

138250

POLICY STATEMENT  
TOLEDO POLICE DIVISION  
EMPLOYEE ASSISTANCE PROGRAM

NCJRS

AUG 31 1992

ACQUISITION

The City of Toledo, Police Division Administration, and the labor organizations representing Police Officers, recognize that a mentally and physically healthy employee is an asset to the City of Toledo as an employer and the community as a whole. The City of Toledo recognizes that it is in the best interests of both the City and its employees to provide an Employee Assistance Program which would assist the employee with the wide range of problems which are encountered by a police officer in today's society.

The City of Toledo recognizes that problems involving physical, emotional or mental illness, abuse of alcohol or controlled substances, marital, family, or legal problems can negatively affect an officers job performance to such a point that the officer may be unable to function efficiently, effectively or safely. The City also recognizes that these problems can be successfully treated provided that they are identified and the officer is referred to the appropriate area of care.

The Police Division recognizes that officers who seek treatment and rehabilitation when needed, are suffering from a legitimate health problem. These officers shall have complete accesses to all leave provisions as established in the Collective Bargaining agreement.

When an employee's job performance or attendance is unsatisfactory and he/she is unable to correct the situation either alone or with normal supervisory assistance, it is an indication that there may be a cause outside the realm of employment responsibilities. Therefore it is the policy of the City of Toledo to assure that:

A. Officers who have problems which they feel may affect their work performance will be encouraged to voluntarily seek information concerning employee assistance programs on a confidential basis by contacting the Police Division Employee Assistance Officer.

138250

**U.S. Department of Justice  
National Institute of Justice**

This document has been reproduced exactly as received from the person or organization originating it. Points of view or opinions stated in this document are those of the authors and do not necessarily represent the official position or policies of the National Institute of Justice.

Permission to reproduce this copyrighted material has been granted by

Toledo Police Division

to the National Criminal Justice Reference Service (NCJRS).

Further reproduction outside of the NCJRS system requires permission of the copyright owner.

B. Officers whose job performance indicates that they may have need of the EAP services may be referred through constructive intervention to the Employee Assistance Officer.

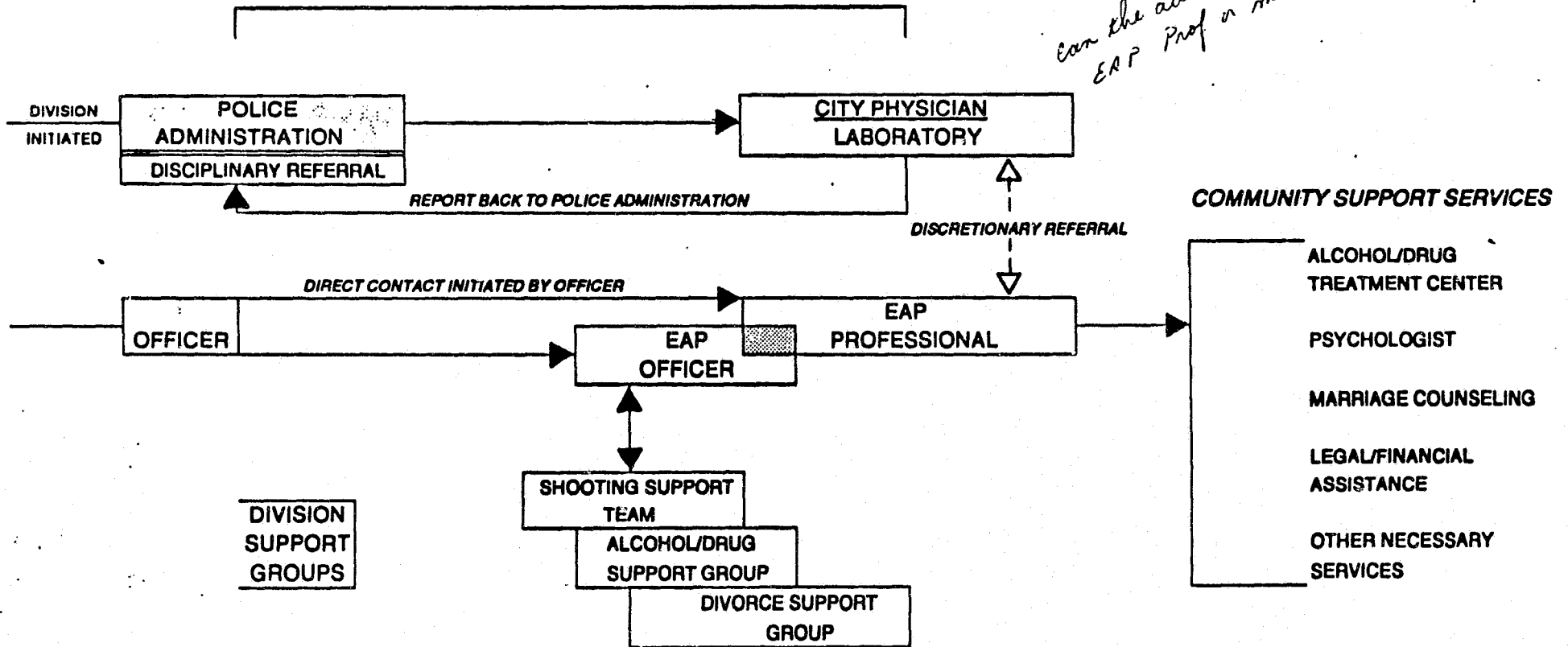
C. It shall be the responsibility of all management and union personnel to implement this policy and to follow procedures which have been designed to assure that no person who requests diagnosis and treatment from the Employee Assistance Program will jeopardize his job security or his promotional opportunities.

