

YOUR EMPLOYEE ASSISTANCE PROGRAM:

WHAT IT IS...WHAT IT CAN DO FOR YOU



COMPANY NAME

What Is an EAP?

- Professional counseling service
- Assessment/counseling/referral
- Management consultation
- Assistance with life issues



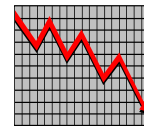
The History of EAPs

- 1940** Occupational alcoholism programs created
- 1960** Broadened to cover a wide range of personal problems
- 1970** Expanded to private vendors to promote utilization and protect confidentiality
- 1980** Medium/small companies contribute to growth of EAPs
- 1990** Services extended to address workplace diversity and work-life issues

Why Do EAPs Exist?

Personal, Mental Health, and Substance Abuse problems are costly.

- Absenteeism
- Productivity
- Accidents
- Loss of employee potential



EAP Basics

- Confidential - strict compliance with state and federal laws
- Free - prepaid by the employer
- Professional - selection, credentials
- Voluntary



Access

- 24 hour, 7 days/week, 800 telephone line
- Licensed/certified professionals answer your call
- Referral to local, licensed network counselor
- Face-to-face visits
- Crisis intervention



EAP Services



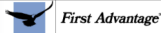
- Cover employee and eligible dependents
- Comprehensive assessment
- Short-term counseling if appropriate (up to X visits)
- Referral to community or private resource
- Follow-up
- Advocacy

Types of Problems Served



Relationships Marital Singles Sexual	Health AIDS Cancer	Conflicts Resolution Cultural Reorganization
Work/Family Occupational Personal Family Parenting Elder care Parent-child	Emotional Depression Anxiety Adjustment Grief Trauma	Addictions Alcohol Drugs Gambling Relationships Family Food
Workplace Downsizing Change	And Other Problems of Living...	

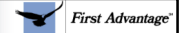
Child and Family Services



- Practical assistance on:
 - Childbirth and nursing
 - Adoption
 - Parenting skills

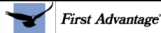


Child and Family Services



- Resources and referrals for:
 - Childcare services for special needs
 - Daycare providers
 - Pre-schools
 - Camps
 - Support groups
 - Public and private schools
 - College selection

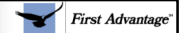
Child and Family Services



- Information packets available on:
 - Choosing a nanny
 - How to choose a daycare center
 - Communication with an adolescent
 - Variety of child/adolescent parenting topics



Eldercare Services



- Information packets available on:
 - Care of the elderly
 - Care of the disabled adult
 - Healthcare appraisals

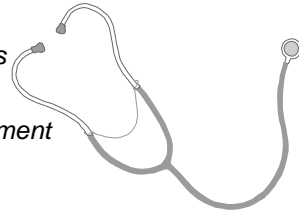


Eldercare Services

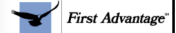


▪ Referrals for:

- Home care
- Nursing care
- Nursing homes
- Hospice
- Case management



Eldercare Services

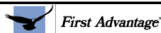


▪ Consultation available on:

- Health insurance
- Legal issues
- Housing concerns
- Support services
- Financial planning



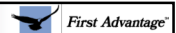
Legal Services



▪ Telephone consultation with licensed lawyer on:

- Divorce
- Annulment
- Separation
- Child custody disputes
- Auto-related matters
- Foreclosure and forfeiture

Legal Services

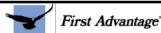


▪ Referral Services

- Face-to-face consultation
- Initial 30 minutes free
- 25% discount rate from usual hourly rate



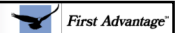
Legal Services



▪ Emergency telephone consultation

- Available 24-hours a day
- 7 days a week
- For arrests/car accidents

Legal Service Lawyers



▪ Legal Services Lawyers will not consult on:

- Work related issues
- Second opinions
- Third party questions
- Issues regarding your private business



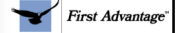
Financial Services



- Telephone access to financial counselors
- Assistance with issues such as:
 - *Financial planning*
 - *Debt management*
 - *Investments*
 - *Taxes*
 - *Budgeting*
 - *Cash management*
 - *Insurance*



Financial Services



- Calls supplemented with written materials
- Investment counseling is provided by Certified Financial Planners
 - *Advice given is strategic vs. tactical in nature*
 - *Counselors will not refer to financial planners or promote their own products*

Concierge Services



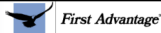
- Concierge Information Line provides employees with access to information on:
 - *Shopping: Where to find it -clothing, art, antiques, sporting goods, computers*
 - *Shopping Services: grocery, gifts, personal shoppers*
 - *Medical: hospitals, physicians, specialists, ambulance services, pharmacies, emergency information*
 - *Dining: cuisine, cost, neighborhood, specialties, latest reviews*

Concierge Services



- *Entertainment: guides to movies, concerts, theaters, ballet, opera and more*
- *Nightlife: nightclubs, late night events, places to go for every taste at any hour*
- *General Services: painters, pet sitters or groomers, contractors, auto repairs, apartment brokers, translators, drivers, personal care, physical fitness, landscapers, carpenters, roofers, plumbers, electricians, home catering and more*

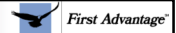
Online Resources



ONLINE RESOURCES address a wide range of topics focusing on work/life, mental health and personal development including:

- Parenting/Children
- Finances
- Legal issues
- Health
- Helping aging parents
- Workplace issues
- Managing people
- International topics
- Emotional well-being
- Addiction and recovery

Online Resources



ONLINE RESOURCES are convenient, accessible and effective:

- *Self-assessments and quick quizzes*
- *Monthly newsletters*
- *Periodic seminars*
- *Financial calculators, worksheets & child/elder care locators*
- *Life articles, web links, quick tips, audio tapes and recommended reading*

Helping people help themselves

Online Resources



Online Log-on Instructions

1. Log onto the internet
2. Type <http://www.fadv.com/eapsap>
3. Click on  [Online Resources](#)
4. Click on  [Click to Access Services](#)

Online Resources

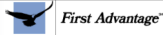


Online Log-on Instructions Cont'd.

5. User ID = XXX (case sensitive)
6. Password =XXX (case sensitive)
7. Click on the “Enter” icon
8. Experiment, explore and have fun!

Anonymous access from your
personal computer

EAP Services



Available
24-hours a day
7 days a week

Call First Advantage
800.935.9551

