today.