D. Participants in the EAP program shall be expected to meet existing job performance standards and established work rules within the framework of existing labor-management agreements. Any exception to this requirement shall be by mutual agreement between labor and management.

E. All EAP records shall be kept strictly confidential, and shall be considered private medical records. These medical records shall not be noted in any public document or in the employee's personnel file. Information from the EAP may be released only with written permission of the employee.

# TOLEDO POLICE DIVISION EMPLOYEE ASSISTANCE PROGRAM MODEL

## EAP COMMITTEE



February 7, 1991

SPECIFICATIONS FOR EAP BID

The successful bidder shall:

- have the demonstrated ability to assess organizational and employee needs as they relate to an Employee Assistance Program for the Toledo Police Division.
- provide professional services, to both police officers and their immediate family members, through a comprehensive formal delivery system using both the internal and external model.
- have adequate staff available to achieve the goals and objectives of the Police Division and have the ability to work with at least one liaison person from the police division with formal responsibility for coordinating the delivery of services and monitoring of contract performance.
- have at least one professional qualified to perform the duties outlined above. Measures of qualification should include: having at least four (4) years experience working within an EAP, evidence of a specialized understanding of alcohol and other drug problems, experience in understanding law enforcement officers specialized problems, and certification in employee assistance programing (CEAP).
- have the demonstrated ability to identify, foster, create, utilize and evaluate community resources which provide quality care at a reasonable cost.
- provide a written confidentiality policy consistent with all professional standards, ethics, and applicable laws that requires the contractor to adhere to this policy and all other regulations that may apply to information in the possession of the EAP.
- provide evidence of adequate liability coverage consistent with requirements of the City of Toledo.
- provide training for supervisory, management, and union personnel to give them an understanding of the Police Division's EAP objectives, procedures for referring employees experiencing job performance problems to the program, and the impact of the program on the organization.
- meet regularly with the labor/management oversight committee to address EAP issues promptly and appropriately.

- provide statistical reports which reveal utilization, performance and attendance data and where appropriate, cost containment information.

- adhere to billing procedures as required by the Division of Accounts for the City of Toledo.

- provide promotional strategies and materials which help to educate employees and their dependents about the services available through the EAP.

