



EMPLOYEE ASSISTANCE PROGRAM

Why an EAP?

The Employee Assistance Program (EAP) has been established to provide aid to employees, as well as, members of your immediate families, who may be experiencing problems affecting the quality of their lives or the quality of their work.

We believe that employees are a company's most valuable asset representing its greatest investment. When employees have emotional, behavioral, alcohol, drug, or other personal concerns, early help is important. Any problem that affects job performance is a matter of serious concern. Therefore, it is in the best interest of the individual and the organization to approach such problems on a remedial basis as early as possible.

What is an EAP?

It's a program for employees and their families, offering confidential, professional assessment and counseling services to help in overcoming personal and family problems. Your Employee Assistance Program (EAP) is an employee service that provides employees and their families with caring, confidential help with personal problems.

Most of us experience difficult personal situations at some time in our lives, including job stress, family pressures, marital problems, legal or financial difficulties, depression or anxiety, alcohol or drug abuse. Your EAP offers confidential evaluations and counseling for these and other problems 24 hours a day, 365 days a year, through an independent administrator, Hidalgo Health Associates (HHA).

What's Covered?

- Marital Problems
- Children's Concerns
- Addictions
- Financial & Legal Concerns
- Emotional Problems (stress, anxiety, depression)



How Does it Work?

An EAP is an employee-sponsored program covered at 100%. The employer retains the services of a qualified counseling service that specializes in the assessment of personal problems. However, there may be charges should you be referred to and choose to utilize the services of external professional resources.

Confidentiality

The same laws that protect your medical records apply to the EAP. You can use the EAP without jeopardizing your present position or future job opportunities. Absolutely none of the information is passed on to the supervisor or to your personnel file. The only exception is: if any employee's problem is of a nature that could cause imminent danger to the employee or to others, the EAP will work with the employee to try to find the least disruptive way to help the employee take a leave of absence to get the problem under control.

The program provides crisis intervention, pre-treatment or pre-referral evaluation, short term counseling, referrals, and follow-up services. The key functions of the EAP are to provide short-term counseling and crisis management, and to serve as a bridge between the troubled employee and public and private resources in the community for longer term needs.

Some therapists currently being used by your employees may or may not be in the Hidalgo Health Associates provider network. We will be glad to work with their provider to see if they meet HHAs criteria. Employees who are currently seeing a counselor/clinician for personnel issues separate from the EAP are ALWAYS advised to remain with their existing counselor for their own treatment continuity.