



Wheeler

EMPLOYEE ASSISTANCE PROGRAM (EAP)

At some point, most of us experience challenges that affect the quality of our lives at home and at work. The Wheeler EAP is a confidential counseling program that provides professional help to employees and their family members for personal, family or workplace problems.

WHAT KIND OF HELP IS AVAILABLE?

The EAP offers support, assessment, brief solution focused counseling and sometimes a referral to an appropriate resource if on-going, or more specialized services are needed. The EAP is a company benefit that covers a predetermined number of sessions for each presenting problem. For example, you may meet with an EAP Counselor to discuss a problem such as difficulty communicating with a teenager and again at a later date for issues related to a new challenge such as the health concerns of a loved one.

HOW DOES THE WHEELER EAP WORK?

The Wheeler EAP is an employer sponsored benefit that offers confidential counseling services to employees and their family members. When you call the EAP, you will receive information, support and assistance in scheduling an appointment with a licensed mental health professional at a location and time that is convenient for you. Our goal is to help you and your family members overcome obstacles that may interfere with your job, health, or general well-being.



PROGRAM FEATURES:

- Confidential assistance for employees and their family members
- Statewide network of licensed EAP professionals
- Unlimited management consultation
- Training and educational seminars
- Critical incident debriefing
- Online tools and resources
- 24/7 availability

Wheeler EAP
1.800.275.3327

WHAT IS THE COST TO UTILIZE EAP SERVICES?

The EAP is a company benefit that is **offered at no cost**. If you are referred to a treatment resource beyond the EAP counseling, there generally will be costs involved. Some of these costs may be covered by your medical insurance plan.

Licensed mental health professionals are available to help you and your family members when dealing with these and many other concerns:

- Marriage and Family Issues
- Emotional Difficulties
- Stress Management
- Fear and Anxiety
- Major Life Events
- Balancing Work and Home
- Substance Use Disorders
- Effective Parenting
- Dependent Care Concerns
- Mental Health Disorders
- Grief and Loss

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To view the Wheeler EAP Employee Orientation Video visit:
www.wheelerclinic.org/services/wheeler-eap/employees-families



WHAT HAPPENS DURING EAP COUNSELING SESSIONS?

Counseling is a process that begins with understanding your needs as a counselor helps you describe your concerns. The counselor may ask questions or share observations that may help you explore and consider your issues differently. Experiencing problems from a new perspective often leads to the discovery of options and resources that had not been seen before. Many people find it helpful and reassuring to have a neutral person to talk with about their problems. This tends to give people an outlet for their feelings as well as some comfort in knowing they are not alone.

WHAT ARE THE WHEELER EAP PROVIDER CREDENTIALS?

All of our counselors are licensed, certified and hold master's or Ph.D. degrees. They are mental health professionals who can help people deal with a wide spectrum of personal issues.

HOW IS CONFIDENTIALITY ENSURED?

Confidentiality is ensured in the following ways:

- The names of the employees or family members using the EAP are not provided to your employer.
- All records are kept in a secure area and DO NOT become part of an employee's medical or personnel records.
- No information is ever released without the client's written consent, unless legal guidelines mandate otherwise.

HOW CAN I ACCESS WORK-LIFE SERVICES?

For online information, resources and referrals for childcare, eldercare, legal and financial needs, visit <https://www.workliveservices.net/clients/wheelereap/welcome.jsp>.

Register as a new user with Company Code: **WH-MANCHESTERBOE**.



Wheeler

Innovative Care. Positive Change.

