



the key

*Unlocking
Solutions
To Everyday
Problems*



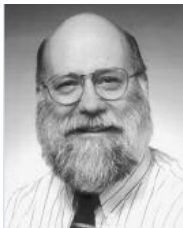
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EAP COORDINATOR'S CORNER

Here is a simple reminder of the "Key" features of what an Employee Assistance Program can do for you.



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Test your EAP I.Q.

Take the following quiz to test your knowledge of St. Luke's Employee Assistance Program (EAP) services available to you. The answer key is at the bottom of this newsletter.

1. The following people are eligible to use St. Luke's EAP services:
 - a. Employees' spouse and children
 - b. Part time employees
 - c. Friends and neighbors
 - d. a & b
 - e. b & c
2. Services provided by St. Luke's EAP include:
 - a. Brief counseling
 - b. Assessments & referrals
 - c. Workshop presentations
 - d. Critical Incident Stress Debriefing
 - e. All of the above
3. The EAP office is located at:
 - a. Miller Creek, Hermantown
 - b. St. Luke's Hospital
 - c. Hillside Center
 - d. Mariner, Superior
 - e. Northland Building
4. EAP services are:
 - a. Mandatory & Costly
 - b. Confidential & Neutral
 - c. Professional & Voluntary
 - d. a & b
 - e. b & c
5. If I am unsure if EAP can assist my problem, I should:
 - a. Pick up the phone
 - b. Call EAP
 - c. Speak to an EAP counselor
 - d. All of the above

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Confidential, professional help with your personal matters.
Provided at no charge to you by your employer.

www.slhduluth.com/hospital/other-services/eap



St. Luke's Hillside Center
220 N. 6th Avenue East
Duluth, MN 55805
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Toll Free: 888-355-8495



What is an Employee Assistance Program (EAP)?

EAP is geared toward *prevention*. It is used to provide *crisis intervention*, *problem identification* and *resolution*, and development of an *action plan*. EAP recommends and/or refers you to a professional resource in the community. After the problem has been identified prompt referral is made. Therefore EAP is short-term and, in most cases, requires less than three visits.

When is EAP right for me?

Each year, one in five employees will face a significant problem that disrupts their personal lives and impacts their productivity at work. The simple fact is, problems affect people, and not just on their off-duty time.

One of the primary functions of the employee assistance program is to provide crisis intervention, assessment and referral services to employees and their families. For nearly 30 years, individuals, couples and families have come to get assistance with many different types of problems. Problems that, to some degree, were affecting the quality of their lives and/or the lives of people they care about and their work. We do not tell you what to do; we give you options and choices. We are not CPAs, lawyers, or physicians but we can give you resources that can answer financial, legal or medical kinds of questions.

What types of problems can EAP help me resolve?

EAP can help with a broad range of problems. These can include marital/family difficulties, emotional problems, anxiety, depression, stress, grief, substance abuse and many other issues. EAP can also help if you are having on-the-job conflict. We encourage you to call whenever you need help or information.

Call (218) 249-7077 or (888) 355-8495.

How much does it cost?

There is no cost to the employee. Your employer has contracted with us and therefore, the fee has already been paid by your company.

Will my employer find out I've used your services?

Your employer will find out - only if you tell them.

Our counselors and staff are trained in maintaining complete confidentiality. St. Luke's EAP could not operate without your trust.

What if I need a medical referral?

Typically when individuals seek assistance from the EAP for issues related to medical problems, they generally are in need of help to cope with the illness or to deal with the issues related to care giving. The EAP does not provide direct referrals to dentists or medical doctors. However, if an individual requests a direct referral for medical services, the EAP can help facilitate a connection with a resource that can begin the process of helping to locate a referral.

Why do so many employers use an EAP?

Companies that partner with EAPs reduce absenteeism and employee turnover, promote productivity, decrease errors and accidents and improve customer service and employee morale. The right EAP plays a major role in reducing health care and workman's compensation costs as well as promoting a healthy workplace.

Answer Key for Test your EAP I.Q.

(1). d (2). e (3). c (4). e (5). d

