

Workplace Wellbeing Hub

Employee Assistance Program: Mental Health Benefits Guide for Employees

What is an EAP?

An Employee Assistance Program (EAP), similar to a Member Assistance Program (MAP), is a free and confidential benefit your organization provides to help you handle life's challenges on and off the job. These services extend beyond mental health, offering support with issues such as financial concerns, legal guidance, childcare and eldercare resources, substance use and critical incident response.

The EAP or MAP is designed to support your emotional and mental wellbeing so you can stay alert, make sound decisions and keep yourself and your team safe, because mental health is just as critical as PPE.

- ✓ **It's free:** no out-of-pocket cost for you or your family
- ✓ **It's confidential:** your employer does not get details about what you discuss
- ✓ **It's supportive:** help is available 24/7, even for non-work issues



Stress, fatigue, or personal struggles can lead to errors, near misses, or incidents. Using the EAP is one way to lower that risk, and to take care of yourself and your loved ones

Why Mental Health Matters for Safety

Mental health directly affects:

- Alertness and reaction time
- Decision-making under pressure
- Situational awareness
- Team communication and trust



What can the EAP help with?

The EAP is more than counseling. It's a toolbox for **total wellbeing** that can help with:

- **Critical Incident Support:** Immediate help after a workplace incident or traumatic event.
- **Work-Life Solutions:** Legal advice, financial counseling, finding childcare or eldercare.
- **Substance Use Support:** Guidance, treatment referrals, relapse prevention.
- **Wellness Coaching:** Sleep improvement, stress management, healthy routines.

Who can use the EAP?

- You, as an employee
- Your household members, often including spouses, partners, and dependents
- Sometimes extended family, check your plan details

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How to Access the EAP

EAPs are designed to be easy to reach, especially when you're working shifts or in the field:

- Call the toll-free number anytime, day or night
- Use the website or app for self-help tools, videos, articles, and secure messaging
- Meet with a local counselor in-person
- Access virtual sessions using secure video or phone calls for convenience

Tip: You can ask HR or a supervisor for the number, but they won't know why you're calling, or check your organization's website or onboarding paperwork

How Many Sessions Are Free?

Most EAPs provide 3–8 free counseling sessions each year. If you need more, they can help connect you to providers covered by your health insurance. In addition to the EAP, your organization may also offer other mental health benefits and resources, so be sure to explore all the options available to you.

Confidentiality & Trust

- Your employer won't be told what you share, the EAP only reports overall usage numbers, not names or details
- Supervisors may suggest you contact the EAP after a tough event, but the choice to use it is yours

When to Call The EAP

- You're feeling distracted, stressed, or exhausted
- You've experienced or witnessed a traumatic workplace incident
- You're dealing with personal issues that could affect focus or performance
- You just need to talk through a problem with someone who's trained to help

Your mind is your most important safety tool. The support and care keep it sharp, just like regular maintenance keeps your equipment running. Don't wait for a crisis, use your EAP as preventive care.