- provide, at a mutually agreeable location, work space for the Police Division's EAP officer to include suitable space in an office and access to conference rooms suitable for meeting with officers or their dependents in private, telephone service, secretarial assistance, and sufficient support to carry out the responsibilities of his office.

The bid shall be based on a per capita monthly rate for an average of 680 officers. This rate should include costs associated with delivery of services for these officers and their immediate family members.

February 18, 1991

Revised Job Description

Police Division Employee Assistance Officer

Responsibilities:

1. Serves as a point of initial contact for officers and their immediate family who wish to use the EAP services and to provide such services in an atmosphere of confidentiality, safety and trust.
2. Assists EAP provider in planning and coordinating the Police Division's participation in the program to assist employees in resolving or attempting to resolve alcohol, drug abuse, marital, financial, emotional or legal problems affecting the employees job performance.
3. Serves as liaison person from the Police Division with formal responsibility for monitoring and assisting the delivery of EAP services.
4. Maintains a close working relationship with the EAP provider and referral agencies in order to follow up the progress of involved employees.
5. Assists EAP provider with training Division members.
6. Encourages participation in the Division's EAP and arranges for confidential contact with the EAP professional.
7. Creates and maintains a continuing awareness of the EAP for Division employees by disseminating information regarding the program in a thorough and meaningful manner.
8. Serves as liaison and assists in facilitation of in-house support groups as necessary.
9. Assists in preparation of annual budget for the EAP.
10. Assists in establishment of new support services for Division employees.
11. Prepares monthly and annual statistical reports.
12. Consults with and advises supervisory and designated union personnel relative to potential or real problem areas that fall within the purview of the EAP regarding the performance of officers.
13. Performs related duties as may be required.

February 18, 1991

**QUALIFICATIONS FOR EAP OFFICER BID**

**EXPERIENCE:** 1. At least five (5) years experience as a TPD officer.

**EDUCATION:** Associate Degree in a related field; i.e. social work, psychology, or law enforcement is preferred.

**WORK RECORD** shall be considered.

In addition to the above qualifications, officers should list experience in the areas of counselling, social work, advanced degrees, skills in the area of Human Relations, exposure and experience in the area of alcohol and drug abuse problems.

The applicant should have an understanding of stigmatized problems and the ability to interview officers and or dependents under stress. This position requires exceptional listening, communication, and referral skills. The successful applicant must know when to be empathic and when to be direct.

The applicant must be willing to pursue and obtain a Certified Employee Assistance Program (CEAP) certification within three (3) years of assignment.



AGREEMENT BETWEEN THE CITY OF TOLEDO  
AND EMPLOYEE ALTERNATIVES-SOURCE ONE

EMPLOYEE ASSISTANCE PROGRAM-TOLEDO POLICE DIVISION

This agreement is entered into by and between The City of Toledo and Employee Alternatives - Source One, a division of West Center, One Sunforest Court, Toledo, Ohio, for the purpose of providing employee assistance services to the Toledo Police Division and defined members of their immediate families. The City of Toledo and Employee Alternatives - Source One agree that:


1. All employees and their immediate family members may utilize the Employee Assistance Program for help addressing the broad scope of problem areas which they may be experiencing. These would include, but are by no means limited to, areas of difficulty such as employment stress, child school/behavior problems, marital issues, relationship problems, chemical dependence, anxiety, depression, post-traumatic stress, etc. Employee Alternatives - Source One will provide diagnosis and referral services to all officers of the Toledo Police Division and to any spouse, unmarried child under the age of twenty-five (25) years and parent of a police officer, provided that such spouse, child and/or parent actually reside in the same household as the covered officer. The covered officer and such qualifying relatives are collectively referred to as "Covered Persons".
2. The City of Toledo and Employee Alternatives - Source One will support and follow the EAP policies and procedures as developed by the EAP Steering Committee and Employee Alternatives - Source One. These policies and procedures will address confidentiality, fitness for duty, as well as mandatory and voluntary referral. Employee Alternatives - Source One will also maintain liability and malpractice insurance as defined by the City of Toledo in the original bid procedure.
3. Employee Alternatives - Source One will provide professional training sessions for the Toledo Police Division officers on a mutually agreed upon schedule. There will be seven (7) supervisory training sessions, fourteen (14) police officer training sessions and one (1) senior management training session. During the supervisor training session, supervisory officers will be instructed in identifying changes in behavior which result in a decrease of job performance of an officer. They will also be instructed in methods of confronting the situation and referring the officer to an Employee Assistance Counselor. Both supervisors and line-staff officers will be informed of how to utilize the Employee Assistance Program for their personal use.

