



 **Franciscan** HEALTH
EMPLOYEE ASSISTANCE
PROGRAM

The Employee Assistance Program (EAP) is provided to all employees of the City of Shelbyville at no cost to employees.

When life gets out of balance and you could use some help with personal or work issues, you and your household members may access up to 6 sessions a year from a qualified and certified therapist.

What is EAP? Short term, confidential, problem assessment and counseling. Appointments can be scheduled Mon.- Fri. with some evening openings.

Examples of categories of need: Stress, marital and other relationship challenges, financial hardships, alcohol and drug abuse, depression and anxiety or other issues resulting in a decline in your interest and abilities.

How to access services: No need for a referral. Just use the following contact information and you or your household member can contact EAP directly to schedule an appointment. (317) 528-7900 or (800) 963-0060. Visit the EAP website to learn more: <https://franciscanEAP.org>

Confidentiality: All requests for assistance, notes from the visits or anything related to your visit is highly confidential and no clinical information will be shared with Human Resources or any City of Shelbyville employees or elected officials. EAP follows HIPAA regulations, and all communication is confidential. City of Shelbyville will be provided with overall percentage of use data annually that is completely de-identified so that it contains no Protected Health Information (PHI).

Location: 5230-A E. Stop 11 Road, Suite 280, Indianapolis, IN, 46237

Employee Handbook



Providing choices for your employees



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ABOUT EAP

The Employee Assistance Program (EAP) is sponsored by your organization at no charge to you. It is designed to help you identify personal problems and find appropriate resources or services to resolve them. Your employer has established an EAP to help you resolve a wide range of personal problems that could have a negative effect on job performance or in your personal life.

These include:

- + Stress
- + Alcohol and drug abuse
- + Marital/relationship problems
- + Dysfunctional family relationships
- + Financial hardships
- + Decline in work performance
- + Depression
- + Anxiety

Your employer believes providing EAP services is in the best interest of employees and their families. These services assist individuals in being fully productive in their personal and work lives.

Did you know...

- + Many problems can be successfully resolved, provided the problem is identified early and assistance is obtained.
- + Employees or their family members can access EAP directly without first notifying company personnel.
- + EAP follows HIPAA regulations. All communication is confidential.

SELF REFERRAL TO EAP

All employees and their household members are eligible to seek consultation for personal problems. When employees or dependents of employees recognize they have personal problems and feel they might benefit from EAP, the company encourages them to seek assistance.

Procedure:

- + The employee or dependent may contact EAP directly, identifying himself or herself as an employee or dependent of the company.
- + All information regarding the employee or dependent's request for assistance will be held in strict confidence. Supervisors will not receive any information unless the employee provides a written release of information.
- + No EAP case records will be kept in an employee's personnel file.

CONTACT EAP

Why should I use EAP?

Problems that start at home may affect your performance at work. If you have a problem, it just makes sense to use every resource available to improve the situation. EAP is available to help you and your family.

What happens when I call the EAP office?

When calling the EAP office nearest you, state your company's name and tell them you are an EAP member. Tell the staff that you are interested in making an appointment and they will assist in arranging a time that is convenient for you.

What happens during the initial EAP visit?

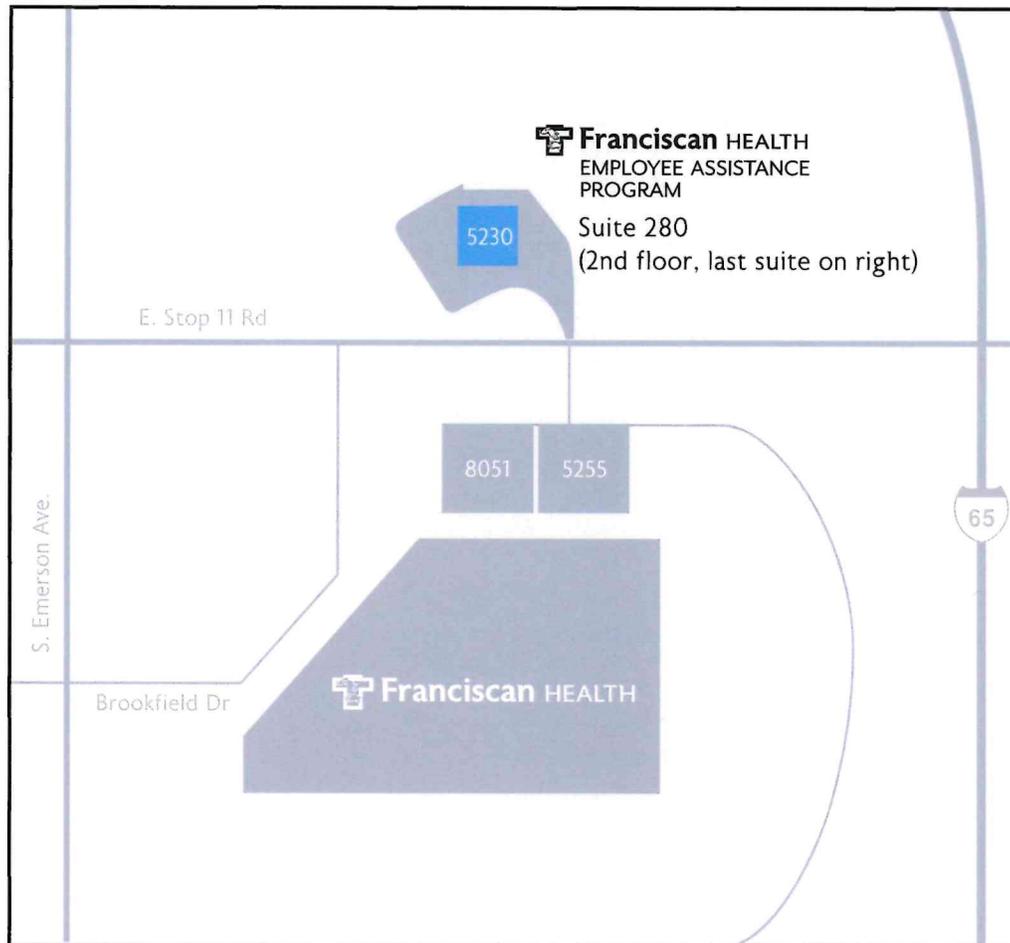
The initial session provides an opportunity for a professional counselor to sit down with you and discuss your concerns. The counselor will explore the problems you are experiencing and work with you to discuss possible solutions.

When are appointments available?

Appointments may be scheduled Monday through Friday during day and evening hours. We will work with your schedule to determine the most convenient appointment time.

EAP SERVICES

- + Confidential problem assessment for employees and their household members.
- + Short-term counseling for employees and household members.
- + Consultation to supervisors and managers on how to handle work performance issues.
- + Training for employees on how and when to use EAP.
- + If you're in need of a supervisory consultation or information regarding formal EAP referrals, please refer to your manager guide or contact our office directly.



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