

# Employee Assistance Program EAP

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# Employee Assistance Program

Capital Region Center for Mental Wellness 573 632 5560 or 573 636 TALK

The Employee Assistance Program (EAP) provides professional and confidential mental health counseling support to you and your family when it is needed.

The EAP is readily available when changes or events in your life are causing you undue stress, and when talking with a professional would be helpful to you.

Many people experience periods of depression in their lives or struggle with anxiety that they are not sure how to address.

EAP can assess your needs as well as develop a plan of action to help resolve these issues.

## EAP Is...

- A counseling and referral service
- Staffed by licensed professionals
- Designed to help you with personal, job or family problems
- Available to employees and/or family members living in the same household
- Mental Health Diagnosis is not required
- Free
- Confidential

## EAP is...

- Provided to you as a benefit of employment.
- Assessment and referral counseling service is generally \*short term interventions.
  - Any problem requiring long term counseling will be referred to a specialist when EAP benefits conclude. You can also choose to continue with your therapist as self or insurance paid.



CRMC EAP is the community leader in the provision of Employee Assistance Program services.

We offer guidance to you and your family members when personal or work-related problems become difficult to manage alone.

CRMC EAP is a local service and prides itself on offering a unique, personalized experience.

# EAP Philosophy



- An employer's most valuable resource is its people.
- EAP is a program dedicated to the well-being of employees – YOU!
- Employees who are emotionally healthy are better workers. They tend to work well with others and deliver quality service.
- Early Recognition and intervention pays off for the employee and for the organization.
- Your employer wants you to have the freedom of self-referral and get when you need it.

# CRMC EAP provides...

- Short-term, goal-orientated support for work and life issues:
  - Clinical counseling
  - Professional guidance and coaching
  - Information, consultation and referrals for a variety of work-life issues such as legal, financial and help finding child and eldercare
  - Employee health related newsletter
  - Group presentations
  - On-line mental and physical health library
  - Confidentiality

# How does confidentiality work?

- Your employer does **NOT** know who attends counseling. It is against the law for us to tell them without a release of information signed by you.
- The counselor may not tell ANYONE what you talk about unless you give permission.
- There are a few exceptions to this rule – suicidal, homicidal, abuse, etc.