4. The diagnosis and referral services to be provided pursuant to this Agreement shall consist of one-to-three meetings between a Covered Person who contacts Employee Alternatives - Source One and an Employee Assistance Program Counselor during which the counselor shall endeavor to identify the problem and motivate the Covered Person to seek treatment. The counselor will then refer the Covered Person to the appropriate treatment resources. The EAP manager will work closely with the Internal Police EAP Officer when both are indicated and appropriate for program development, promotion and case management.
5. Covered persons will be seen by an Employee Assistance Program Counselor within two working days after contacting Employee Alternatives - Source One for a non-crisis situation. Covered persons will be seen by an Employee Assistance Program Counselor immediately if it is a crisis situation. A crisis situation is established by the express needs of the covered persons seeking assistance or at the directive of the Internal Police EAP Officer.
6. Employee Alternatives - Source One will provide Monthly Utilization Reports in the form of Attachment "B" hereto and will provide summary information received in response to Satisfaction Surveys, Attachment "A" hereto to the Internal Police EAP Officer. Employee Alternatives - Source One will provide such other reports as shall be mutually agreeable.
7. Employee Alternatives - Source One will provide a furnished office and telephone service for the Internal Police EAP Officer. This office will be available on June 1, 1991. Employee Alternatives -Source One will design in conjunction with the Internal Police EAP Officer all promotional materials for the Employee Assistance Program. All promotional materials will be subject to review and approval by the oversight Employee Assistance Program Steering Committee. On or before July 1, 1991 all members of the Division shall receive the introduction promotional materials defining the program as well as an explanation for accessibility.
8. The services provided to police officers or other covered parties as well as all records created through this service shall be maintained under the terms of this agreement and shall be held in strict accordance with all applicable State and Federal Laws regarding confidentiality. All Employee Assistance records will be the property of Employee Alternatives - Source One. The Internal Police EAP Officer shall have direct access to these records pursuant to the responsibility of his assignment. The City of Toledo nor any of it's agents not herein defined shall not have access to these records. officers or other covered parties may consent to the release of these records consistent with patient/practitioner privilege. In the event Employee Alternatives - Source One is requested to provide any records not with standing the above stated policy, the Employee Assistance Program Steering Committee shall be notified immediately.
9. The City of Toledo will pay Employee Alternatives - Source One \$17.65 per enrolled employee for this twelve-month contract period. The payment for this contract period will be made quarterly. The first quarterly payment will be made on 6-30-91 for the months of June, July, and August, 1991, then on 9-1-91, 12-1-91, and 3-1-92 for the three-month time frame after each of the above listed dates. The initial number of officers to be covered will be 680.

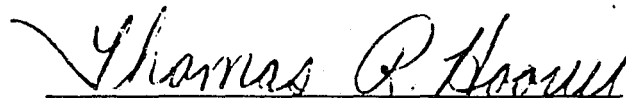
10. The terms of this agreement shall be twelve months beginning 6-1-91 and ending 5-31-92 unless sooner terminated by either party by providing written notice to the other the last 60 days in advance from the termination date. Any such notice shall be provided to the principal office of the recipient. The terms and conditions of this Agreement may be subject for renewal on a one year basis if there is a mutual agreement by the parties to do so.

