



**CAPE FEAR VALLEY HEALTH**  
**Employee & Student Assistance Program**

***Problems Are a Part of Life, You Are Not Alone***

Whether you perceive your problems as big or small or even uncommon, you can receive help. People share certain similarities and it is very likely that the EAP staff has successfully helped others just like you.

***Providing Compassionate Care***

Your Employee Assistance Program (EAP) can collaboratively work with you to resolve issues that have begun to affect your physical and mental health. EAP counselors are dedicated professionals who will work with you to identify and resolve work issues, family concerns, and/or academic issues that have disrupted your ability to reach your highest level of personal and professional satisfaction. Whether it is stress, anxiety, expression or relationship issues, counselors will listen and provide unconditional acceptance of you as a person. They will collaboratively work with you to define problem structures, generate realistic goals and implement an action-based plan to bring about change in your life. Concerns and interventions are designed to help employees and students.

***What Services Are Provided***

EAP benefit services include brief counseling sessions to manage interpersonal problems that are impacting your ability to adapt to the demands of work or educational environment. Your EAP counselor will help you to understand the cause of your problems and ways to handle its impact. We are committed to helping you access the appropriate resources that effectively address and are geared toward resolution. We will work with you for a brief time toward problem resolution or refer you to other professionals in the community for specialized care or extended counseling, depending on your specific needs. The Employee Assistance Program can help you with:

- Mental or Emotional Problems
- Alcohol/Drug Misuse, Abuse, Dependency
- Divorce/Troubled Relationships/Marital Issues
- Financial and Legal Concerns
- Domestic Abuse
- Grief/Loss Issues
- Family Conflict and Parenting Issues
- Difficulty Balancing Life Roles and Demands
- Job/School Stressors

***Management/Organizational Consultation***

- Conflict resolution with co-workers/supervisors and students/faculty/administration
- Communication issues in the workplace and student/faculty
- Change/Transition issues
- Critical incidents, threats, violence, loss
- Performance Issues and resource referrals
- Education, training and development
- Career coaching and direction

***When to Seek EAP Services***

Sometimes, problems creep into our lives without our conscious awareness. When this happens, the effects of these problems become more obvious than the actual causes associated with them. Therefore, you may decide to seek help by contacting an EAP counselor if you experience the following:

- Extreme mood swings (highs or lows)
- Expansive feelings of sadness most of the time, all the time
- Changes in sleeping or eating habits

- Difficulty making decisions or completing assigned projects/papers
- Concentration or memory problems, inability to focus or complete tasks in a timely manner
- Panic attacks or free floating anxiety
- Intrusive thoughts of hurting self or others
- Suicidal ideation
- Crying spells, explosive angry or extreme irritability
- Overuse of defense mechanisms such as denial, rationalization, projection, intellectualization
- Frequent visits to the doctor with no medical cause

### ***A Safe and Confidential Source of Help***

Professionalism and confidentiality are the cornerstones of the program's success. Employees and students alike can trust that all personal information given to EAP will remain safe and confidential. It will not be shared with any person or agency outside of EAP without your written permission or is court-ordered. The only exceptions to confidentiality are those situations that are required by law to report and all clients are given full explanation at the time of intake.

### ***Seeking Services Does Not Put Your Job or School Attendance in Jeopardy***

Seeking help through EAP does not put your employment or school attendance at risk. We work diligently to assure that each and every one of our clients have a successful and satisfying work and educational experience. When a personal problem affects your ability to perform on the job or at school, it can lower productivity and result in underachievement and under utilization of employment and career aspirations. It can also result in chaos in some instances and create an unsafe work or educational environment. One of EAP's primary goals is to help you to perform effectively in the world of work and academic arena so that you can remain a valued employee and/or student.

### ***We Can Help***

Appointments with EAP are usually scheduled within five days of your call. To schedule an appointment, please call **(910) 615-1733** between 8:30 a.m. to 5 p.m. Monday-Friday. We are located on the 3<sup>rd</sup> Floor of the Medical Arts Building at 101 Robeson Street, Fayetteville. If you need help after hours, resources are available for intervention.

### ***What to Expect***

EAP services are offered through Cape Fear Valley Health System. We work with you to help you deal with personal challenges that have been affecting your physical and mental health, relationships and job/academic effectiveness. Just as health insurance is designed to address physical health, your EAP benefit is designed to assist you in achieving emotional and mental well-being. And, because you are the most valuable asset to your organization, there are no additional costs to you for engaging in EAP services. EAP services are provided by a caring and understanding staff of professionals. Our counselors are masters-prepared and licensed in their respective fields. We welcome the opportunity to be of service to you.

EAP Services are offered without charge to you. However, if you need to be referred to outside agencies, your health insurance plan will cover a portion of the cost. Some services may be provided on a sliding scale according to your ability to pay. Others may be offered free as a community service.

### ***In Times of Crisis***

If you or your family members face a crisis situation or in danger, or you feel that you are a danger to yourself or others, you may need immediate crisis intervention. Please call **CareLink at (910) 615-5465/ (910) 615-LINK**. If an extreme emergency presents itself, please call 911 or go to your nearest hospital emergency room for help.

