

On-line Employee Assistance Services

Email is yet another tool for assisting employees who may not have the time or inclination to make a phone call to the EAP. In an age of packed work/life schedules and long hours, the ability to shoot off an email on a particular question or emotional issue certainly has an appeal.

The top reasons people seek information through email are resource retrieval, depression, child disciplinary problems, marital conflict, and family-member and co-worker conflict. Many email users like the convenience of using it at home or at the office, of not having to look at someone in a counseling session, or be at a certain place at a certain time.

Contact Cascade EAP at info@cascadecenter.com

Email the EAP for help with:

- Scheduling an appointment
- Finding a provider in your area
- Locating community resources
- Determining the best course of action to resolve a personal, family, or relationship issues

Benefits of emailing the EAP:

- Access is available at all hours. You will receive an answer to your inquiry within 24 business hours.
- You don't need to set an appointment. You write in when it is convenient for you.
- With email, you can set your own pace. You can take time to reflect on your responses and those of your counselor, and then respond when you are ready.
- Expressing concerns and/or questions in writing can help you to organize and focus on the problem at hand. Using email allows time to compose and reflect on your messages and responses, plus you have a record of communication to review and process whenever needed.
- Email offers anonymity. People experience more comfort and safety communicating through email if they have difficulty talking about themselves in front of another person.
- Online therapy provides access for the homebound, geographically isolated, or stigmatized client who will not or cannot access local face-to-face services.

Consult with Cascade EAP for recommendations and resources.