EMPLOYEE ALTERNATIVES-SOURCE ONE  
One Sunforest Court  
Toledo, OH 43623

THE CITY OF TOLEDO  
Toledo, Ohio



Charles F. Thayer, ACSW, FISW  
Executive Director

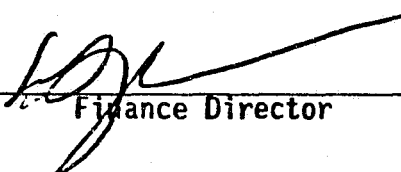


City Manager

6-13-91

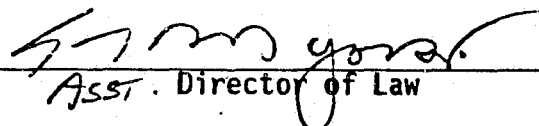
Date

Date



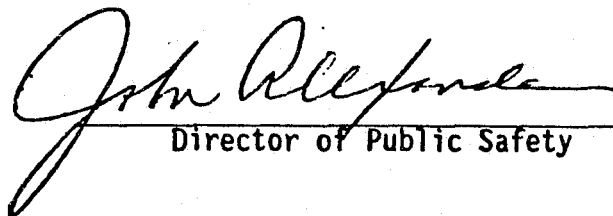
Finance Director

APPROVED AS TO FORM:



Asst. Director of Law

APPROVED AS TO CONTENT:



Director of Public Safety

JA:sg/d2

# SOURCE™

## EMPLOYEE ASSISTANCE PROGRAM

### EMPLOYEE ASSISTANCE PROGRAM SATISFACTION SURVEY

Company: \_\_\_\_\_ Date: \_\_\_\_\_

Provider: Employee Alternatives - Source One

**INSTRUCTIONS:** Please check the appropriate boxes. Additional comments are encouraged. We thank you for taking the time to answer these questions.

1. Were you able to schedule an appointment within a reasonable amount of time?  
Yes ( ) No ( )

2. How would you rate the office in terms of comfort and convenience.  
Excellent ( ) Good ( ) Fair ( ) Poor ( )

Comments: \_\_\_\_\_

3. How were you referred to the Employee Assistance Program?  
\_\_\_\_ employer                      \_\_\_\_ co-worker  
\_\_\_\_ self                              \_\_\_\_ other \_\_\_\_\_

4. Do you feel the program ensured privacy and confidentiality?  
Yes ( ) No ( )

Comments: \_\_\_\_\_

5. Personal concerns can often effect work performance. Do you feel your problem(s) effected your job in any way?  
Yes ( ) No ( ) Unsure ( )

If yes, what improvements have you seen? \_\_\_\_\_

\_\_\_\_\_

### EMPLOYEE ALTERNATIVES

6. After meeting with the Employee Assistance counselor, what types of services did you utilize?
- |   |   |
|---|---|
| <input type="checkbox"/> counselor/psychologist         | <input type="checkbox"/> educational services |
| <input type="checkbox"/> inpatient psychiatric          | <input type="checkbox"/> legal assistance     |
| <input type="checkbox"/> inpatient chemical dependency  | <input type="checkbox"/> support group        |
| <input type="checkbox"/> outpatient chemical dependency | <input type="checkbox"/> other _____          |
| <input type="checkbox"/> financial counseling           | <input type="checkbox"/> none needed          |

How many visits did you have with the EAP counselor? \_\_\_\_\_

7. Do you feel the EAP counselor and/or the service to which you were referred has been helpful in addressing your concerns?  
Yes ( ) No ( )

ANSWER #8 ONLY IF THE EAP COUNSELOR SUGGESTED OTHER SERVICES —

8. If you didn't follow through with the referral, please specify why:
- |  |  |
|--|--|
| <input type="checkbox"/> too costly                      | <input type="checkbox"/> transportation problems |
| <input type="checkbox"/> problem resolved                | <input type="checkbox"/> other                   |
| <input type="checkbox"/> didn't feel referral was needed |  |

