

What is the EAP?

For many of us, everyday problems around personal, family and work-life issues sometimes can create stress or conflict in our lives. Often these conflicts can be relieved by a confidential and objective problem assessment, brief educational interventions, support and referrals to various community resources. The Guardian through WorkLife Matters can provide you with solutions to the problems of daily living. A single call to the EAP at **800-386-7055** will get you connected with a counselor who can provide you with assistance over the telephone or you can be referred to an EAP professional for up to **three face-to-face visits** with a counselor in your community. The telephonic services are available to you and your family members from **9 a.m. through 8 p.m. EST**. For those situations that are urgent or an emergency, there are counselors that are available for you to speak with after hours.

When you call the 800 #, the WorkLife Matters counselor will help you to identify the problem, assess the situation and begin to explore resolutions to the presenting problem over the phone. These services are **confidential** and are available to you and your family members at **no charge**. There are times when a problem such as marital communication, parent-child problems or substance abuse problems can be better addressed in a face-to-face consultation with a counselor. The WorkLife Matters EAP counselor will provide you with a direct referral to an IBH network EAP counselor for office-based visits. Again, these visits with the counselor are available **at no cost for up to three sessions**.

The EAP also provides various resources to assist people who are facing a wide range of life challenges such as locating childcare or eldercare resources, planning for adoption, or learning about child development. These WorkLife services focus on the provision of information that can help with your decision-making process about an ordinary life issue. You can assess these services by contacting the EAP at **800-386-7055**.

In addition, the EAP program can provide you with both legal and financial assistance. Under the legal benefit, you are eligible to receive a **free 30 minute** consultation with an attorney. If you retain the attorney to provide any legal services for you or your family, you will receive a **25% discount** on these legal services. Also via the website (www.ibhworklife.com) you have access to an extensive legal and financial library of information and frequently asked questions, legal forms and a Will-Maker program. When you are in need of financial assistance or need advise regarding a financial situation, the EAP can provide you with helpful answers to your financial questions.

In summation, the EAP benefit is a service that is **confidential** and available at **no cost** to you or your family members. The EAP is an outstanding resource to help you deal with day-to-day problems that arise in everyone's life.