

HELP FOR BALANCING WORK AND LIFE

5 Things You Should Know About Your EAP...

1. We help employees keep their jobs.

90% of workplace performance personal problems are caused by personal problems. Our EAP counselors use a brief, solution-focused approach to help you get the support and the answers you need. We can help you with marital or relationships problems, personal issues, substance abuse, stress or other concerns.

2. We are available when you need us – 24 hours a day.

Your call is answered live – 24 hours a day, 7 days a week.

All appointments require a single phone call to your local or toll-free EAP number. Urgent appointments are offered within one working day; non-urgent appointments are offered within three working days. We respond onsite to workplace critical incidents 24 hours a day.

EAP counseling is provided at convenient professional offices throughout the United States.

3. We help make your manager's job easier.

We provide unlimited telephone consultation and help for supervisors and managers with troubled employees as soon as possible, issues like resolving team conflicts or managing a drug free workplace.

4. We guarantee complete confidentiality.

Your confidentiality is our primary concern – our reputation depends on it. All records and personal information are kept completely confidential in accordance with all state and federal laws. And...Jorgensen/Brooks EAP has no financial relationship with insurance companies or managed care group, so we guarantee that your EAP records will remain private and not become part of any health care records.

5. We provide EAP services at zero cost to employees and dependents.

Your employer has prepaid the initial assessment and EAP-provided short-term counseling for you and your eligible family

members. No co-pays or fees of any kind are charged to employees for services provided directly by Jorgensen/Brooks Group.

Confidential help is available for a wide range of personal and work related issues

What types of problems are covered the EAP?

Jorgensen/Brooks EAP provides confidential assessment and brief counseling for issues such as:

Marital or Relationship Issues

Substance Abuse

Parent/Child Conflicts

Anxiety

Stress

Elder Care Issues

Child Care Concerns

Personal Emotional Issues

Depression

Grief

Workplace and Career Issues

Gambling

Co-Dependency

Financial or Legal Worries

What if I need services beyond the EAP?

Should you need assistance beyond the EAP, your counselor will help you connect you with the right self-help group, behavioral health professional, attorney, physician, treatment center or other resource based on your need, financial needs or insurance coverage. Once referred, you are responsible for the cost of these services.

How many times can I use the EAP?

Jorgensen/Brooks EAP provides **up to** 3-8 sessions per assessed problem, depending on the level of service that your employer

selected. If you experience multiple problems within a year, we encourage you to call again. However, EAP is not designed as a substitute for long term professional help or specialty treatment, nor a substitute for court-ordered treatment.

What our clients say about us...

“ The confidentiality of the program is excellent. We didn't know who was using it, we just had the numbers. Our employees feel confident going there and sharing their problems, and knowing they were held in confidence was very important. ”

- HR director, transportation organization

“ There have been some win-win situations, both with the employee's personal problems and in-house situations. There were positive solutions for both sides of the problem. Training the supervisors was very beneficial. ”

- HR manager