



What is an Employee/ Member Assistance Program (EAP/MAP)?

The EAP/MAP is a free and confidential assistance program that provides supportive counseling, information and resources for employees and their families.

Why offer this service?

Studies have shown that by helping employees to address their personal troubles, companies are able to reduce problems such as absenteeism, extra costs, lost wages and decreased productivity. It's a win-win situation for everyone!

Who provides this service?

The EAP/MAP is administered by Employee Resource Systems (ERS), a Chicago-based company with a national network of counselors—available to provide in-person or telephone support.

Who can use this service?

The EAP/MAP is available to all employees and their immediate family members, including a spouse (or significant other), children and older adult parents.

Is the Employee/Member Assistance Program confidential?

Yes, this service is confidential. Everyone at the EAP/MAP is legally and ethically bound to maintain the confidentiality of all of its clients. Exceptions exist for any threat-to-safety situations such as child abuse.

Continued on back

ERS

Employee Resource Systems, Inc.

The Employee/Member Assistance Program

For confidential help call: **800-292-2780**

www.ers-eap.com

When should I call the Employee/Member Assistance Program?

The EAP/MAP typically deals with challenges such as:

- Family conflict
- Marital or relationship issues
- Stress
- Depression
- Anger management
- Grief & loss issues
- Parenting concerns
- Alcohol and other drug abuse
- Eating disorders
- Legal concerns
- Financial concerns

How do I get started?

The first step is to call the EAP/MAP at 800-292-2780. You will be connected with an EAP/MAP counselor on the phone who will talk with you and then schedule an appointment. In urgent cases, counselors will quickly assess the situation and provide crisis intervention and a safety plan when appropriate.

How much does it cost?

There are no charges for use of the Employee/Member Assistance Program. Employees and their families are eligible to receive up to a certain number of free in-person counseling sessions per problem or issue. The number of sessions is determined by the model of service your employer has purchased. Some issues can be resolved within those sessions; however, referrals will be provided for long-term counseling or treatment through your insurance benefits.

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- Family/Relationship
- Substance Abuse
- Psychological
- Financial/Budget
- Job Performance
- Legal

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