



Employee Assistance Program

Today's busy lifestyles place great demands on you and your families, both at home and on the job.

Sometimes it may be difficult to leave personal problems at home, and they surface in the workplace. When this happens, it is important to have resources available that can assist in finding solutions to these problems before they get out of control and affect job performance.

What is an EAP?

The Employee Assistance Program (EAP) provides assessment, short-term counseling, referral and follow-up services to assist you and your families in solving personal problems. The program encourages early use when you first notice the problem and your own efforts to resolve it have not been satisfactory.

Who is eligible?

EAP services are available to all employees and their household members. Household members are included because their problems often affect the attitude and health of employees.

How serious do problems have to be?

No problem is too small. If the problem is significant enough to bother you, then it is worth an appointment to talk to an EAP counselor. The kinds of problems typically seen in the EAP are problems of everyday living, such as emotional or personal conflicts, grief and loss, parenting, family blending, legal problems, work performance issues,

marital conflicts, managing stress and change, anxiety and depression, financial problems, and questions about alcohol and drug use.

Are there any costs for EAP services?

There is no cost for a predetermined number of sessions directly provided by the EAP counselor. Depending upon the situation, the EAP counselor may refer you to an individual or organization within the community that specializes in your area of need. If a referral is made for services outside the EAP, you are responsible for the cost of those services. The EAP counselor will work with you to identify the most cost-effective programs and services that fit your individual finances or benefit plan.

Is the EAP confidential?

Information shared with your EAP counselor is always treated as confidential. Information about individual employees who use the program is not shared with your employer. There are situations, however, in which you may want your EAP counselor to disclose specific information to your employer. Any employee who wishes to share information must request in writing that the EAP do so.

Who are the EAP counselors?

BHO counselors are Master's level clinicians who have been selected for their expertise and training in the areas of marriage and family counseling, social work, substance abuse and their knowledge of local community resources.

What happens when I contact the EAP?

When you or a household member contact the EAP, we will ask for some general information about the issue at hand. The EAP counselor will help you clarify the areas of concern, consider the alternatives for resolving them and help you develop an action plan to address the problems.

How do I contact the EAP?

To arrange for a private and confidential appointment, call **702-364-1484** or **1-800-873-2246**. Our regular office hours are Monday through Friday, 8 a.m. to 5 p.m. local time.

After-hours calls are monitored by an answering service. If you feel you are in crisis, please request the on-call therapist be notified immediately to assist you.