

Examples of EAP Assistance

The EAP is a free and strictly confidential benefit that provides assessment and short-term counseling to employees, their spouses and their dependents.

Following are examples of some typical phone calls for EAP assistance:

Child in Distress

A dad was worried about recent changes in the behavior of his son. The teenager's grades were slipping; he was being secretive and spending time with new friends. The dad suspected substance abuse. Our master's level GuidanceConsultantSM assessed the situation and determined that the child was not at immediate risk, and then referred the dad to a local counselor who works with families, adolescents and substance abuse issues to evaluate the child and develop a plan to address the concerns in the family.

Anxiety Over Finances

A client called with deep concern about finances. Her husband was facing the threat of job loss; the client was worried about the family's ability to pay the mortgage and bills, and the level of anxiety in the household was high. She and her spouse were fighting, the children were acting out, and the stress was affecting the client's ability to concentrate at work. The GuidanceConsultant listened to the client's concerns, provided support and offered a referral for counseling for her and her husband to improve their communication skills and learn how to keep their worry from spilling

over into their children's lives. Because the client's EAP benefits included FinancialConnect® information and resources, the GuidanceConsultant set up an appointment for the client with a staff financial expert to review the family budget and discuss what steps could be taken to strengthen the family's financial situation.

Feelings of Depression

Clients often call simply because they are feeling "down" and don't know why. Typical symptoms that clients may experience include changes in mood, increased periods of sadness, tearfulness, not being able to take pleasure in activities they usually enjoy, or changes in sleep or eating habits. Calling the EAP is a great starting place for addressing these issues. When clients call with these kinds of concerns, our GuidanceConsultants talk with them about how they are feeling and what kinds of symptoms they are having, and can offer them a referral to a counselor for further assessment and treatment recommendations.

Blended Families

A client and spouse were recently married and having difficulties dealing with the challenge of blending their two families. The client and spouse had very different parenting styles, and they were often in conflict with each other over chores, discipline and other issues. Their children did not get along with each other. Our GuidanceConsultant listened to their concerns and offered the client a referral to a local counselor for help in understanding the issues, developing a consistent



and constructive parenting style, and working to create a healthy family environment.

Premarital Counseling

A client called to find a resource for premarital counseling, which was recommended to him by his clergy. Our GuidanceConsultant referred the client to a local marriage and family therapist for basic premarital counseling, including conflict resolution and effective communications techniques.

Substance Abuse in Spouse

A client called because of her husband's heavy drinking. Her spouse was not participating in family life, and the family was suffering. The GuidanceConsultant discussed the client's concerns and offered a referral to a counselor who works with substance abuse and family issues, as well as information on community resources and support groups such as Al-Anon and Alateen.

Risk Issues

Sometimes clients call the EAP concerning situations of extreme distress, including family violence, severe depression and even thoughts of suicide or homicide. In crisis situations, our GuidanceConsultants are trained to assess for emergencies, take immediate steps to stabilize the situation, and provide urgent support and resources, which may range from keeping the client on the phone until

local emergency responders arrive, contacting a friend or family member (with the client's permission) to support the client, setting up an urgent appointment with a local provider, or other resources.

Other Requests for EAP Assistance

Other common requests for assistance include:

- › Dealing with the loss of a loved one
- › Empty-nesting
- › Going through a divorce
- › Coping with being a caregiver to an elder

Integrated Services

Many EAP clients also have additional benefits through their employer such as work-life services, LegalConnect® and FinancialConnect® assistance and access to online resources. When a client calls with an emotional or behavioral concern, our GuidanceConsultants will also refer the client, as appropriate, for these additional services. For example, a client who calls because he is going through a divorce might benefit from:

- › Legal information and a discounted referral to a local attorney to handle his divorce
- › Financial information
- › Resources for child care
- › Information and articles on helping children cope with divorce