9. How would you rate the overall effectiveness of the Employee Assistance Program?  
Excellent ( ) Good ( ) Fair ( ) Poor ( )
10. Would you recommend this program to a fellow employee?  
Yes ( ) No ( )
11. Would you like a copy of this survey to be sent to your Human Resources office, in confidence, so that your company may assess the effectiveness of the Employee Assistance Program?  
Yes ( ) No ( )
12. If you would like the manager of Employee Assistance Services at Employee Alternatives to contact you for any reason, please give your name, address, phone number, and hours you are available. (If you answered "yes" to #11, your identity will be "whited-out" before copying to preserve your confidentiality.)
- 
-

# SOURCE™

## EMPLOYEE ASSISTANCE PROGRAM

### MONTHLY REPORT TO EMPLOYER

TO: \_\_\_\_\_

FROM: \_\_\_\_\_ CONTRACT PERIOD: \_\_\_\_\_

RE: Employee Assistance utilization for the period of \_\_\_\_\_ and contract year-to-date.

	<u>Month</u>	<u>Contract YTD</u>
<b><u>PROGRAM ACTIVITY</u></b>		
Initial assessment visits	_____	_____
Subsequent visits for assessment, referral, case management, counseling	_____	_____
Failed intake appointment	_____	_____
Telephone information only	_____	_____
<b><u>CLIENT PARTICIPATION</u></b>		
Number new employees seen	_____	_____
Number new family members seen	_____	_____
<b><u>REFERRAL DATA</u></b>		
Self-referred	_____	_____
Supervision/Personnel (non-work performance)	_____	_____
Supervisor/Personnel (work performance)	_____	_____
Family/friend/co-worker	_____	_____
Other	_____	_____
<b><u>CLIENT DEMOGRAPHICS OF PRIMARY CLIENT OR EMPLOYEE</u></b>		
Gender - Male	_____	_____
- Female	_____	_____
Length of Employment		
Less than 1 year	_____	_____
1-4 years	_____	_____
5-9 years	_____	_____
10-14 years	_____	_____
15-19 years	_____	_____
20 plus	_____	_____
Not reported	_____	_____
NA (primary client dependent)	_____	_____
Age Category		
Under age 30	_____	_____
30-39	_____	_____
40-49	_____	_____
50-59	_____	_____
60 plus	_____	_____
Not reported	_____	_____

### EMPLOYEE ALTERNATIVES

Month Contract YTD

**ASSESSED PROBLEMS (Employees/families generally present more than one problem)**

Crisis	_____	_____
Parenting/family	_____	_____
Marital/other relationship	_____	_____
Domestic Violence	_____	_____
Aging parents	_____	_____
Child - emotional/school	_____	_____
Work stress	_____	_____
Anxiety, depression/other psychological	_____	_____
Stress	_____	_____
Alcohol	_____	_____
Other drug	_____	_____
Alcohol/drug - family member	_____	_____
Gambling	_____	_____
Other addiction	_____	_____
Health	_____	_____
Financial	_____	_____
Housing	_____	_____
Legal	_____	_____
Career/vocational	_____	_____
Other _____	_____	_____

**DISPOSITION OF ALL CASES DURING MONTH**

Appropriate for Brief Treatment by EAP (Brief Treatment EAP contracts only)	_____	_____
Private psychotherapist	_____	_____
Psychotherapist affiliated with EAPs or its parent organization	_____	_____
Psychiatrist	_____	_____
Other physician	_____	_____
Inpatient psychiatric	_____	_____
Outpatient chemical dependency	_____	_____
Inpatient chemical dependency	_____	_____
Support group	_____	_____
Career counseling	_____	_____
Education program	_____	_____
Financial counselor	_____	_____
Legal assistance	_____	_____
Other _____	_____	_____
No further treatment beyond 1-3 sessions recommended	_____	_____

**CURRENT CASE STATUS**

Assessment in process by EAP counselor	_____	_____
Client(s) did not follow through with assessment process	_____	_____
Referral(s) made this month and accepted	_____	_____
Refused treatment recommendations	_____	_____
No further treatment recommended - to call as needed	_____	_____
Employees being monitored as mandatory referrals	_____	_____

**Command Officers Training Program...**

**YOUR EMPLOYEE ASSISTANCE PROGRAM  
and  
CRITICAL INCIDENT INTERVENTION**



**YOUR EMPLOYEE ASSISTANCE PROGRAM  
AND  
CRITICAL INCIDENT INTERVENTION**

Introductions

Pat Gladieux - Internal EAP Officer

Mary Herscher - Employee Alternatives - Source One

History of TPD's Employee Assistance Program

Overview and Objectives of Training

Part One - *Everything you need to know about EAP... and maybe more.*

\*To become knowledgeable of rationale for and fundamentals of EAPs.

