

EAP User Guide

Cascade Centers, Inc.

Each of us encounter problems that interfere with day to day activities. Some are more distressing than others and require assistance to resolve. These problems dramatically affect our quality of life and this is where the Employee Assistance Program can help. The following is a summary to familiarize you with how the EAP works and what you can anticipate when you call for assistance.

EAP Services Available. You have a wide variety of services available to you through the EAP including:

- Face to Face Counseling
- Phone Counseling
- Financial Coaching and Legal Consultation
- Identity Theft Assistance
- Child and Elder Care Services
- Concierge (Resource retrieval and information)
- Home Ownership program

To access any of these services **you make only one call to the EAP.** You will be connected to the appropriate resource to meet your needs.

Contacting the EAP. When help is needed call the toll-free number below. The intake counselor will ask you for identifying data and a brief description of your presenting concern and connect you with the most appropriate resource. If an emergency exists you will be given immediate assistance. If your situation is not an emergency you will be scheduled at a time as convenient to your schedule as possible.

Confidentiality. All your information is kept completely confidential. Your employer will not be apprised of the fact that you have used the EAP. No one will be provided any information about you without your written consent. Exceptions to this policy would occur only where required by law.

Referrals. Your EAP benefit is designed to provide a comprehensive assessment of your concern(s) followed by a referral and brief problem resolution. If your concern falls outside of the scope of EAP counseling, referrals are made to the resource most appropriate to your circumstances.

Frequently Asked Questions.

- > ***Can you get additional visits for a separate Incident?*** Yes, If after the initial set of visits an additional, non related incident develops, additional visits are available.
- > ***Can you select your counselor?*** Yes. If you have a specific counselor you wish to see, request that person. The intake counselor can tell you the specialties and counseling style of each counselor to assist you in selecting your counselor.
- > ***Want to change counselor?*** If you wish to change your counselor or other provider you may do so by requesting a change. Explain to the intake counselor your concern with your previous counselor and he/she will attempt to schedule an appointment with another counselor who better meets your needs.
- > ***What happens during the first session?*** You should be prepared to give the counselor some background information at this session. This assists your counselor in placing your concern in context and both of you in formulating an action plan. Many people find it helpful to prepare a written list of things they wish to discuss at each session.

Complaints. In the unlikely event you should have a complaint about the service, you may call the Clinical Director at the 800 number listed below. Your complaint will receive immediate attention and every effort will be made to make you a "satisfied customer".



Toll Free
Portland Area

800-433-2320
503-639-3009

www.cascadecenters.com