




THE DA²CARE[™]
AT WORK

**Employee
Assistance
Program**

“Helping Employees Help Themselves”

LOCAL
**EMPLOYEE BENEFIT
HANDBOOK**



Dear Employee:

This handbook will help you gain a better understanding of EAP services. Here is what you will find inside:

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An EAP program is designed to assist employees and eligible family /household members in identifying and resolving personal and/or job related issues.

Key Components of the program include -

- *Free and confidential assistance—counseling and phone consultation*
- *24 hour access and toll free number*
- *Eligibility for services include employees, their spouse, dependents, and others living in the household*
- *Local service availability*
- *Supervisor/management training*
- *Employer and employee consultation*

IT DOESN'T MATTER HOW SMALL OR LARGE THE ISSUE IS,
CALL EAP, WE CAN HELP!

Your EAP Team



Commonly Asked Questions

What is ThedaCare At Work Employee Assistance Program?

ThedaCare is a non-profit organization providing high quality and high value EAP services since 1974. The goal of ThedaCare At Work is to empower employees and their families to live healthier at work and at home.

What exactly is an Employee Assistance Program (EAP)?

An EAP is an employee benefit sponsored by your employer. It is designed to assist employees and their families in identifying and resolving personal concerns. An EAP provides confidential and professional assistance. The program's goal is to keep valuable employees healthy and productive through prevention, early intervention and brief solution-focused assistance.

Why should I use this program?

There are times when all of us experience personal difficulties. In most cases, we are able to resolve them ourselves but sometimes they are more serious and begin to interfere with other areas of our lives.

What may seem like a burden to one person may be lightened when it is shared with someone who can be understanding but objective. An EAP Counselor is trained to assist you and knows where to find help.

The EAP offers trained, caring counselors to provide assistance in understanding and defining personal issues. Their role is to identify helpful resources and appropriate solutions.

How do I make an appointment?

Simply call and identify yourself as an employee (or family member living in their household) of the contracted company. We will schedule you with a qualified EAP provider in your area.

During your initial session, a professional counselor will assist you to identify and evaluate your concern. Possible solutions are discussed and recommendations will be made. In some cases, the EAP can deal with your situation in a few sessions. In other cases, a referral will be made to the appropriate resource for additional help.

Please Note: If you are unable to attend an appointment, please call at least 24 hours in advance to cancel. Failure to do so may result in a deduction of a session.

Who is eligible to use EAP services?

Eligibility includes employees, their spouses, dependents, and others living in the household.

Other eligibility conditions:

- Should your employment end for any reason, you have up to 30 days from your last day of work to schedule an appointment with the EAP and be eligible for the full amount of allotted sessions.
- A non-marital partner may initiate services and be seen independently within 30 days of leaving the employee's household.

What about the cost?

Your company pays for the EAP. You will not be charged for the initial assessment and short-term counseling. If a referral is made, it will be to agencies that may be covered by your insurance or based on your ability to pay. You may be responsible for any costs not covered by insurance.

Is the information I discuss confidential?

The nature of your issue(s) and discussions with the counselor are kept confidential. Information will not be released to anyone, including your employer, without your written permission. Using the EAP does not become part of personnel or medical records. Special care is taken to protect your privacy. The only exception is in a life-threatening situation or where required by law.

How do I access this service?

It's easy! Just call (920) 749-2390 or 1-800-236-3666 and you will reach an EAP client service representative. They will ask you for some basic information such as your name, phone number, the company that provides your EAP benefit and the nature of your call. They will schedule an appointment for you, or connect you to the most appropriate person.

What if I am looking to talk to a counselor outside of normal office hours?

In the case of urgent matters outside of normal EAP business hours, just call 1-800-236-3666. When prompted, press "0" and your call will be transferred to a counselor.

Is the EAP available to me no matter where I live?

Absolutely! We contract with providers throughout the U.S. Simply call (800) 236-3666 for assistance.

I am having a problem at work. Can the EAP help?

Absolutely. Either you can talk with an EAP counselor over the phone or schedule an appointment with a counselor. You and the counselor will discuss your situation and come up with solutions. It may work best depending on the complexity of the situation, to visit face-to-face with an EAP counselor for about 50 minutes, which is the average length of time for a session.

How is the EAP different than counseling I have access to through my health insurance plan?

