



Nice Matters!

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## Town of Emerald Isle Employee Assistance Program (EAP)

The Town of Emerald Isle employees can take advantage of our Employee Assistance Program (EAP) provided through Unum. An EAP is a **confidential** service that gives employees and their dependent family members a chance to talk with a licensed counselor about issues that are of a concern and talk about strategies on how to address those issues. We all go through difficult times and sometimes talking with a counselor gives us new ideas on how to handle difficult situations.

The EAP offers assessments, problem solving counseling and referrals to resources or treatment providers. This service is offered as part of your benefits package and it is **offered at no cost to you**. The only way you can incur a cost is if you need additional services, which are beyond the scope of the EAP.

Employees and their dependents can contact the EAP for just about any reason. Some of the more common issues include: **Relationship problems, parenting concerns, grief, low self esteem, high stress, depression, addictions or work related issues**. If you are concerned about a personal or work issue, the EAP offers a safe place for you to discuss any of your concerns and determine an appropriate course of action.

In addition to brief counseling, the EAP is a place for employees to turn to when you need information about other kinds of resources such as debt management, childcare, eldercare, domestic violence or legal matters. Online information and resources can be found at [www.lifebalance.net](http://www.lifebalance.net). Your user id and password is found on your wallet card provided to you at the time of enrollment.

All the counselors are at least Master's level professionals. **You can generally schedule an appointment within a few days of your call**. If it is an emergency, **a counselor is on call 24 hours a day 365 days a year**. The EAP adheres to very strict confidentiality guidelines and professional standards.

Employees are not charged for calling a consultant, using the website or downloading materials. Also, employees can receive up to three local, face-to-face counseling sessions for each problem (not just per year). However, if an employee or caller selects a referral to a child or elder care provider, attorney, social worker, etc., the caller is responsible for paying for services not included in this program (some discounts may apply). In addition, some services may be payable under the employee's medical or health insurance plan, so the consultant will advise the caller to review his or her policy's details.

Town of Emerald Isle's EAP provider is **Unum**. To make an appointment, just call the EAP toll-free at **1.800.854.1446**. When one of life's issues is concerning you, do not hesitate to take advantage of your benefit -- a visit to the EAP.