



## FREQUENTLY ASKED QUESTIONS (FAQs)

### Why Use the Employee Assistance Program?

We all experience ups and downs in life. It's impossible to avoid the many stresses, conflicts and challenges that occur in modern life. Often we resolve these situations on our own or with the help of family and friends. Sometimes however, it helps to talk to an experienced counselor.

Your employer recognizes how important you are to the success of the organization and so provides this valuable service to support the health and well being of you and your family. Your participation in the EAP is voluntary and strictly confidential.

### What Kinds of Problems Can the EAP Help With?

Just about any kind of concern imaginable can be brought to the EAP. They range from simple to complex situations and fall mainly into the following categories:

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

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

### How Do I Get Started?

Just call the EAP number: 1-800-526-3485. We have a variety of convenient appointment times to meet your schedule. Usually, you won't have to wait more than a few days for an appointment.

### Where Are the EAP Offices?

Solutions EAP has a statewide network with over 60 locations, including Danbury, Brookfield, Newtown and Bethel. For a complete list, see Provider Locations in the Solutions website: [www.solutions-eap.com](http://www.solutions-eap.com).

### What's the EAP Counseling Like?

The EAP counselor provides short term counseling (up to 3 sessions) 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. In many cases we have received feedback from other employees about these resources. The counselor will follow up with you to insure you're satisfied and making progress.

### How Many Sessions Can I Have?

The EAP provides up to 3 sessions per problem. We always keep the door open though, so if you use the three sessions and your situation flares up, you may see the Counselor again to re-assess what is needed. You may use the EAP more than once in a year if it's for a different problem.

Our role is not to provide on-going counseling or therapy, but to help you sort things out, develop an action plan and provide targeted referrals for ongoing or specialized services if needed. Many people come for one, two or three sessions and say they find it very helpful to talk things out with an objective, experienced professional.

### **Can Family Members 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.

### **When Should You Use the EAP?**

Whenever you feel the need to talk to someone objective, experienced and nonjudgmental. We suggest the earlier, the better. Waiting or ignoring a problem usually makes things worse.

### **What are LIFEtips, STRESStips & PARENTtips?**

The Tips service is a quick & easy way to use the EAP to get information on a wide range of human-interest topics. We can send you information on Parenting, Stress, Alcohol & other Drugs, Relationships, Moods, Balancing Work & Life, Budgeting, Eldercare, Bereavement or almost any other topic you can think of. If you have specific request simply give us a call to discuss it with our staff. You don't need to come in to meet with a counselor. We have four check off sheets which you can print right from Solutions' website: [www.solutions-eap.com](http://www.solutions-eap.com). Go to the TIPS section or call 1-800-526-3485.

### **Is There A Cost for EAP?**

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.

### **Is the EAP 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. In fact, no one has access to the EAP records except for the EAP staff. The EAP is bound by the strictest legal and ethical guidelines and cannot release any information without the employee's written permission. 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.

### **What is Solutions EAP?**

Solutions EAP is a program of Behavioral Health Connecticut, LLC. Solutions has operated EAPs since 1980, growing from a local program in the Meriden area to a statewide provider. Solutions currently serves over 100 organizations, covering 50,000 employees statewide.