

# How the Assistance Program Can Help in a Crisis

An assistance program (also referred to as an employee assistance program or EAP) is a confidential service that offers help with personal and work-related issues and is provided as a benefit to you by your employer (or by a group or organization to its members).

The assistance program can be especially helpful in times of crisis. Whether you are experiencing grief or loss or coping with an unexpected event such as a natural disaster or other traumatic event, professionally trained consultants are available to provide help. The assistance program can connect you with resources to assist with emotional concerns such as stress and depression, as well as financial and legal matters and other issues that may occur during or following a crisis. The assistance program is free and confidential. Consultants are available to help 24 hours a day, 7 days a week, 365 days a year.

## The assistance program can help in a crisis

During times of crisis, it's important to take care of yourself and the people you love, and to realize that you do not need to do it alone. The assistance program is a valuable resource that provides guidance and assistance, support and information. The following are some crises that may precipitate a call to the assistance program:

- personal or family crisis
- crisis involving an older relative or one of your children
- sudden death of a loved one
- an illness
- grief and loss
- separation or divorce

- financial or legal crisis
- bankruptcy or foreclosure on your home
- depression or suicidal thoughts
- domestic or intimate partner violence or abuse
- becoming disabled
- work-related crisis or violence

## **How to contact the assistance program**

Contacting the assistance program is easy:

**Simply call the toll-free telephone number.** If you do not have the telephone number, ask your manager or your human resources (HR) representative for it.

**When you call the assistance program, be prepared to give your name and the name of your organization.** Your name and any other identifying information are strictly confidential. Your employer's name is important because it allows the assistance program consultant to identify the specific type of service your employer is providing along with other important benefit-related information.

## **Remember that the assistance program is available 24/7**

Consultants are available around the clock to help and support you through difficult times. Interpreter services are also available. Contact the assistance program for help and support.

© LifeWorks 2020



Patrick Williams

Clinical Director

Last Reviewed Aug 2018

Patrick Williams, LMFT/CEAP is a Clinical Director at LifeWorks.