



Ascension

Employee Assistance Program



Today's employees have a myriad of benefits available, but sometimes it is impossible to keep them all straight! Here you will learn more about your Employee Assistance Program. If you have more questions, would like to make an appointment or talk to one of our counselors please feel free to call 800-540-3758 or email at eap@ascension.org.

What is EAP?

Employee Assistance Program, or EAP, is a free and confidential counseling benefit.

Who can use EAP?

Any employee in your organization can use EAP services, as well as any employee's spouse or dependent children. Sometimes people like to be seen individually, and sometimes it is more helpful to go as a couple or a family.

Who will know if I have used EAP?

No one will know you have used EAP unless you tell them. Your confidentiality is very important to us, but not only that, it is the law.

How much does it cost?

EAP is FREE to you and your family. Your organization provides this benefit at no cost to you.

When should I use EAP?

Our counselors can help with all sorts of problems including: family relationships, parenting, work conflicts, financial difficulties, health and wellness, substance abuse, mental illness, and more. There is no problem too big or to small, so if you are wondering if you should call EAP you probably should!

What will happen if I call?

When you call you will reach the main office where a professional counselor is available to talk Monday-Friday, 8am-5pm. She can either help you set up an in-person appointment, or talk with you immediately on the phone. If you call after-hours you will reach an answering service, where a live person will take a message for a counselor to call you back. If you call after-hours with a crisis, the answering service will page our crisis line and someone will call you back shortly.

What will happen when I make an appointment?

When you make an appointment our counselors will verify the city you would like to be seen in. We have counseling offices in Central Wisconsin, the Fox Valley, and other cities across Wisconsin. When you come to your appointment your counselor will ask you to fill out some brief paperwork—mostly just name, phone number, and a statement of confidentiality. Most counseling sessions last about an hour.

Who are the counselors?

All of our counselors are Licensed Professional Counselors (LPC), MSW (Master's in Social Work) or Licensed Marriage and Family Therapists (LMFT).

How much can I use EAP?

EAP is short term solution focused counseling. The Counselor will work with you to decide the appropriate number of sessions. They will also assist you to access additional referrals as needed.



Employee Assistance Program

EAP Service Offerings

Counseling for Employees - Confidential assessment, referral and short-term counseling for all company employees and their immediate family members. Specialties include: interpersonal conflict, marital, child/adolescent issues, grief, trauma, mental illness, stress, work issues, alcohol/drug assessment, strategic/team planning, and more.

Resource Referral - Assistance in locating community, professional and benefit resources such as financial assistance, legal advice, support groups, long term professional treatment, employer benefits and more.

Immediate Phone Support - A counselor is available to talk immediately on the phone Monday-Friday, 9-5.

24/7 Answering Service - You'll never have to talk to a machine! A live person answers every call and can page an on-call crisis counselor any time of the day or night.

Trauma Response - For those unfortunate and unexpected events such as death, suicide, accidents, and crime, etc. Our staff are all trained in Psychological First Aid and Critical Incident Stress Management.

Online Resources - Compassion fatigue, trauma response, mental health topics, suggested reading, handouts, worksheets and more on our website: ministryeap.org as well as Facebook, Twitter, and Pinterest.

Monthly Mailings - On wellness topics to your employees by e-mail or through the postal service, as well as other promotional materials such as posters, tear-off cards, magnets, pens and more.

Onsite Education and Training - On topics ranging from Work/Life Balance to Reasonable Suspicion. Our experienced trainers will customize any topic to fit your needs, time constraints and group size.

On-line Web-Ex trainings—When you want training but just can't find the time, we can Web-Ex with your team or pre-record a training for your employees to watch at their convenience.

Case Management - When an employee struggles with work performance we work directly with them to help them meet your goals and expectations. We always assess for a full spectrum of problems and provide a range of interventions and support, including, but not limited to: Conflict Resolution Coaching, Self Awareness Training, and one-on-one Anger Management Courses.

Organizational Consultation - Whether it's one department or a work culture problem affecting the whole organization, EAP staff will assess the situation and offer recommendations for improvement as well as support through change efforts.

Leadership Development Seminars - Our staff have created a dynamic, interactive, research-based seminar just for leaders. The full seminar is typically "above and beyond" standard EAP service so there is some additional cost, however; "stand alone" sessions may be offered at no cost upon request.

Additional Services Upon Request - We strive to help you improve your bottom line through counseling, coaching, consultation and support. We commit to on-going learning and continual improvement, so if you have a great idea or an opportunity where we can serve you better, we want to know!

Contact Us

Don't hesitate to contact us at 800-540-3758 or eap@ascension.org.