

# Access

A publication of the Aurora Employee Assistance Program

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## Know your EAP benefits – When to call... and all the ways it can help

You probably know that Aurora EAP offers free and confidential services to assist employees in resolving personal problems that may affect their work performance. Originally, EAPs were designed to help workers with issues such as alcohol or substance abuse.

However, today Aurora EAP offers a wider range of additional services to covered employees and family members living in their immediate household. These expanded offerings include help with:

- Mental and behavioral health issues – including depression, anxiety, substance abuse
- Family/relationship issues
- Legal and financial consultations
- Mediation consultations
- Child care and elder care referral services
- Adoption information
- K-12 and higher education services



### Stress is increasing; EAP work/life services can help

Work and financial challenges are two of the top causes of employee stress. *People at Work 2022: A Global Workforce View* found that 78% of Americans admit they experience stress at work at least once per week.

53% of respondents believe their work is suffering due to poor mental health. This report indicated that stress at work has reached critical levels, with one in seven workers feeling stressed every day.<sup>1</sup>

Aurora EAP offers resources and tools to promote employees' work/life balance. This is accomplished by helping employees (or their household dependents) proactively address personal concerns that might be causing them to become overwhelmed or distracted in the workplace.



### Did you know?

Aurora EAP provides:

- Live, 24/7 telephone coverage
- In person, virtual or telephone appointments are available
- Interpreter services are offered, if needed

<sup>1</sup>ADP. (n.d.) *People at Work 2022: A Global Workforce View*, April 25.



**Aurora EAP: 800-236-3231**

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## Moving past any perceived stigma

Even employees who understand the scope of the EAP's offerings, may hesitate to use it, because of a perceived stigma around asking for help. This is especially true regarding mental health issues. This stigma is gradually being erased, as more employers fully educate employees about using EAP services, including mentioning the benefits of addressing mental health concerns. Employers are encouraged to speak openly about using the EAP. They are encouraged to share situations when employees might use it, and to explain why accessing EAP services for mental health reasons is nothing to be ashamed of or worried about. Today, more people understand that it's actually a sign of strength to ask for outside help, when needed.

## Other benefits of using Aurora EAP

Please remember that it costs nothing to contact the EAP. It can be healthy and constructive to tap into Aurora EAP's confidential, no-cost services when challenges arise. Why? Aurora EAP offers a listening ear on demand. For many people, talking to a trained licensed professional anytime, day or night, can be reassuring. That first phone call can start the process of moving forward and helping people successfully handle their home and workplace challenges.

## Complete confidentiality is assured

Aurora EAP services are confidential, following State and Federal laws. No personally identifiable employee data or information about specific interactions is ever shared with the employer. This allows employees to be open and honest, without fear of jeopardizing their relationships with co-workers, managers or their overall employment status. Some employees incorrectly assume EAPs are only for people having serious problems or that contacting the EAP will negatively affect their career prospects. This is not accurate. Legally, a counselor is not allowed to reveal any information to an employer about an employee's counseling sessions.



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