# We Understand...

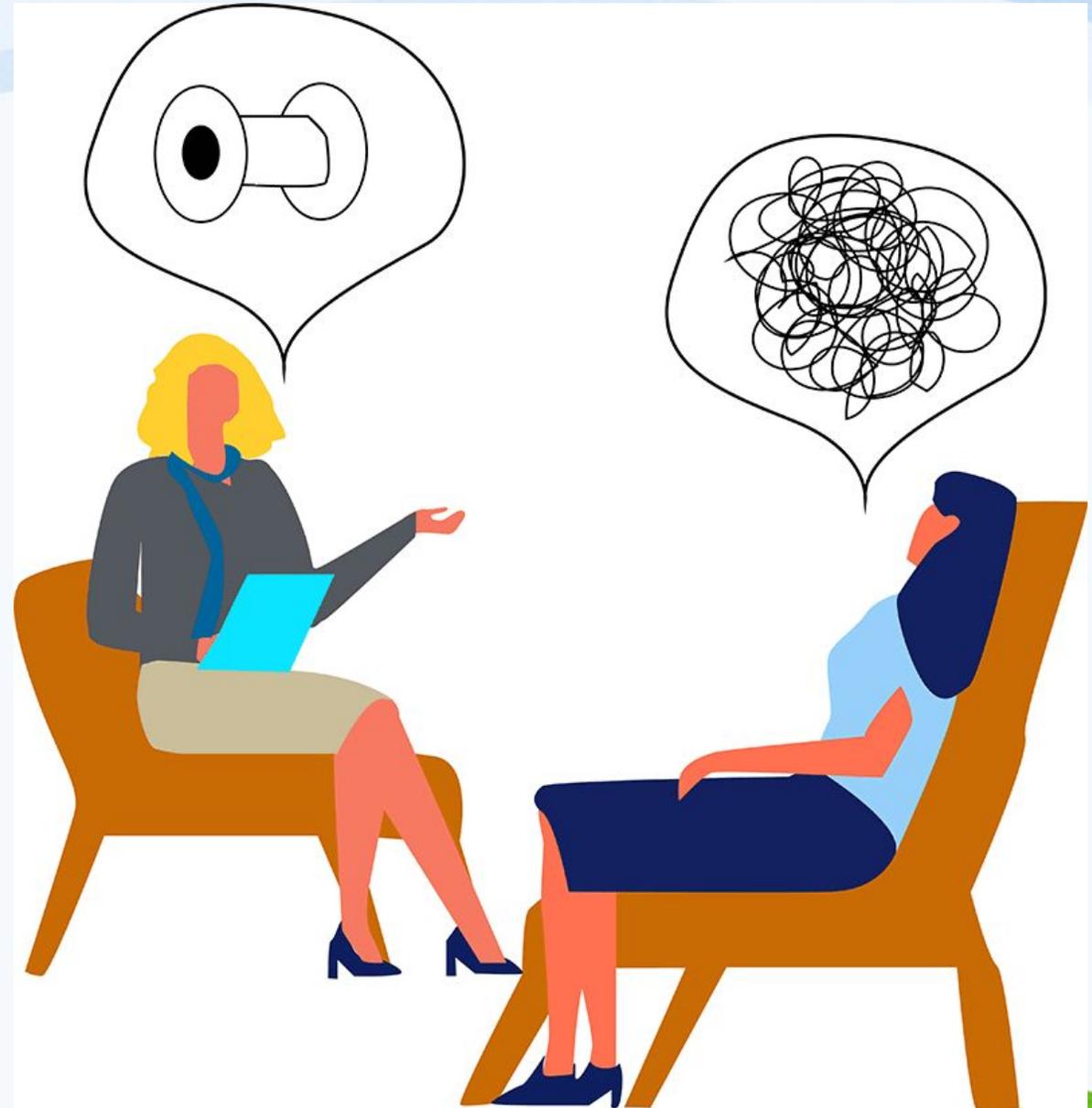
It can be intimidating to reach out to an EAP counselor; at Capital Region Center for Mental Wellness, we are eager to hear your story and offer the help you need.

We will talk with you about whatever is going on in your life and provide resources, recovery strategies and attainable goals in the hopes of keeping a small stressor from escalating into an unmanageable one.



# Why Counseling?

- Counseling is a good place to start when you don't know where to go for help.
- Counselors can help you explore some of your options in your situation.
- A Counselor provides an unbiased perspective on your situation.
- A Counselor can see you and your family members together in a session to 'talk it out.'



# Who is Covered?

- You, the employee.
- Your spouse or significant other.
- Other covered family members including your immediate family living in your household. This includes family members such as elderly parents that you may be a caretaker for.
- Children of the covered employee living at home or in college.

**CRMC EAP** is staffed with licensed professionals who are trained to help with a range of problems such as but not limited to the following:

- Anger
- Stress
- Grief
- Depression
- Sleeping Disorders
- Eating Disorders
- Marital issues
- Relationship communication issues
- Conflict resolution
- Domestic or family violence
- Separation or divorce
- Parenting
- Aging parents or relatives
- Children and adolescents
- Alcohol and drug problems
- Work problems
- Job dissatisfaction
- Authority conflicts
- Crisis intervention at individual and group levels



# Types of EAP Referrals

Self-Referral and Mandated Referral

# EAP Referrals

- **Self Referral**-- employee is given the freedom to choose to use their EAP whenever they want unassisted by the employer.
- **Supervisory (Mandated) Referral**- issued by Human Resources to improve job performance or address other concerns through counseling.



# Self Referral

- Employee or family member calls on his/her own initiative.
- The issue may have nothing to do with the job.
- No information at all is given to the employer, unless employee agrees and requests in writing.
- You do not need a mental health diagnosis to utilize your EAP benefit.



