

CONCERN: EAP

# Counseling Services



CONCERN: EAP

**A great place to start**

## CONCERN Can Help

CONCERN is a national employee assistance program that provides information, referral and short-term counseling for personal issues affecting work or personal life.

Your employer makes the employee assistance program (EAP) available at no cost to you. Many people find that the resolution of particular issues makes them happier, healthier and more productive.

## What services are provided?

- Individual and family counseling
- Referral to community resources
- National network of counselors throughout the United States and Canada
- 24-hour crisis intervention
- Information, seminars and educational material

## How can CONCERN help?

Like many people, you may believe that EAPs are only for other people — those who have serious psychological problems.

In fact, anyone can benefit from an opportunity to talk with someone about normal life situations in a confidential, professional manner.

## What are some “normal life situations?”

- Relationships
- Communication issues
- Parent/child conflicts
- Stress, anxiety or depression
- Time management
- Setting priorities
- Work-related issues
- Managing your money
- Alcohol or drug problems affecting you or your family
- Loss and death
- Difficulty adjusting to a new culture
- Balancing work and personal life

## Is CONCERN confidential?

Yes. CONCERN is a confidential and voluntary program. Your contact with CONCERN will not be revealed to anyone, including your employer, without your knowledge or consent, except as required by law.

Legally required exceptions include cases in which there is a threat of serious bodily harm to the client or others, or in cases of suspected child or elder abuse.

## Where are CONCERN offices located?

Counselors are located throughout the United States. You can see a counselor near your home or work.

## What if there is a crisis?

For immediate assistance anytime, CONCERN Counselors are available 24/7 and can be reached at the numbers listed below.

## How can you assist others who may be looking for help?

The most effective way to help fellow employees is to encourage them to contact CONCERN. It is not necessary for you to diagnose their situation or become their counselor.

## How can you reach CONCERN?

To get more information, schedule an appointment, or for immediate assistance call

1-800-344-4222

650-940-7100

Monday through Friday, 6:30 a.m. to 5:00 p.m. (Pacific Time).

Look for us on the web at [www.concern-eap.com](http://www.concern-eap.com).

For most of us, it is a constant effort to maintain a healthy balance between our jobs and personal lives.

Each day we must make choices about how we use our time and energy. At work, our priority is job performance.

When you are juggling work and personal life, you probably have questions such as:

- Am I organizing and using my time wisely?
- Are there things I can learn that will help me manage my personal finances better?
- How can I develop a more satisfying relationship with my children, my spouse or partner?

You can request an interpreter at no cost to speak with CONCERN: EAP or a counselor. To request an interpreter or ask about written information in your language, first call CONCERN at 800-344-4222. Someone who speaks your language can help you.

在與 CONCERN (EAP 或者一位輔導員) 聯絡時，您可以請求免費提供口譯人員。如需請求提供口譯人員或以您的語言提供書面資料，請首先致電 CONCERN，電話號碼是 800-344-4222。將有一位會講您語言的工作人員幫助您。

Puede solicitar un intérprete sin cargo para hablar con CONCERN: EAP o un asesor. Para solicitar un intérprete o información escrita en su idioma, primero llame a CONCERN al 800-344-4222. Una persona que hable su idioma puede ayudarlo.

Makakahiling kayo ng isang tagasalin ng wika upang makipag-usap sa CONCERN: EAP o isang tagapayo. Upang humiling ng isang tagasalin ng wika o magtanong tungkol sa nakasulat na impormasyon sa inyong wika, tumawag muna sa CONCERN sa 800-344-4222. Ang isang nagsasalita ng inyong wika ay makakatulong sa inyo.