

## EAP DEFINITION OF SERVICES

### *Assessment/Referral Service:*

Its purpose is to help you define the nature of your problems. The EAP counselors will work with you to develop an agreed upon course of action to resolve the difficulty. Should you need services other than those offered by the EAP, your counselor will refer you and see that you get the necessary services.

### *Self Referrals:*

You, a family member or a co-worker may recognize that a problem exists and call one of the listed telephone numbers on your behalf. Identify that you are accessing your EAP program and an appointment will be arranged at your convenience. (If your call is the result of an emergency, an immediate referral will be made to an appropriate resource for help.)

### *Supervisor Referrals:*

Your supervisor may talk with you about your job performance and suggest, or mandate, that you contact the EAP. In the case of a supervisor's suggestion, you have the choice of accepting or denying the recommendation. A supervisor mandate, however, is part of progressive discipline procedures.

## FOR COUNSELING CONTACT

Employee Assistance Program  
Catholic Human Services

### Western Region

**Traverse City**  
(231) 947-8387  
800-779-0449

**Cadillac**  
(231) 775-6581

### Eastern Region

**Alpena**  
(517) 356-6385  
800-356-5755

**Gaylord**  
(517) 732-6761  
800-506-3602

### Office Locations

### Western Region

**Traverse City**  
1000 Hastings Street  
Traverse City, MI 49686

**Cadillac**  
421 S. Mitchell St.  
Cadillac, MI 49601

### Eastern Region

**Alpena**  
154 S. Ripley Blvd.  
Alpena, MI 49707

**Gaylord**  
1169 Elkview, Suite #3  
Gaylord, MI 49735

**John Darrow, EAP Coordinator**  
**Tammy Virtanen, EAP Assistant**

(231) 947-8387  
800-779-0449

Fax # (231) 947-3522

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CATHOLIC HUMAN SERVICES

A UNITED WAY AGENCY



# EMPLOYEE ASSISTANCE PROGRAM

# EAP



consultation  
assessment  
brief therapy  
referral



## *Important Questions to ask about your EAP*

### **EMPLOYEE ASSISTANT PROGRAM**

#### *A Benefit For You*

The **EAP** is designed to help you and your family with your personal problems before they affect your job.

**EAP** does not provide treatment. It directs you to skilled persons able to give you support and help with your personal problems.

It's Free. The time you spend with our **EAP** professional staff is of no cost to you but your time. Your employer pays for the service.

**The Informality** is meant to provide the easiest possible access. All you have to do is pick up the phone and dial one of the telephone numbers listed in this brochure, and identify that you are accessing your EAP program.

#### \* *What is a personal problem?*

Typical problems include marital or family conflict, alcohol or drug abuse, depression, psychological problems, and financial problems. Any of these can affect your job performance.

#### \* *How do I use the EAP?*

The decision is voluntary. You can refer yourself. Family members can refer themselves, or your supervisor or EAP organization can encourage you to talk to the EAP staff.

#### \* *What happens when I enter the Program?*

You will meet the EAP counselor away from your work site. The counselor will assess your problems and refer you to the proper place for help.

#### \* *How Confidential will my involvement with EAP be?*

The EAP services are provided in a private, confidential setting away from your work site. Both state and federal statutes prohibit our disclosure to anyone that you are using our services or any information about the services you are receiving. Should you desire the EAP discuss your particular situation with anyone, this includes your supervisor or even a family member, you must sign a Release of Information form for us to do so.

***Remember, the EAP services is Professional, Confidential, Private and Free.***