# Supervisory (Mandated)

- A mandatory referral is made when an employer is at the corrective action stage, where discipline or dismissal of the employee is likely.
- Management provides an opportunity for the employee to resolve the work-related problem through counseling.
- Information from the sessions is never disclosed however, based on company policy, the employee may need to provide compliance verification.



Examples may include:

- Excessive tardiness
- Absenteeism
- Conflicts among employees
- Workplace bullying
- Safety

# Will using EAP impact my job?

- There are no negative consequences in utilizing an EAP, especially when it comes to your own job security. You will not be penalized for seeking help about home or work-related issues with one of our counselors.
- Your employer will not be informed of your visit to the EAP when you are presenting as a self-referral.
- Written records of all CRMC EAP services are kept confidential and are unavailable to employers or others without the written consent of the client or the client's guardian.
- We strive to help you rekindle your zest for life and motivation in all areas, whether it be home or work.



# What to expect...

- When you call to make your appointment, you will be connected to an Patient Services Representative (PSR). A PSR will ask you a few questions to start your file.
- The PSR will ask your name, where you work (to be sure you are covered by the EAP), and other questions to match you with a Counselor.
- The PSR will then work with your schedule and give you an appointment date and time for your first visit.

# What to expect...

- Your first appointments will be an assessment where the Counselor gets to know you and your situation.
- You will complete some paperwork at the first session.
- Sessions are up to one hour.

# Choose your format..



## Audio Only

(Phone visit)



## Telehealth Visit

Consult with counselor via computer



## In Person

Meet with counselor in our office

Any combination of visits is acceptable.

A stylized, colorful illustration of a landscape. The foreground features rolling green hills in various shades of green, with a dark brown path winding through them. On the left, there is a green tree with a brown trunk, a purple flower, and an orange flower. A small red bird is flying in the sky above the tree. The background consists of light blue and white wavy bands, suggesting a sky or water. The overall style is flat and modern.

# Capital Region Center for Mental Wellness

## Other Resources

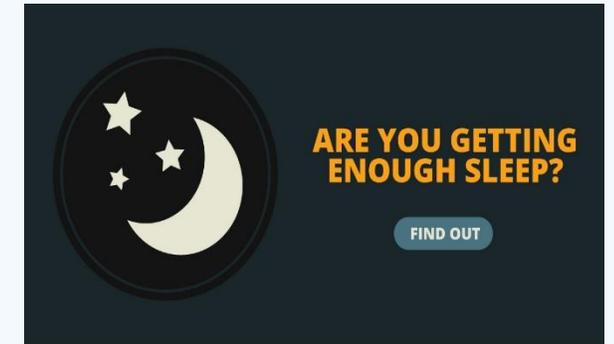
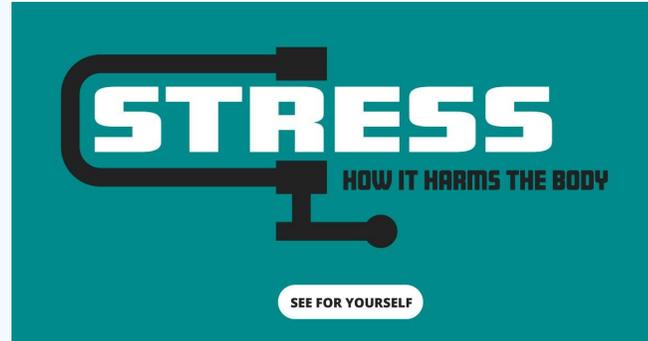
- Free Online Behavioral Health Screening
- [Mental wellness | Capital Region Medical Center \(crmc.org\)](https://www.crmc.org)



Other Resources

# Other Resources

- Health Library
  - Mental Health
  - Physical Health
  - Healthy Living
  - Health Tools
  - Recipes
  - Infographics
  - Interactive quizzes
  - [Mental wellness | Capital Region Medical Center \(crmcc.org\)](https://www.crmc.org/mental-wellness)





