



## EMPLOYEE NEEDS, CAN THE EAP REALLY HELP?

**Sometimes employees have such unusual needs that I doubt the EAP can help them. I know there are many community resources, but some problems require such unusual solutions that resources probably don't exist, correct?**

First, thank-you for paying attention to situations of concern on your team. Our employee assistance program is continually researching and finding services to meet a wide variety of employee and family needs. Many services are indeed available but not necessarily well known. When we at the EAP learn about more obscure resources your EAP investigates and often adds new services to our ever-widening panel of experts that can be reached with

an internet click or a phone call to the EAP.

Often Connections affiliate providers who provide in-person services in your community are licensed counselors who are familiar with unique services. The rule of thumb is never to assume that a resource does not exist for a unique employee problem.

Employees and leadership staff may only think of the local counselors available for assessment and solution planning. Often the following services may be unknown or overlooked:

- Personal/family budget & financial planning
- Elder care consultation and care-find

- Child care find
- Adoption information
- Pre-natal information
- Legal-attorney consultation
- Estate planning and DIY will writing
- Web based health and stress assessments

If you or your HR staff are familiar with resources you think may be helpful, please pass this information on to Connections. Never hesitate to refer to the EAP when employees present unique personal problems. Unresolved problems and stressors often are connected to counter-productive behavior and/or performance problems.

### Leadership Orientation Session B

#### **CANCELED:**

Thurs. May 21- Roland, IA  
Class Time: 1:00pm - 4:00pm

#### **CONTACT US TODAY:**

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) for more information or register online:  
**[www.connectionseap.com](http://www.connectionseap.com)**

#### **ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:**

Session A: "Leadership Orientation to the EAP", is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars and skill builders are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab to access webinars, continue to scroll down on the Work/Life Services opening page. (All webinars are archived for later viewing.)

Information provided in this newsletter is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor. Copyright 1998, FHG.