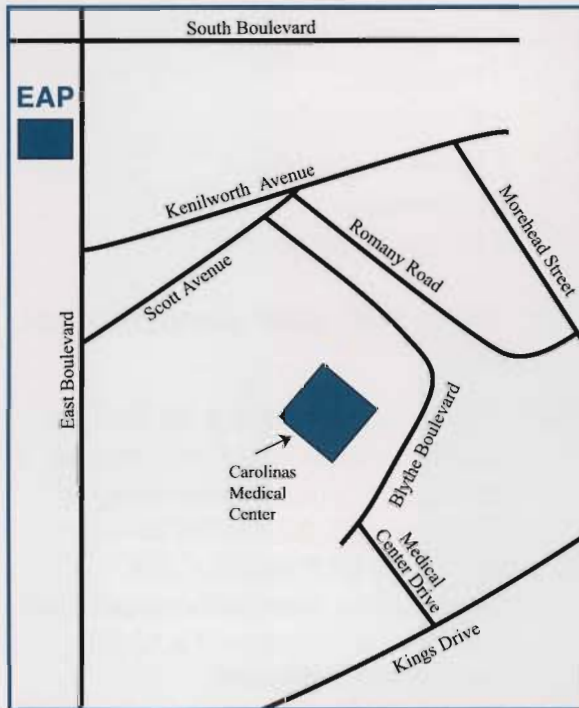


*However complicated  
the problem...  
...there is a solution.*



720 East Boulevard  
Charlotte, NC 28203  
704-355-5021  
800-384-1097

*Whether you're experiencing  
financial, marital or  
some other problem, the  
Employee Assistance Program  
can help.*



211 North Main St.  
Monroe, NC 28112  
800-384-1097

*Remember, early intervention  
is important to maintaining your  
health, your job performance  
and your relationships.*

The EAP is a division of the Behavioral Health Centers of Carolinas HealthCare System. Providing services to a diverse range of people is crucial in a comprehensive behavioral health system.

[www.CHS-EAP.org](http://www.CHS-EAP.org)

## Help When You Need It Most

Learn More  
About Your  
Employee  
Assistance  
Program



Confidentially provided by



Employee Assistance Program  
Carolinas HealthCare System

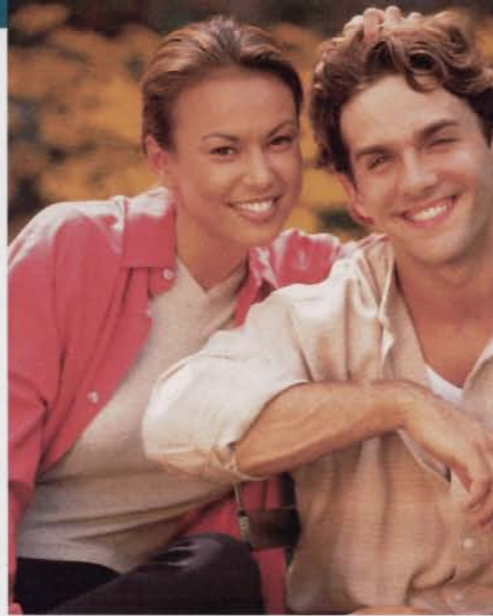
**B**ecause we understand the impact personal problems can have on a person's home life and job performance, we are pleased to offer you and your family the Employee Assistance Program (EAP).

Available through Carolinas HealthCare System, this program is designed to help you and members of your family with all types of issues – marital conflicts, financial problems, job stress, emotional, alcohol and drug problems, legal issues and difficulties with children. Provided on a confidential basis, the EAP counselors offer help when you need it most.

There is no charge to you when you visit an EAP counselor. The services are provided in a casual, secure environment to help you feel safe and confident of your decision to seek help. The counselor will help clarify your concerns and offer treatment options. If further counseling is required, you will be referred to area treatment professionals whose services can often be billed to your insurer.

Carolinas HealthCare System EAP requires its counselors to meet strict credentialing requirements in order to maintain its ability to address the complex assortment of employee problems that may arise in today's workforce. EAP staff hold Certified Employee Assistance Professional (CEAP) certification, Certified Substance Abuse Counselor (CSAC) certification, National Certified Counselor (NCC) certification and/or Licensed Professional Counselor (LPC) credentials.

For more information, call the EAP office of Carolinas HealthCare System. All contacts are private and confidential.



**Q: What Is The Employee Assistance Program?**

**A:** The Employee Assistance Program (EAP) is a service purchased by your employer that provides confidential and professional help to resolve problems that are affecting you and your family.

**Q: Why Does My Employer Need An EAP?**

**A:** Your employer offers an Employee Assistance Program because it makes good business sense. Personal problems can make life difficult at home and at work. The EAP helps you get fast, practical help before personal problems become work problems.

**Q: Will My Employer Know About My Use Of The EAP?**

**A:** Not unless you decide to tell them. Your decision to use EAP services is voluntary and **confidential**. The counselors adhere to strict legal guidelines regarding disclosure of program participation.

**Q: What Kinds Of Problems Will The EAP Help With?**

**A:** Your EAP can help you with problems relating to:

- Alcohol and Drug Use
- Legal Issues/Problems
- Stress and Anxiety
- Parenting
- Work-Related Issues
- Financial Difficulties
- Depression
- Family Problems

**Q: What Will EAP Services Cost Me?**

**A:** Any services received at the EAP are paid for you and your family by your employer. If extensive counseling is recommended, the cost for services outside the EAP becomes your responsibility. Your EAP counselor will assist you in understanding what is covered by your insurer.

**Q: How Do I Contact The EAP?**

**A:** Whatever the problem, if you need help call the Employee Assistance Program at 704-355-5021 or 800-384-1097. We can schedule an appointment at the location most convenient to you.