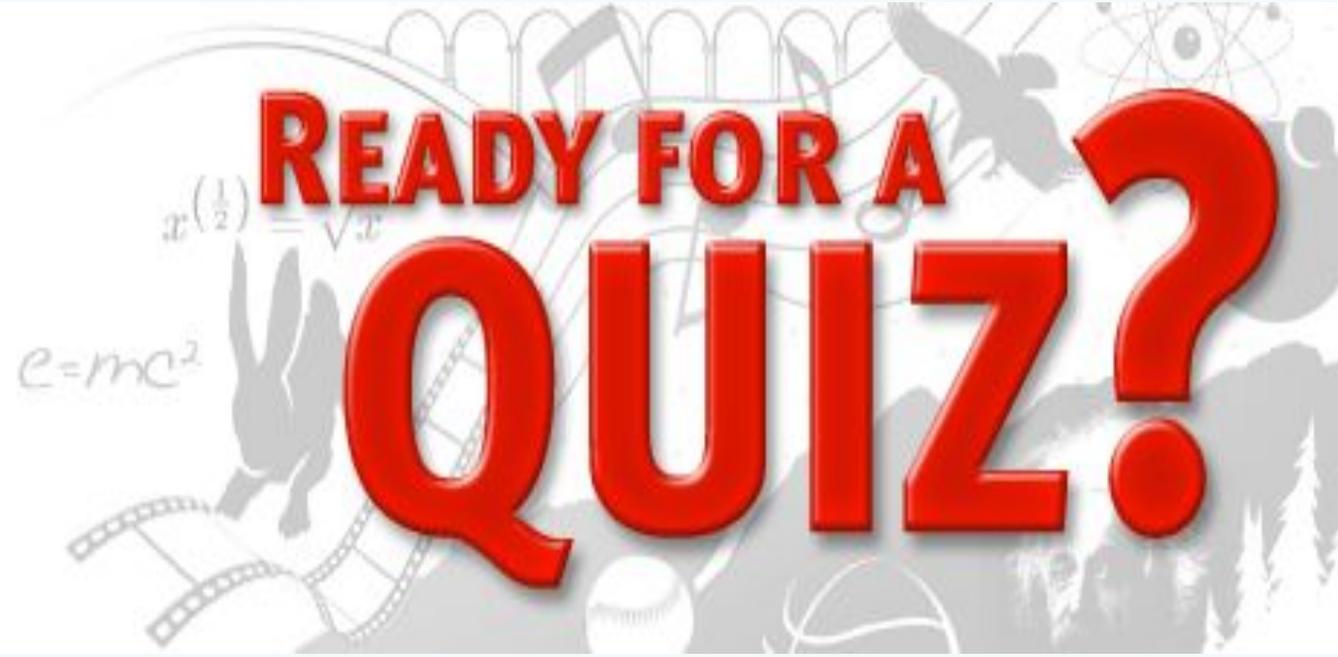
"THAT'S THE END OF MY PRESENTATION. ANY QUESTIONS?"

## Other Resources

Monthly Newsletter provided to your employer

Inservice Crisis counseling

Inservice Educational presentations



**READY FOR A  
QUIZ?**

$$x^{(1/2)} = \sqrt{x}$$

$$E=mc^2$$

## EAP Self-Quiz

The EAP Counselor will only help a client who comes in with a 'short-term' problem.

True or False? See the answer on the next page...

## EAP Self-Quiz

The answer is...False.

EAP Counselors always conduct an assessment of your situation first.

If the issue is more long-term, requiring more than your EAP coverage, the Counselor will work with you to establish a plan of action.

## EAP Self-Quiz

Your Employer will not be informed of your visit to the EAP as a self or suggested referral.

True or False? See the answer on the next page...

## EAP Self-Quiz

The answer is...True.

EAP does not inform your employer of your visit to us if you present as a self-referral.

If you have been sent to EAP through a Supervisory (Mandated) Referral your employer may want you to verify compliance. We will work with you and your employer to find the best means of accomplishing this.

