Employee Assistance Programs: What are they and how do they help?
An employee assistance program (EAP) is a workplace-based program designed to assist:

1. Employers to support their employees in addressing workplace issues.

2. Employers in identifying and resolving personal concerns including: health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance.

Source: Employee Assistance Professionals Association
Today’s EAPs

Provide a broad-brush approach to a wide range of services:

- Improve health, wellness and mental well-being
- Increase workforce productivity
- Reduce absenteeism and health claims
- Provide assistance with personal concerns and substance abuse issues
- Provide crisis management
- Provide management consultation
- Provide education on conflict resolution, stress management, and work/life balance

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EAP Services to Employees

A primary EAP function is to provide assistance and support to employees and their family members in dealing with personal concerns, particularly those which can impact work productivity and employee health.

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EAP Services to the Employer

Another primary function of an EAP is to provide consultation and assistance to work organizations to maintain a healthy, safe, and productive workplace.

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Supervisors and EAPs – Different Views

What the Supervisor sees: Observable workplace behaviors →

- Job performance Concerns
- Absenteeism
- Presentism
- Work accidents/injuries
- Poor worksite relations
- Workplace disruptions

What the EAP sees: Underlying personal concerns ←

- Interpersonal
- Marital/Family
- Substance use
- Vocational
- Emotional
- Financial
- Legal

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Interested in learning more about EAP?

If you would like more information about EAP provided by Southern Hills Counseling Center please contact Jessica Cooper, EAP Manager at 1-800-883-4020 ext 1209 or by email: eap@southernhills.org.

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