



Wheeler

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Work May Be Different, But Life Challenges and Concerns Continue



EMPLOYEE ASSISTANCE PROGRAM

- Prepaid benefit for employees and their family members
- Confidential consultation, counseling and referral services
- Statewide network of Master's- or PhD-level licensed mental health professionals
- Crisis intervention assistance and support
- Critical incident response services
- Calls answered 24/7



1.800.275.3327
WheelerEAP.org

*The **Wheeler EAP** is a confidential counseling program that provides professional help to employees and their household members for personal, family or workplace problems. From changes in our world of work, to increased demands at home, the COVID-19 pandemic introduced new stressors to nearly every aspect of life. As we navigate the third year of the pandemic, these stressors have become persistent and indefinite, increasing some individuals' levels of fatigue, anxiety and potential burnout.*





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What is EAP?

The Wheeler EAP is an employer-sponsored benefit that offers confidential services to employees and their family members. When you call Wheeler's EAP, you will receive information, support, and assistance in scheduling an appointment with a licensed mental health professional at a time that is convenient for you.

Our goal is to help you and your family members overcome obstacles that may interfere with your job, health, or general well-being.



How Can Counseling Help?

Counseling is a process that begins with understanding your needs, as a counselor helps you describe your concerns. The counselor may ask questions or share observations that may help you explore and consider your concerns differently. Experiencing issues from a new perspective often leads to the discovery of options and resources that had not been seen before. Many people find it helpful and reassuring to have a neutral person to talk with about their situation. An unbiased counselor allows the client an opportunity to express their feelings freely, without judgement or repercussions.

Ensuring Confidentiality

- The names of the employees or family members using the EAP are not provided to your employer.
- All records are kept in a secure area and DO NOT become part of an employee's medical or personnel records.
- No information is ever released without the client's written consent, unless legal guidelines mandate otherwise.

Licensed mental health professionals can help you and you and your family with:

- COVID-19 Concerns and Fatigue
- Dependent Care Concerns
- Effective Parenting
- Emotional Difficulties
- Emotional Well-Being
- Family Wellness
- Fear and Anxiety
- Grief and Loss
- Health Improvement
- Major Life Events
- Marriage and Family Issues
- Mental Health Challenges
- Stress Management
- Substance Use Disorders
- Work-Life Balance

What is the cost to utilize EAP services?

The EAP is an employer-sponsored benefit that covers a predetermined number of counseling sessions for each presenting problem and is offered at no cost. Our caring team will make every effort to connect you with a counselor in your health insurance network. If you are referred to a treatment resource beyond the EAP sessions, there generally will be costs involved. Some of these costs may be covered by your medical insurance plan.