

Your employer values **you** as an employee. They understand that everyone has **problems** sometimes and they want to make sure you have **help** when you need it.

That's why your employer offers a **confidential** Employee Assistance Program through First Advantage – a **free** service for you.

your employee assistance program

*confidential assistance
when you need it most*



To access your EAP services, call:

800.935.9551

Hearing impaired?

Dial 800.855.2881, then connect to 800.935.9551.



First Advantage™

www.fadv.com/eapsap

Please note that First Advantage EAP services are separate and distinct from the services to which you may be referred. The hiring of a mental health/substance abuse counselor or any other type of provider is an important decision and before you decide, you should obtain information about the provider's qualifications and experience. Any provider that you choose shall constitute a relationship directly between you and that provider; First Advantage EAP is not responsible for any services, opinions or advice provided by the mental health/substance abuse counselor or other provider.



First Advantage™

WHAT IS AN EAP?

An Employee Assistance Program (EAP) is a confidential assistance program designed to help you with life issues and situations where professional guidance may be desired.

Balancing the demand of work and personal life can be challenging. To help you succeed, First Advantage EAP provides comprehensive resources and services to help you meet your personal, family, and work challenges.

Provided as a free benefit by your employer, our EAP is staffed by experienced Masters-level professionals who can help find solutions to many different kinds of problems you and your dependents face.

HOW WILL THE EAP HELP ME?

The EAP can help you with most personal problems that happen at home or work. Some of these include:

- Stress
- Feelings of sadness or anxiety
- Marital concerns
- Family pressures (children, teens, older relatives, etc.)
- Relationship issues
- Financial difficulties
- Bereavement
- Alcohol and/or drug problems

WHAT HAPPENS WHEN I MEET WITH THE EAP PROFESSIONAL?

You will talk with one of our professionals about what is troubling you. Once he or she learns more about your situation, the professional will recommend specific ways to help. Sometimes several additional sessions between you and the EAP professional will be necessary – the number of additional sessions is dependent upon the nature of the problem and the number of sessions available to you.

In other instances, the EAP professional will recommend a counselor or agency in your community that specializes in the help you need. In all cases, your EAP professional will stay in touch with you to make sure you are getting the necessary assistance.

HOW CONFIDENTIAL IS THE EAP?

All information regarding your participation in the program is confidential except as governed by state and federal laws and regulations. Instances where your emotional condition makes you a threat to self or others, suspected child or elder abuse, and, in some states, spousal abuse are examples of cases that require reporting.

Your employer will not even know that you participated in the EAP unless you give your written consent.

Sometimes a supervisor may recommend that you contact the EAP if there has been a

noticeable decline in job performance. If you decide to follow the recommendation, your supervisor will only be informed that the initial contact was made – no information about your conversation will be given to your supervisor without your written permission.

WILL EAP SERVICES COST ME ANYTHING?

Your First Advantage EAP is provided by your employer at no cost to you. You will not be charged for any services provided to you by the EAP staff. If a counselor or agency in your community is recommended, your EAP professional will assist you in finding one which is covered by your health benefits program or a community program that will be affordable.

HOW DO I CONTACT THE EAP?

To use this free and confidential service, simply call us at any time. Our team of EAP professionals will answer your call promptly 24- hours a day, seven days a week.

To take advantage of these confidential services, call:
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