



# EAP Facts

## **“It’s easy to obtain help and guidance from the EAP!”**

Simply call the toll free number 800-343-3822 anytime, 24 hours a day, 365 days a year—even holidays! When you call, one of our professionals will discuss objective, appropriate options, resources, and referrals to your situation and will answer any questions you may have.

## **“I heard from a coworker that EAP services are free. Is this true?”**

Yes! There are never any charges to participants for calls to the EAP. Fees for any additional help, which may be recommended, are usually based on what you can afford and in some cases, may be covered by insurance or other benefits.

## **“I was surprised to hear my EAP emphasize that my confidentiality is protected.”**

Your confidentiality is of extreme importance. Alliance Work Partners (AWP) adheres to all applicable state and federal confidentiality laws. We strictly protect the right to privacy for all employees and their family members.

## **“Is it true that our EAP can help with more than drug, alcohol or crisis situations?”**

Yes! Your EAP is a resource for an array of personal and work-related concerns including skill development for personal growth. Counselors are available 24 hours a day, 365 days a year to help with any type of situation.

*Call us today; you might be surprised by all the things the EAP can assist you with in contributing to your overall quality of life.*

**For further information  
or assistance, please call  
and speak to one of  
our professionals.**



**Alliance**  
work partners

A Professional Service of  
Workers Assistance Program, Inc.

[www.alliancewp.com](http://www.alliancewp.com)

**Toll Free 800-343-3822**

**EAP Teen Line  
800-334-TEEN (8336)**

**TDD 800-448-1823**

Servicios en español disponibles.

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**Time-Honored EAP Solutions**



## **Your Employee Assistance Program**

**Worklife resources and  
referrals, solution-focused  
counseling, and legal and  
financial consultations  
for you and your family**



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## What is an EAP?

Ordinarily it stands for **Employee Assistance Program**. But to those who have benefited from such a program, EAP invokes a somewhat different meaning:

Encouragement

Action

Performance

An EAP provides valuable services at no cost to employees and their families in the form of short-term counseling, legal and financial consultations through **LawAccess**, and worklife resources and referrals through **Work/Life Standard**.

## Solution-Focused Counseling

AWP understands the constant interplay between problems on and off the job. We know too, that almost any issue can be dealt with if it is identified and treated early. AWP's short-term counseling services are solution-focused and can help with issues including but not limited to:

- **Job performance**
- **Marital difficulties**
- **Family issues**
- **Communication skills**
- **Managing depression and anxiety**
- **Child and elder care resources**
- **Parenting support**

- **Anger management**
- **Legal and financial issues**
- **Grief and bereavement**
- **Self-improvement plans**
- **Stress management**
- **Personal concerns**
- **Career management**
- **Substance abuse**

## LawAccess

We all need legal and financial assistance from time to time. You may need to consult an attorney about a will or a real estate transaction. You may need advice on reorganizing a retirement plan or updating investments.

**LawAccess** offers you a network of thousands of legal and financial specialists, attorneys, CPAs, and certified dispute mediators to meet these needs. Our network covers all 50 states, Canada, and Puerto Rico. Online resources and forms are available as well. Obtain your online user name and password by calling 800-343-3822.

**Legal Issues:** You can receive a free legal consultation by phone or in person with a legal representative with specialization in your area of concern. Consultations are free for the first 30 minutes. If you decide to continue working with the attorney, a discount of up to 25% is applied to the attorney's standard fees.

**Financial Issues:** You can consult with financial specialists and planners on issues ranging from federal income tax preparation to invest-

ment strategies. These consultations are by phone and typically average up to 30 minutes in length. If more extensive issues arise that require additional consulting, discounted costs will be discussed at that time.

## Work/Life Standard

Resources and referrals are available to you and your family members on a number of topics including, but not limited to, child and elder care, health and well-being, work and career, and other personal issues. Accessing these resources can make either work or home life better and more productive for you and your family. AWP provides access to resources and referrals through the 24-hour hotline (800-343-3822), our Web site at [www.alliancewp.com](http://www.alliancewp.com), and through our monthly online newsletter, *Working Solutions*.

## Make the Call Today!

To access the services described in this brochure, simply call the toll free number anytime at 800-343-3822, 24 hours a day, 365 days a year—even holidays! You will speak with one of our Intake & Referral counselors who can help you set up an appointment with an EAP counselor, assist with legal or financial consultations, or gather referrals and resources on a variety of worklife topics. All services are available at no cost to you and your family and are completely confidential.

**Encouragement... Action... Performance**