

WELCOME

This brochure is designed to answer the most frequently asked questions about the Employee Assistance Program. The brochure takes only moments to review, but it can provide you with valuable information. Be sure to keep it handy for future reference.

1. What is an employee assistance program?

Your company-sponsored EAP is a behavioral-health counseling service that provides you with assessment, treatment, referral and crisis intervention services. You may access these services through:

- * in-person counseling at offices away from your workplace;
- * local and toll-free 800 numbers; and
- * emergency counseling by telephone 24 hours a day.

Your company provides these services so that you can get professional help for problems that are affecting your well-being or work performance. By offering this program, your employer is saying that you are a valued team member and your health is important. Your EAP is administered by APC/Hegeman. APC has provided EAP services to companies since 1986.

You can call your EAP if you or an eligible family member needs help for family or relationship difficulties, emotional problems, or drug and alcohol abuse.

But remember, even positive events can be stressful. Getting married, buying a house, having a child, or getting a promotion can lead to a need for EAP counseling to manage these new events.

Bottom line, you can turn to your EAP for help with anything that interferes with your functioning at work, or in your personal life.

2. How much does the EAP cost?

Your EAP counseling sessions are free to you and covered family members for the number of visits specified in your company benefits plan. If your counselor refers you for services beyond the EAP's counseling, the cost is typically covered in part by your health insurance plan.

3. How do I know these are quality services?

Each of APC's counselors is licensed and has earned at least a master's degree in a counseling discipline. These professionals are available to help you through telephone crisis intervention and in-person counseling.

4. If I call the EAP, will it be confidential?

Your call or visit to the EAP is completely confidential. However, in cases involving child abuse or threatened harm to yourself or others, the EAP is required by law to suspend confidentiality in order to protect the individuals involved.

APC's offices are located away from your work site, and your company will not be aware of your participation unless you wish. Unless you choose to tell others, no one will know about your EAP counseling sessions.

5. Which problems does the EAP specialize in?

Below are the most typical issues that employees bring to the EAP:

Stress due to work, legal or financial difficulties, health problems, or positive life changes.

Alcohol and/or drug abuse affecting work performance, relationships, and family life.

Emotional problems including depression, anxiety, anger, and grief.

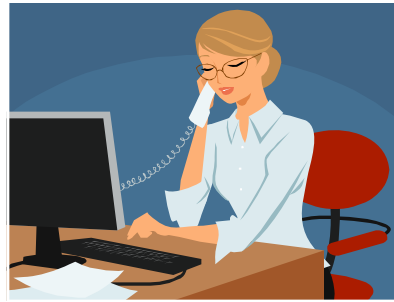
Difficulties at work such as interpersonal problems, conflicts with authority, effects of relocation, downsizing, reorganization, or promotion.

Family and relationship problems including divorce or separation, domestic violence, communication problems, child or adolescent problems, serious illness, death in the family, or aging or impaired parents.

6. What can I do for someone who finds it hard to come forward for help?

Co-workers and family members are often the first to recognize that someone close to them needs professional help. You can encourage the troubled person to contact APC for that help.

If someone you care about needs help but refuses to come forward, you can still turn to the EAP. We can help you deal with the problem as much as you can from your end.



For more information about the services available through your Employee Assistance Program, call **APC/Hegeman**. We'll be happy to provide confidential answers to your questions.

APC/Hegeman
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**Employee and Family
Members' Guide to**

Services provided by

**APC/Hegeman: EAP
and Counseling
Services**

Your Employee Assistance
Program



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