

HOW TO USE YOUR EMPLOYEE ASSISTANCE PROGRAM



Helping Employees Achieve Their Best

CARILIONCLINIC.ORG/EAP



CONTACT INFORMATION

For confidential, personal assistance, please call **800-992-1931** and someone will assist you in scheduling an appointment. An EAP consultant can be reached after hours in case of an emergency.

OFFICE LOCATIONS:

ROANOKE

213 McClanahan St., Suite 201
Roanoke, VA 24014

Phone 800-992-1931 | 540-981-8950

Fax 540-981-8957

NEW RIVER VALLEY

2900 Lamb Circle
Medical Office Building, Suite 310
(Located at Carilion New River Valley
Medical Center)

Christiansburg, VA 24073

Phone 800-992-1931 | Fax 540-731-3010

At Carilion Clinic, our patients and members of our community have the right to receive considerate, respectful, compassionate and appropriate clinical care in a safe setting regardless of age, color, gender, race, national origin, religion, language, culture, sexual orientation, gender identity and/or expression, marital or parental status, pregnancy, disabilities, veteran's status, citizenship or source of payment.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 800 433 8407.

McClanahan St.
201
Roanoke, VA 24014

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WHAT IS THE EAP?

The Employee Assistance Program (EAP) is a voluntary, confidential service providing professional counseling and referral services designed to help you with your personal, job or family problems. Its purpose is to help employees and their families identify, resolve and gain control over personal problems that may be interfering with work and daily life.

WHAT KINDS OF PROBLEMS CAN THE EAP HELP WITH?

Through short-term counseling, EAP can help you understand what options are available for virtually any issue or problem that may arise, including:

- » Emotional
- » Family
- » Grief or loss
- » Alcohol or substance abuse
- » Marital
- » Job-related
- » Legal or financial referrals



WHY USE THE EAP?

You may want to talk with an EAP counselor if:

- » You spend much of your day worrying about a particular problem
- » Your job, family life, relationships, or health are affected by a problem
- » You try to convince yourself that the problem will get better, but it never does
- » You realize you have a problem, but you don't know where to go for help
- » You have a problem and want to talk about it with

WHAT CAN YOU EXPECT FROM THE EAP?

Assistance is available immediately. Please call 800-992-1931 to request an appointment. Our staff will help you connect with a counselor near you. Your counselor can:

- » Help assess the problem
- » Provide short-term counseling, when appropriate
- » Help you select a specific resource, when necessary
- » Involve family members, when needed
- » Follow up to ensure you receive quality assistance



WHAT WILL USING THE EAP COST?

Your initial sessions with a licensed or certified counselor are prepaid through your employer. Additional sessions, if needed, will utilize your present insurance or community resources. If a referral to an outside provider is needed, your counselor will recommend carefully selected resources. Your health insurance and other financial factors will be taken into consideration to help ensure that needed services are affordable.

IS THE EAP CONFIDENTIAL?

Yes. Both your request for assistance and any information that may be shared are between you and your counselor. All EAP records are kept strictly confidential. Information from the EAP may be released only with your prior written permission. Participation in the EAP will not jeopardize your job or career.

STRESS TIPS

We all have times in our lives when there are just too many demands. There will always be deadlines and priorities to juggle. Here are a few gentle ways you can take care of yourself when you are under stress.

Say 'no' to anything that is not important to you. Give yourself the permission to focus on what's important. Getting the unessential responsibilities off your schedule will not only create some extra time and space, it will also lighten the burden you are feeling to keep up with the important ones.

ASK FOR HELP

There is nothing wrong with asking for help, and you'll quickly learn that most people around you actually do not mind helping. Do not underestimate how important the people in your life can be when it comes to feedback, motivation, and support. Your self-confidence can be bolstered by this simple request: "Can you help me?"

TAKE A SHORT CALMING BREAK

Sit quietly for 5 minutes and breathe. Reflect on something helpful, good, beautiful or thankful. Meditate on positive affirmations and future positive goals. Listen to calming music. Stretch your neck, shoulders and arms while sitting at your desk.

WALK EVERYWHERE YOU CAN

You might be busy and think that every minute is valuable time to put into your work, but some extra minutes of walking might prove to be beneficial. Not only is exercise good for you, you can also enjoy some important fresh air and sunlight. The extra minutes of fresh air will save you time and improve your focus when you start back working again.

We can help you create a stress management plan.