\*To increase own comfort in utilizing Employee Assistance for personal problems.

Part Two - *After the shooting...supporting the officer.*

\*To increase comfort and effectiveness in addressing emotional needs of officers involved in shootings.

\*\*\*\*\*

**PART ONE - EVERYTHING YOU NEED TO KNOW ABOUT EAP**

\*\*\*\*\*

What is an EAP?

An employee benefit designed to direct employees in solving their problems before or when their problems affect work performance.

Why Employers Have EAPS

Cost of personal problems

Savings with EAPs

Supervisor resource

Says "we care"

Employees get help

Problems Brought to EAP

EAP Structure

Internal EAP Officer's Role

Professional staffing

Confidentiality

Family coverage

24 hour crisis coverage

Telephone information and referral

One to three sessions

Appointments within two working days

No cost to employee

Supervisory consultation

Voluntary

Role in Fitness for Duty evaluations

Referral Process

1. Call Pat Gladioux at 479-3838 (work), 693-6209 (home), or 249-8973 (pager) or call Employee Alternatives - Source One at 475-5338
2. Appointment scheduled within two working days
3. Pat's and Employee Alternatives' offices at One Sunforest Court

Reminding Fellow Officers of EAP

Before work performance is affected

When Work performance is affected

Suggestions:

- Be low-key about EAP
- Explain confidentiality
- Normalize using
- Present as "helping hand"
- Anticipate resistance
- Give brochure, card, or phone number

\*\*\*\*\*

**PART TWO - AFTER THE SHOOTING**

\*\*\*\*\*

**Crisis Intervention Model**

**I. SAFETY AND SECURITY**

- A. Safety
  - Safety as a concern for body and personal space.
  - Safety as a need for nurturing.
  
- B. Security
  - Security as an adjunct to privacy.
  - Security as an adjunct to confidentiality.
  - Security as an issue of control.
  - Security as an issue of legal/employment issues.
  
- C. Suggestions for helping:
  - Make sure officer feels safe and secure at this point.
  - Respond to need for nurturing - but don't foster dependency.
  - Help officer re-establish control over life. With small things first - then larger ones.

**II. VENTILATION AND VALIDATION**

- A. Feelings are normal and okay.
  
- B. Anger, fear, confusion, grief are allowed.
  
- C. Suggestions for helping:
  - Whenever possible, don't ask questions that indicate officer is to be blamed or that will exacerbate guilt.
  - Don't validate self-blame -- especially initially.
  - Don't say "I know how you feel."
  - "Normalize" responses, feelings and coping reactions.
  - Don't judge feelings or responses.
  - Encourage their talking with EAP and/or Shooting Team Officer.
  - Don't say it was a "good shooting" or a "bad shooting".

III. PREDICTION AND PREPARATION

- A. Predict the practical
  - TPD Procedures.
  - Whom not to talk to.
  - Media issues.
  - Community issues.
  
- B. Predict the emotional.
  - Encourage their talking with EAP and/or Shooting Team Officer to help with:
    - Immediate physical and mental reactions.
    - Long-term physical and mental reactions.
    - Reactions of significant others.
    - Reactions of fellow officers.
    - Normal "trigger" events.
  
- C. Suggestions for helping:
  - Offer low sugar, no caffeine beverage.
  - Encourage their talking with EAP and/or Shooting Team Officer.
  - Encourage taking off day after.
  - Encourage "one day at a time."
  - Sensitize fellow officers to needs of officer in shooting.

