

Employee Assistance Program



Helping you meet life's challenges.



BEHAVIORAL HEALTHCARE OPTIONS, INC.™

What is the Employee Assistance Program (EAP)?

With the busy lifestyles of today, great demands are placed on employees and their household members, both at home and on the job. Sometimes employees find it difficult to leave personal problems at home and they surface in the workplace. When this happens, it is important to have resources available that can assist in finding solutions to these problems before they get out of control and affect job performance.



Thanks to your employer, you have a place to call for help – your Employee Assistance Program (EAP). The EAP offers assessment, short-term counseling, referral and follow-up services to help employees and their household members work through personal problems. The EAP is staffed by trained and experienced mental health professionals.

Who is eligible for EAP services?

EAP services are available to all employees and their household members. These household members are included because their problems often affect the attitude and health of employees.

Who will know?

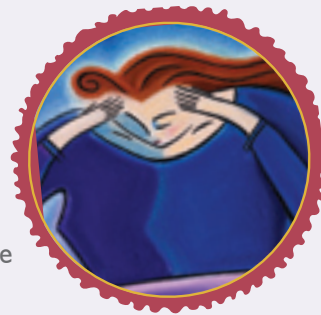
Information shared with your EAP counselor is confidential. Information about individual employees who use the program is not shared with your employer. All records for the program are maintained and kept confidentially at the EAP office.

What does the EAP do for the employee or household member?

Your EAP helps you find solutions to the normal problems and stressors of everyday living.

You can talk to your EAP counselor confidentially about:

- Anxiety and depression
- Emotional/ personal conflicts
- Grief and loss
- Managing stress and change
- Marital conflicts
- Parenting
- Questions about alcohol/drug use/ gambling addictions
- Work performance issues



What type of online information and resources are available?

Employees and their household members can visit our Web site and access articles, self-help questionnaires, interactive tools, and additional resources in several key content areas, including, but not limited to:

- **Self Search:** Search for child or elder care providers; adoption resources; public and private educational institutions from elementary through college; and pet adoption organizations
- **Learning Center:** 350 interactive self-assessments, personal plans, audio advice, and articles
- **Relocation Center:** Statistical neighborhood “snap-shot” for relocating or moving
- **Savings Center:** Free membership for savings of up to 25% on hundreds of name-brands
- **Resource Library:** More than 3,000 articles, interactive tools, and resource links
- **Financial and Daily Living Calculators**
- **Health Tools:** Health resources including audio and video clips, articles, and interactive assessments
- **Skill Builders:** 100+ training modules

Whether you or your household members are interested in managing time more wisely, getting help with a legal issue, or learning new stress management skills, our Web site has the information.

To view our Web site:

- Log on to www.bhoptions.com
- Click the icon “Online Work-Life Resources”
- Enter your Company Code*

* Forgot your Company Code? Contact your Human Resources Department or BHO at (800) 280-3782 for assistance.



What happens when I contact the EAP?

When you or a household member contacts the EAP, a Customer Care Representative will ask for some general information about the problem at hand. You will be given a referral. You may contact the EAP counselor directly to schedule an appointment for a face-to-face meeting at a mutually convenient time. The EAP counselor will help you clarify your areas of concern, consider the alternatives for resolving them, and help you develop an action plan to solve your problems.

Does the EAP cost anything?

There is no cost to you for services directly provided by the EAP counselor. Depending on your situation, the EAP counselor may refer you to an individual or organization within the community that specializes in your area of need. If a referral is made for services outside the EAP, you are responsible for the cost of those services. The EAP counselor will work with you to identify the most cost-effective programs and services that fit your individual finances or employee benefit plan.

HOW DO I GET HELP?

To arrange for a confidential visit with a professional counselor or to receive assistance with online resources, call:

(800) 280-3782

Crisis services through EAP are available to you
**24 hours-a-day,
7 days-a-week.**



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