

What is EAP?

The Employee Assistance Program (EAP) is a voluntary, **confidential** service providing professional counseling and referral services designed to help you with your personal, job or family problems. Its purpose is to help employees and their families identify, resolve and gain control over personal problems that may be interfering with work and daily life.

With What Problems can the EAP Help?

Through short-term counseling, the EAP can help you understand what options are available for **virtually any issue** or problem that may arise.

Some of the common concerns include:

- Emotional
- Family
- Grief/Loss
- Alcohol/Substance Abuse
- Marital
- Job-Related Problems
- Legal/Financial

Why use the EAP?

You may want to talk to an EAP counselor if:

- You spend much of your day worrying about a particular problem.
- Your job, family life, relationships or health are affected by this problem.
- You try to convince yourself that the problem will get better, but it never does.
- You realize you have a problem, but you don't know where to go for help.
- You have a problem and want to talk about it with someone outside of the problem.

What can You Expect From the EAP?

Assistance is available immediately. All you need to do is contact an EAP counselor by dialing the number listed for your local area and request an appointment. The counselor will:

- Help you assess the problem
- Provide short-term counseling, when appropriate
- Assist you in selecting a specific resource, when necessary
- Involve family members, when needed
- Follow-up to insure you receive quality assistance

What Will Using the EAP Cost?

Your initial sessions with a licensed or certified counselor are prepaid through your employer. Additional sessions, if needed, will utilize your present insurance or community resources. If a referral to an outside provider is needed, your counselor will recommend carefully selected resources. Your health insurance and other financial factors will be considered to help insure that needed services are affordable.

Is the EAP Confidential?

Yes, your request for assistance and any information that may be shared is between you and your counselor. All EAP records are kept strictly confidential. Information from the EAP may be released only with your prior written permission. Participation in the EAP will not jeopardize your job or career.

Call for Help

For confidential, personal assistance, please call the number listed in this brochure for your local provider. When calling to schedule an appointment, please mention that you want to use your EAP benefit, and identify your employer.

For information on contacting your local Carilion EAP office, see back panel.

For crises, you can contact Carilion EAP 24 hours a day, 7 days a week at any of these numbers:

1-800-992-1931

**Roanoke
(540) 981-8950**

**New River Valley
(540) 633-4512**

It's confidential!

CARILION
Employee Assistance
Program

Carilion EAP – Roanoke

213 McClanahan St., Suite 201 A
Roanoke, VA 24014
1-800-992-1931 • (540) 981-8950
Fax (540) 981-8957

Carilion EAP – Radford

P.O. Box 3608 • 7514 Lee Highway
Radford, VA 24143
1-800-572-3120 • (540) 633-4512
Fax (540) 633-4551

Carilion EAP – Blacksburg

901 Plantation Road
Blacksburg, VA 24060
(540) 557-5556
Fax (540) 951-3965

Carilion EAP – Pearisburg

219 S. Buchanan St.
Pearisburg, VA 24134
(540) 921-3077 • Fax (540) 921-2857

Carilion EAP – Wytheville

245 Holston Road, Suite A
Wytheville, VA 24382
(276) 228-9235 • Fax (276) 228-9397

Carilion EAP – Rocky Mount

390 S. Main St., Suite 102
Rocky Mount, VA 24151
(540) 484-4860 • Fax (540) 484-4870

Carilion EAP
213 McClanahan Street
Suite 201 A
Roanoke, VA 24014

*Helping
Employees
Achieve
Their Best*

**How to Use
Your Employee
Assistance Program**

CARILION
Employee Assistance
Program