COMMENTS FROM THOSE  
WHO HAVE USED EAP:

*"I felt as comfortable in the offices as I  
do in my own home."*

*"They cared and you got prompt service  
and don't have to wait when you need  
someone to talk to immediately."*

*"The therapist helped me put things in  
perspective."*

*"I was able to thoroughly get my  
problem out in the open."*

*"A very worthwhile experience in  
dealing with problem solving."*

*"I feel the program has been very  
beneficial in my life and therefore would  
highly recommend it."*

*"I just feel better now."*

*"I don't think about my problems at  
work anymore."*

*"It was the answer to all our problems.  
I don't know what we would have done  
without it!"*

Managed by:

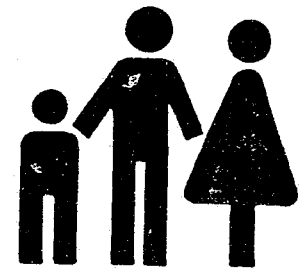
**Employee Alternatives - Source One**

One Sunforest Court  
Toledo, OH 43623

**1-800-422-5338**

EMPLOYEE ASSISTANCE PROGRAM

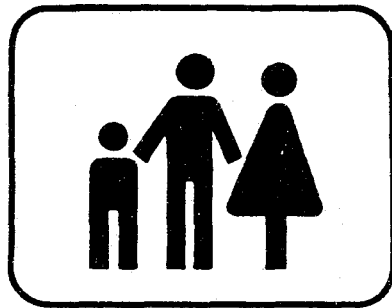
*Everyone  
Has  
Problems . . .*



*It's how you  
solve them  
that makes  
the difference.*

*What is the Toledo Police Division's Employee Assistance Program?*

This employee benefit is a confidential assessment and referral program that assists with any personal problem. In addition to providing an Internal EAP Officer, Pat Gladieux, the TPD has also contracted with Employee Assistance-Source One, a nationwide EAP organization based in Toledo. Employee Alternatives-Source One's services are provided by professional counselors.



*What happens when I use EAP?*

The EAP counselor will meet with you for one to three sessions to help you first sort out your problems and then to develop new alternatives to deal with your concerns. The EAP counselor offers support and helps you focus on solutions. If resolving your problem requires a referral for further counseling or to any other resource, the EAP counselor will make referral recommendations as well.

*What kinds of problems does EAP handle?*

We are living in a complex, fast-paced world where we all are facing new and sometimes overwhelming problems. Fortunately, we can handle most of our problems on our own. However, there are times when problems seem unmanageable and begin to interfere with our ability to meet the day to day challenges at home and work. Some of these problems might be divorce, step-parenting, single parenting, loss and grief, work pressures, marital concerns, parenting challenges, chemical dependency, and financial difficulties.

*Who is eligible for assistance through EAP?*

As an employee, you are eligible to use the EAP benefit. Anyone close to you including a spouse, child, or parent may also take advantage of this benefit.

*What is the cost?*

The visits with the EAP counselor are provided at no charge to you. Should you accept any referral recommendations made by the EAP counselor, there could be a cost at that time. Most referrals, such as short-term family counseling, are covered to some extent by your medical insurance.

*Will using the program affect my job?*

Hopefully! EAP helps you perform better at work by resolving problems that might interfere with your work performance.

*Who will know when I use EAP?*

Only those people you choose to tell. This is one of the reasons the EAP is so successful. Any information you share with your EAP counselor is completely confidential.

*How can I take advantage of EAP?*

You can take advantage of this benefit in either of two ways. One alternative is to call the Internal EAP Officer - or you may choose to call Employee Alternatives-Source One directly. Both telephone numbers are listed on the card below. In most cases, an appointment will be scheduled within two working days or sooner in a crisis situation. Day and evening appointments are available.

**EMPLOYEE ASSISTANCE PROGRAM**

**Pat Gladieux**  
Internal EAP  
479-3838

or

**EMPLOYEE ALTERNATIVES - SOURCE ONE**

External EAP  
475-7288