**Employee Assistance Program (EAP)-related Q&A for Managers and Employees**

The Employee Assistance Program (EAP), provided by ComPsych GuidanceResources Worldwide, provides counseling and other support and resources to all of our employees and their dependents.

* [Why provide an EAP?](https://www.guidanceresources.com/groWeb/s/articlePrinterFriendly.xhtml?nodeId=803270&conversationContext=1#N10023)
* [Is the EAP confidential?](https://www.guidanceresources.com/groWeb/s/articlePrinterFriendly.xhtml?nodeId=803270&conversationContext=1#N10032)
* [Why should I, as a manager, care about the EAP?](https://www.guidanceresources.com/groWeb/s/articlePrinterFriendly.xhtml?nodeId=803270&conversationContext=1#N10041)
* [Why might employees or their dependents use the services of the EAP?](https://www.guidanceresources.com/groWeb/s/articlePrinterFriendly.xhtml?nodeId=803270&conversationContext=1#N10050)
* [Under what circumstances might a manager suggest that an employee contact the EAP?](https://www.guidanceresources.com/groWeb/s/articlePrinterFriendly.xhtml?nodeId=803270&conversationContext=1#N10078)
* [What happens when an employee calls the EAP?](https://www.guidanceresources.com/groWeb/s/articlePrinterFriendly.xhtml?nodeId=803270&conversationContext=1#N10087)
* [What counseling services does the EAP provide?](https://www.guidanceresources.com/groWeb/s/articlePrinterFriendly.xhtml?nodeId=803270&conversationContext=1#N10096)
* [Who is ComPsych GuidanceResources Worldwide?](https://www.guidanceresources.com/groWeb/s/articlePrinterFriendly.xhtml?nodeId=803270&conversationContext=1#N100A5)
* [Resources](https://www.guidanceresources.com/groWeb/s/articlePrinterFriendly.xhtml?nodeId=803270&conversationContext=1#N100B4)

Why provide an EAP?

ComPsych cares about our employees and their dependents. The EAP is a resource that is provided to the employee free of charge to utilize as needed to help deal with emotional and other concerns.

Is the EAP confidential?

Yes, the EAP is confidential. By law, ComPsych may not release any employee records to anyone without the written consent of the employee or client.

Why should I, as a manager, care about the EAP?

The EAP is an appropriate referral resource when an employee expresses concerns over a personal issue that may or may not affect work performance.

Why might employees or their dependents use the services of the EAP?

There are many reasons why employees may wish to take advantage of these services. Employees may wish to contact the EAP, for example, with concerns such as:

* Stress, anxiety or depression
* Relationship/marital conflicts
* Problems with children
* Grief and loss
* Job pressures
* Balancing work and family life
* Substance abuse.

Under what circumstances might a manager suggest that an employee contact the EAP?

All employees can experience personal difficulties that can impact their performance at work. As a manger, you can suggest to an employee that there is a confidential resource – provided at no charge – that may be helpful.

What happens when an employee calls the EAP?

When an employee calls, he or she will speak with a GuidanceConsultant, a master’s- or PhD-level counselor who will collect some general information and listen to the employee’s concerns. The GuidanceConsultant will provide a referral to a local counselor who best fits the employee’s needs. The employee can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

What counseling services does the EAP provide?

The EAP provides free short-term counseling with local counselors who can help employees with emotional concerns. If the counselor determines that the issues can be resolved with short-term counseling, the employee will receive counseling through the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling in the EAP and longer-term treatment is needed, the employee will be referred to a specialist early on, and the employee’s insurance coverage will be activated.

Who is ComPsych GuidanceResources Worldwide?

ComPsych GuidanceResources Worldwide, our EAP provider, is the world’s largest provider of EAP services, serving organizations and their employees in more than 100 countries.

Resources and how to access resource

**To learn more about the Lincoln**

**Financial *EmployeeConnect* program,**

**visit** www.Lincoln4Benefits.com

**or** www.GuidanceResources.com

**(user name = LFGsupport; password =LFGsupport1),**

**or talk with a specialist at 888-628-4824.**

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