

## CONTACT INFORMATION

For confidential, personal assistance, please call **800-992-1931** and someone will assist you in scheduling an appointment. An EAP consultant can be reached after hours in case of an emergency.

### OFFICE LOCATIONS:

#### ROANOKE

213 McClanahan St., Suite 201  
Roanoke, VA 24014

**800-992-1931 (for appointments)**  
P: 540-981-8950 | F: 540-981-8957

#### NEW RIVER VALLEY

2900 Lamb Circle  
Medical Office Building, Suite 203  
(Located at Carilion New River Valley  
Medical Center)  
Christiansburg, VA 24073

**800-992-1931 (for appointments)**  
F: 540-731-3010

[CARILIONCLINIC.ORG/EAP](http://CARILIONCLINIC.ORG/EAP)

213 McClanahan St.  
Suite 201  
Roanoke, VA 24014

## HOW TO USE YOUR EMPLOYEE ASSISTANCE PROGRAM



## Helping Employees Achieve Their Best

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[CARILIONCLINIC.ORG/EAP](http://CARILIONCLINIC.ORG/EAP)

  
**CARILION**  
EMPLOYEE ASSISTANCE  
PROGRAM

# Helping Employees Achieve Their Best

## HOW TO USE YOUR EMPLOYEE ASSISTANCE PROGRAM

### WHAT IS THE 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.

### WHAT KINDS OF PROBLEMS CAN THE EAP HELP WITH?

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

- Emotional
- Family
- Grief or loss
- Alcohol or substance abuse
- Marital
- Job-related
- Legal or financial



### WHY USE THE EAP?

You may want to talk with 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 a 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. Please call **800-992-1931** to request an appointment. Our staff will help you in connecting with a counselor near you. Your counselor can:

- Help assess the problem
- Provide short-term counseling, when appropriate
- Help you in selecting a specific resource, when necessary
- Involve family members, when needed
- Follow-up to ensure 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 taken into consideration to help ensure 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.

## STRESS TIPS

We all have times in our lives when there are just too many demands. There will always be deadlines and priorities to juggle. Here are a few gentle ways you can take care of yourself when you're under stress.

### SAY 'NO' TO ANYTHING THAT IS NOT IMPORTANT TO YOU

Give yourself the permission to focus on what's important. Getting the unessential responsibilities off your schedule will not only create some extra time and space, it will also lighten the burden you're feeling to keep up with the important ones.

### ASK FOR HELP

There's nothing wrong with asking for help, and you'll quickly learn that most people around you actually don't mind helping. Don't underestimate how important the people in your life can be when it comes to feedback, motivation, and support. Your self-confidence can be bolstered by this simple request: "Can you help me?"

### TAKE A SHORT CALMING BREAK

Sit quietly for 5 minutes and breathe. Reflect on something helpful, good, beautiful, or thankful. Meditate on positive affirmations and future positive goals. Listen to calming music. Stretch your neck, shoulders, and arms while sitting at your desk.

### WALK EVERYWHERE YOU CAN

You might be busy and think that every minute is valuable time to put into your work, but some extra minutes of walking might prove to be beneficial. Not only is exercise good for you, you can also enjoy some important fresh air and sunlight. The extra minutes of fresh air will save you time and improve your focus when you start back working again.

**We can help you create a stress management plan, call us at 800-992-1931.**