## EAP Self-Quiz

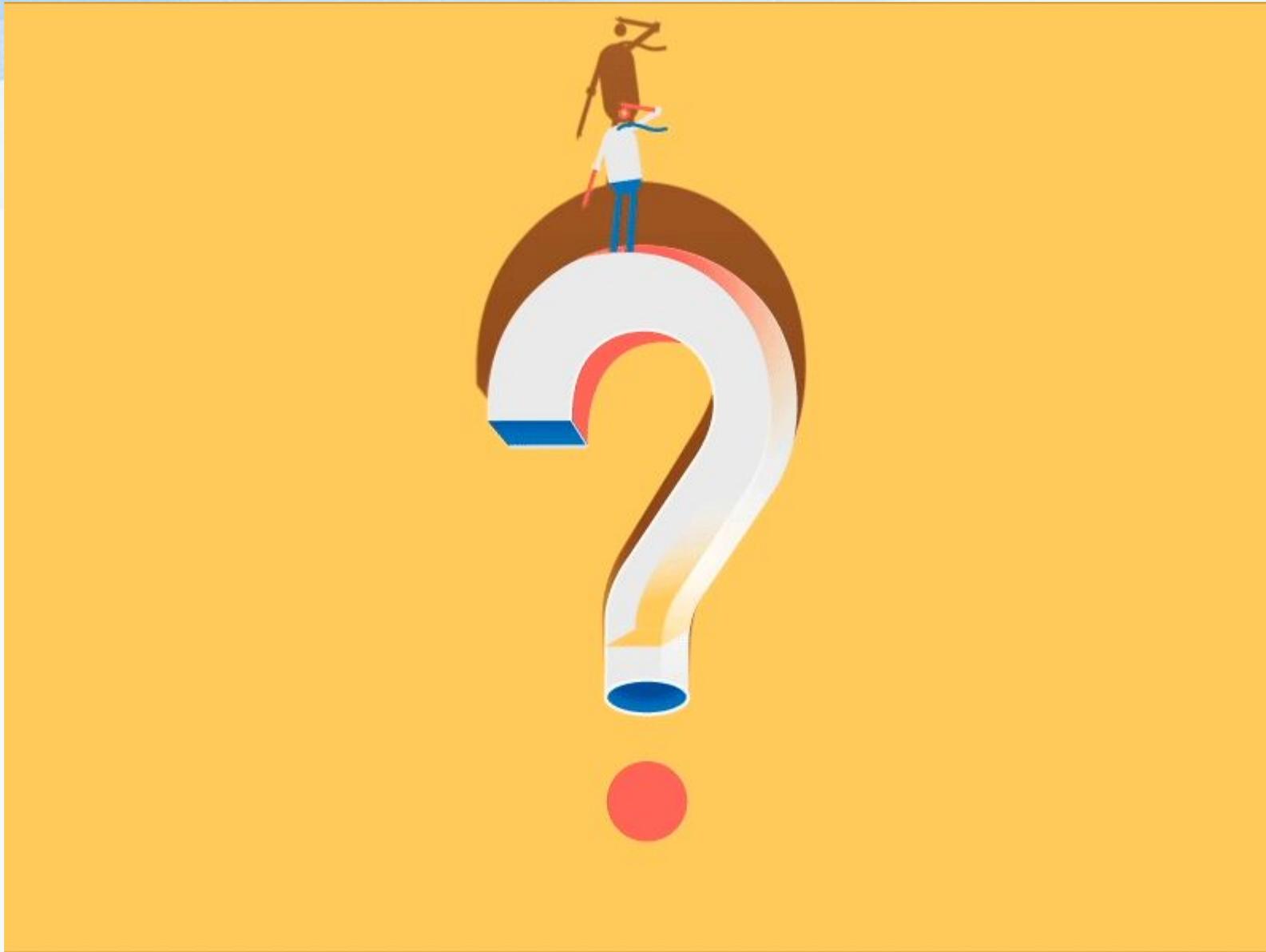
EAP only covers employees.

True or False? See the answer on the next page...

## EAP Self-Quiz

The answer is...False.

EAP covers you and qualified family members too!



Questions?

<https://youtu.be/Vk1h3DINSK8?si=5ezfIEETt54OiYvD>



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