



## The EAP Model

### Definition of Services

#### ***Assessment/Referral Service:***

The Assessment / Referral process is to help you define the nature of your problems. The EAP Counselor 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.)

#### ***Supervisory 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.

## Find Confidential Counseling Services

### Employee Assistance Program

Catholic Human Services

#### ***Western Region*** **Traverse City**

1000 Hastings Street  
Traverse City, MI 49686  
(231)947-8387 800-779-0449

#### **Cadillac**

421 S. Mitchell St.  
Cadillac, MI 49601  
(231) 775-6581

#### **Charlevoix**

12900 U.S. 31 North  
Charlevoix, MI 49720  
(231) 237-0048

#### ***Eastern Region*** **Alpena**

154 S. Ripley Blvd.  
Alpena, MI 49707  
(989) 356-6385 800-356-5755

#### **Cheboygan**

520 N. Main St., Ste. #202  
Cheboygan, MI 49721  
(231) 627-9917

#### **Gaylord**

829 W. Main Street, Suite C-3  
Gaylord MI 49735  
(989) 732-6761 800-506-3602

## Employee Assistance Program

Catholic Human Services, Inc.



**Consultation**

**Assessment**

**Brief Therapy**

**Referral**



**Catholic Human Services**  
A UNITED WAY AGENCY

## EMPLOYEE ASSISTANCE 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 directs you to skilled persons able to give you support and help after a thorough assessment; some employers provide brief therapy benefits for problem resolution.

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.



## *Important Questions to Ask About Your EAP*

Remember EAP Services are Professional, Confidential, Private and Free

### ***What type of personal problem is appropriate for EAP?***

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

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

The decision is voluntary. You can refer yourself by calling a confidential phone line to schedule an appointment. Family members may also make a self-referral. Sometimes an employer or supervisor may 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 needs 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. You may choose to receive your counseling in any one of the locations listed in this brochure.

Both state and federal statutes prohibit our disclosure to anyone that you are using our services or to disclose any information about the services you are receiving.

Should you desire your Employee Assistance Counselor to consult with another party regarding your treatment, you must first sign a Release of Information form for us to do so. This includes a supervisor, friend or even a family member.

***Counseling services are completely confidential!***