



# Wheeler Employee Assistance Program EMPLOYEE GUIDE

## What is the 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. In addition, the EAP can provide emotional support for dependent care, financial and legal concerns.

## How does the Wheeler EAP work?

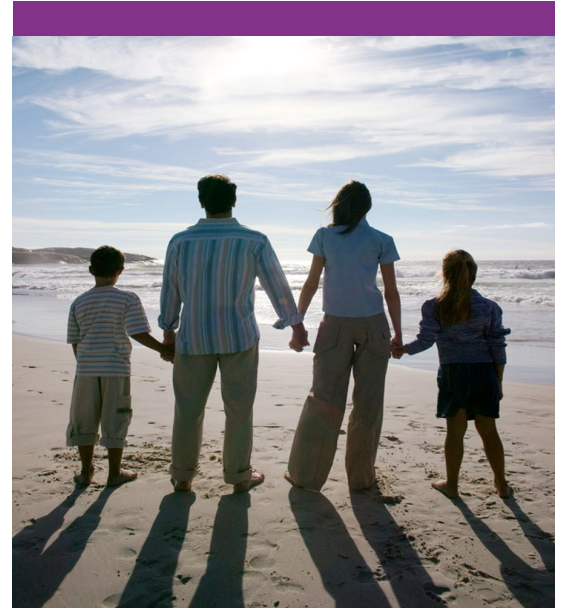
Our goal is to help employees and their dependents solve personal problems that may interfere with their job, health, or general well-being. Contacting the EAP is easy. Simply call the Wheeler EAP toll-free at 1-800-275-3327 day or night. Our caring and concerned staff will assist you. The EAP is a benefit for employees and their family members.

## What kind of help is available?

Call the EAP for any sort of personal or work-related concerns. 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 goal is to help you resolve your concerns. The EAP will follow-up to ensure that your concerns have been resolved and that you are satisfied.

## What is the cost to utilize EAP services?

The EAP is a company benefit with a predetermined number of sessions at no cost to you. When further help is needed, Wheeler EAP will make every effort to direct you to an appropriate resource.



## The Wheeler EAP is:

- easy to access
- confidential
- services are provided at no cost to the employee or family

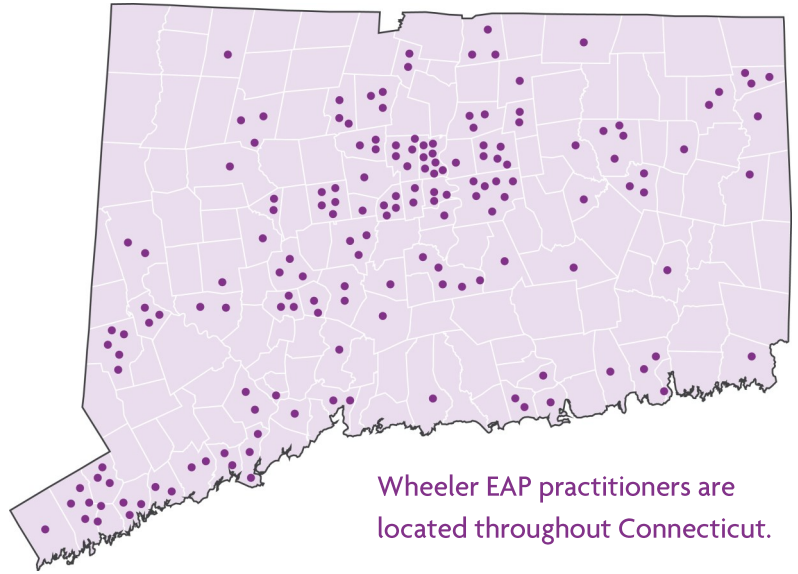
**Wheeler EAP**

**1-800-275-3327**

**Call day or night**

## What happens when I call?

When you call the EAP, you will speak with our EAP staff and a confidential appointment will be made to meet in-person with a professional counselor to discuss your concerns at a location and time that is convenient to you. After you meet with the EAP Counselor, a plan of action will be developed together. This may include several more sessions with the counselor, or referring you for ongoing counseling, a support group or community resource depending on what you need.



Wheeler EAP practitioners are located throughout Connecticut.

## What are the Wheeler EAP staff's credentials?

All of our counselors are licensed, certified and hold master's or Ph.D. degrees. They are 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 at Wheeler Clinic 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.

Professional counselors 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
- Major Life Events
- Balancing Work and Home
- Substance Use Disorders
- Parenting Concerns
- Life Changes and Transitions
- Mental Health Disorders
- Grief and Loss
- Health Care Concerns



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[www.WheelerEAP.org](http://www.WheelerEAP.org)