

How does Preferred EAP work?

It's up to you to get the ball rolling. If you have a problem or concern, just call (610) 433-8550 or (800) 327-8878 to speak with a Preferred EAP representative.

When you call for an appointment, you'll be asked several questions (for example, your name, workplace, address, and phone number). You will also be asked to briefly describe your problem so the EAP can select an appropriate counselor. You will then be offered a variety of initial appointment times. All of this is kept strictly confidential. A counselor will assess your needs and provide brief counseling. If you require further counseling or other assistance, your counselor may refer you to an appropriate community resource or health services provider.



Remember, Preferred EAP...

- can help with any type of personal problem
- is free of charge to you and your family members
- is confidential
- is easy to use

**The first step in solving a problem
is knowing where to call.**

Preferred EAP
1728 Jonathan Street, Suite 200
Allentown, PA 18104
Phone: 610.433.8550
Fax: 610.433.4488
Toll Free: 800.327.8878
www.preferreddeap.org

Your

Employee

Assistance

Program

Preferred EAP
When you need to talk... there's someone to listen.

What is the Preferred Employee Assistance Program?

The Preferred Employee Assistance Program, or EAP, is a service sponsored by your organization that offers confidential assessment, brief counseling, and referrals. The EAP offers employees and their families readily accessible, professional, high quality assistance—whenever they need it—for personal or work-related problems.

Why does your organization have an EAP?

Your organization is concerned about your well-being and recognizes that personal problems can affect health, well-being and work. Your organization established the EAP to help employees and their families deal with personal problems before they affect home or work life.

Why should I use the EAP?

People use the EAP to get help for a wide variety of problems. Sometimes, employees need help resolving a personal or work-related concern. In other cases, employees may not be able to define “the problem,” but they can benefit from seeing a trained counselor. Here are some of the more common problems for which employees seek help from the EAP:

- Marital discord
- Death in the family
- Job change
- Depression and anxiety
- Interpersonal conflict
- Parent-child conflict
- Stress
- Drug and alcohol abuse

Can the EAP help you?

If you are not sure whether the EAP can help you deal with your problems, you can speak with a Preferred EAP staff member by telephone, before you make an appointment. Remember, if you think you have a problem, you should seek assistance as soon as possible. The sooner you address a problem, the more likely you are to experience a positive outcome.

Will anyone know if I contact the EAP?

No. Your contact with the EAP is strictly confidential. Preferred EAP will release no information to anyone without your consent.

Does the EAP use certified counselors?

Each counselor at Preferred EAP is a Licensed Clinical Social Worker, Licensed Professional Counselor or Certified Addictions Counselor. All EAP professional staff must meet the high practice standards of Lehigh Valley Hospital.

What are the chief benefits of using the EAP?

- Satisfaction from confronting a problem and resolving it
- Improved job performance
- Improved job satisfaction
- Improved quality of life

How much does the EAP cost?

There's no cost to you. Your organization pays for Preferred EAP services. On occasion, the EAP will refer employees to outside agencies or individual service providers. If employees seek additional treatment from these agencies or individual service providers, they will be responsible for the fees. However, these fees may be partially or fully covered by employees' healthcare insurance.