Most health insurance plans do provide some form of mental health coverage, however access to other forms of counseling may be limited. The EAP can provide counseling resources for most any situation (marital, grief and loss, family, work related, self-improvement, etc). Also, your EAP benefit is unique in that it: covers others living in your household—provides counseling sessions free of charge—is completely confidential—is an information and referral resource to community programs.

What if I don't feel my counselor is a good match?

If you don't feel you have a good match with your counselor, please let us know and we can set you up with someone else.

Because my employer pays for the service, do they have a right to know who uses the EAP?

Absolutely not. Employees/clients are protected by state and federal confidentiality laws. The only information your company receives is a statistical report on a quarterly basis. This report does not identify individuals, gender, or dates used.

Does the EAP only offer counseling?

No. In addition to counseling, the EAP can provide information and referral services to a number of useful community resources. (ex. self-improvement, legal, financial, childcare, etc.)

Can I still use the EAP if my employment ends with my current employer?

Yes. You have up to 30 days from your last day of work to schedule an appointment with the EAP.

If you have any further questions regarding your EAP benefit, please give us a call at (920) 749-2390 or 1-800-236-3666.

Making an Appointment

Help is just a phone call away.

- Call EAP at (920) 749-2390 or 1-800-236-3666.
- We will ask which company provides your EAP benefit.
- We will gather some basic information.
- We will schedule you for an appointment.

For urgent matters outside business hours, call 1-800-236-3666 or 920-749-2390. When prompted, press "0" and your call will be automatically transferred to a counselor.



(920) 749-2390 or 1-800-236-3666

EAP Can Help

Concerns may surface at home, at work or at school. They may involve you, or may affect your relationships with family, friends or co-workers.

Typical issues include:

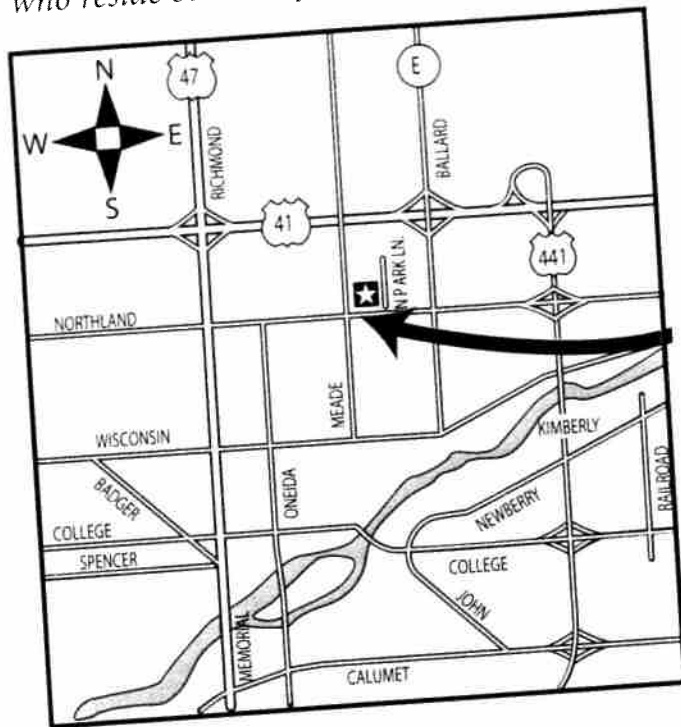
- Addictions
- Marital or Relationship Conflict
- Parenting or Family Issues
- Stress
- Depression and Anxiety
- Grief or Loss
- Workplace Issues
- Children and Teen Issues
- Gay/Lesbian Issues
- Elder Adults
- Infertility & Adoption Issues
- Alcohol or Drug Abuse
- Anger Management
- Behavioral and Emotional Disorders
- Self Improvement
- Communication Issues
- Crisis Oriented Issues
- Information & Referral regarding community resources

Your Employee Assistance Program is a counseling, information and referral service. Counseling is provided by experienced master level and/or state licensed counselors.

CALL US, WE CAN HELP!

Where Are We Headquartered?

(Additional offices are available for those who reside outside of the Fox Valley area)



THE DACARE
AT WORK

2809 N. Park Drive Lane
Appleton, WI 54911

(920) 749-2390 • (800) 236-3666
www.thedacareatwork.org