



CCI Employee Assistance Program

EMPLOYEE ASSISTANCE PROGRAM FAQ'S

WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM (EAP)? An EAP is a confidential, telephonic helpline that is available to members who are struggling with personal or work related problems. The EAP Helpline is staffed with counselors who may assist with many types of life problems, including marital and family problems, stress or emotional difficulties, alcohol or other drug problems, financial, legal or occupational concerns.

WHY HAVE AN EAP HELPLINE? Your union cares about you and the everyday problems that you may encounter. Therefore they are providing this EAP benefit to help you deal with life problems and difficult situations.

DO YOU ONLY DEAL WITH EMOTIONAL ISSUES? No, members call about all types of everyday challenges. For example: CCI has helped callers find care facilities for aging parents, tracked resources for a variety of health questions, and found community agencies to build handicap ramps. Information has even been provided regarding buying a car and dealing with construction

How can I reach them? CCI Helpline can be reached at 770/516-0941 or toll free at 800/516-0941. A CCI professional will be happy to assist you or your family member. All calls are free, confidential, and voluntary. Calling is the first step to a healthy beginning — and a new start.



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P.O. Box 1935
Woodstock, GA 30188
(770) 516-0941 (800) 516-0941

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contractors. If you are frustrated and struggling with these types of problems, CCI may be able to help.

HOW WILL THE EAP HELP ME? When you contact CCI for help, you will talk with a counselor. Once your situation is understood, you will be directed to resources that address your specific problem. In some cases, simply talking with the EAP counselor may resolve your concern. If other situations you may be directed to classes, support groups, or educational materials. You may or may not be encouraged to see a counselor. If, however, after speaking with an EAP counselor you are encouraged to seek counseling, the staff will help you find the most convenient and cost effective options.

DO I HAVE TO CONTACT THE EAP HELPLINE? No, participation in the EAP Helpline is voluntary. Sometimes your supervisor might talk with you about a job problem, and recommend you call the Helpline, but it's still up to you to call. Most of the time, people simply call because they have a problem and they need someone to help.

WHO WILL KNOW IF I CALL THE EAP HELPLINE FOR ASSISTANCE? ALL contact with the EAP is confidential. Under federal and state laws the EAP must have written permission from the client before releasing any information. Any record of your contact with the EAP is kept by CCI and is not part of your personnel record kept by the company or union. Even when your supervisor recommends you contact the EAP Helpline, he/she will only know you called with your written permission.

HOW MUCH WILL IT COST? The EAP Helpline is free to all union members and family members. However, assistance beyond the Helpline will be your financial responsibility. The EAP counselor may refer you to a number of free resources, such as websites, books or support groups. The cost of certain types of assistance, such as classes, attorneys or counseling, will be your responsibility. In many cases, the EAP professional can find low cost services, or services that set fees based on your income.

WHAT ARE THE EAP OFFICE HOURS? CCI does not serve as a "Crisis Hotline" but they do provide telephone assistance 24 hours, seven days a week. Callers may automatically connect with a counselor or be directed to an answering service. If the initial call is directed to an answering service, the member will receive a return call in less than 20 minutes.



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◀◀◀ Don't let a personal problem cause you to have problems on the job or with your family