



Employee Assistance Program Frequently Asked Questions

What is an EAP?

It is an employer-sponsored program that provides confidential and professional assistance to help resolve problems that are affecting you or your family. This could include stress, financial pressures, work issues, sleep difficulty, family issues, or substance abuse.

Why an EAP?

We all face personal challenges from time to time. When you are experiencing problems that make life difficult, it can lead to difficulties at work. The EAP is designed to help employees before personal matters carry into your life at work.

Who can use the EAP?

Employees and their families (immediate members of the household) can use the EAP on a self-referral basis. Employees may also be referred by their supervisors when personal problems affect job performance.

Is it confidential?

YES – confidentiality is a vital part of EAP. Mission will not know that you have requested assistance without your permission. No records related to counseling will be placed in your personnel file, nor will promotion or transfer opportunities be affected if you use the program.

What happens when I go to the EAP?

You talk with a certified, licensed professional about your problems. After careful consideration, you and the counselor will establish a plan for further assistance. Sometimes knowing where to turn for help can be difficult, but through the Employee Assistance Program, experienced professionals are available to help you or members of your family with a variety of concerns. When you understand your problems and the resources available, you decide if you want help. The decision is yours.

How much does it cost?

Mission has prepaid the cost of the initial evaluation and brief counseling session(s). If further counseling is recommended, additional costs are the responsibility of the employee.

Why wait?

The best time to seek help for a problem is as soon as it begins to affect your well-being at home or on the job.

How do I use the EAP?

If you or members of your household are experiencing emotional or other problems, please call the Employee Assistance Network to make an appointment with one of our qualified professionals. For assistance call: 1-800-454-1477