

Taking the First Step

Your program is a valuable resource that can help you with a wide variety of issues so you're more effective at home and at work. It helps put you on the right track to a healthier lifestyle. It can even help you support a friend or loved one through a difficult time.

Your program offers a variety of informational resources online resources to help you and your family live a healthier, more rewarding lifestyle. It is here for you and your family 24 hours a day 365 days a year. Through your toll-free number you can speak to a highly-trained master's level clinician who can provide immediate support regarding anything that is concerning you, such as family pressures, legal and financial problems, alcohol and drug use and job stress, among others.

Your privacy is protected by strict laws, regulations and ethical standards. Unless you present a danger to yourself or others, the details of your discussions may not be released to anyone without your written consent.

There is no charge to you or your family members for services provided through your program. If you are given referrals to services outside of the program, you will be made fully aware of the costs, if any.

What happens if I need to meet with a counselor?

Before you meet with a counselor, it may help to know what to expect and how to prepare for your session. That way, you will more likely get the help you want and feel more at ease.

Consider the counselor a resource

Some people may feel uneasy or embarrassed about seeing a counselor. However, most people are faced at some time with challenges that are difficult to resolve independently. Seeking assistance for personal problems is just as important as receiving assistance for medical problems.

- Having personal problems doesn't mean "I'm crazy" or "I'm a failure." Seeking assistance is usually a prudent and wise step and a sign of personal strength.
- All services are provided in strict confidence. The information you share with your counselor is confidential and not shared outside the program without your written consent.

If you or a family member is in crisis, your program is there to help.



How counseling sessions can help

Counselors are available to assist you with a wide variety of situations. The counselor will help you:

- **Clarify a problem.** Assess and evaluate complex situations.
- **Develop an action plan.** Identify steps to resolve the situation.
- **Handle a crisis.** Help you sort through your options.
- **Resolve a problem.** Many concerns can be resolved quickly, in just a few sessions. Your counselor can work with you to reach these short-term treatment goals.
- **Engage in a treatment process.** The counselor will help you resolve more complex issues requiring extended treatment.

Understand the session process

- **Environment.** A counselor's office is typically a private office in an accessible location. The office will be comfortable, quiet, and designed for private conversations.
- **Assessment.** You will be asked to fill out some forms. The counselor will ask you some questions to better understand your concerns and talk with you about available options.
- **Referrals.** The counselor may refer you to specialists or other clinicians.

Call today

Whatever the problem, you can pick up the phone and call your program's toll-free number and speak with a highly-qualified counselor for immediate attention to your situation.

If you have a life-threatening medical emergency, dial 911 or go to the nearest medical facility immediately. If you are in a situation that has the potential of becoming violent, call 911, get to a safe place and then call your program.

What to bring to the first session

- **Written list of questions.** Write down your questions and concerns and bring the list with you. Sometimes it's hard to remember all the problems or issues, especially in a new situation.
- **Notes about problem.** Bring any notes, documents, or records that will help you remember and describe the problem to the counselor.
- **History of problem.** Include how long you've had the problem. Also include similar problems you've had in the past and how you resolved them.
- **Medication.** Bring all current medications with the pharmacy label if possible. It will help your counselor provide a more complete evaluation.
- **Significant others.** Where appropriate, bring family members or other significant people who are involved with the problem to the first session.

Employee Assistance Program
For Professional Consultation
Call 1-800-523-5668

For TTY Users: 1-800-456-4006