

**Personal problems are a part of life.** Most of the time we're able to cope with problems on our own. Sometimes, however, personal problems can overwhelm us. When this happens, professional assistance is needed.

That assistance is available to you through the **CommunityCare Employee Assistance Program (EAP)**. Your EAP provides confidential assessment and referral for you and your family, whether the problem is related to family, marital, relationships, separation, divorce, drugs, alcohol, mental, emotional, financial or any other area causing concern.

### **EAP Philosophy**

An Employee Assistance Program is specifically designed to assist employees and their dependents in the identification and resolution of personal problems or concerns that may have a negative impact on their personal or professional lives. CommunityCare EAP is a program of voluntary self-help available to employees and their immediate dependents. The decision to seek confidential assistance rests solely with the employee or their dependent. The EAP provides assessment and/or referral-brief solution-based counseling.

### **How the EAP Works**

**The First Step.** To use the EAP, simply call the local or toll-free telephone number to arrange for the free initial assessment interview. Business hours are 8 a.m.-5 p.m. weekdays. (For emergencies, an EAP specialist is available 24 hours a day, 7 days a week.)

**Free Initial Assessment.** There is no charge for the EAP assessment interview. At this first interview, you will describe your problem(s) in detail to a trained EAP specialist. This interview will be conducted either in person or over the telephone.

An EAP counselor will conduct an interview for the purpose of assessing the issues that brought you to the EAP. Based on the information gathered during your session, the EAP counselor may refer you to outside resources for ongoing therapy. Most companies have a 1 to 3 session model that allows for assessment referral or brief solution-based counseling within that model.

EAP assessments are not limited. You may seek assistance whenever necessary.

*Some people believe that asking for help is distasteful or a sign of weakness. This attitude can threaten families' financial security, happiness and lives.*

### **Contact Us**

If you think you need help, information or want to talk to a counselor, contact us:

#### **CommunityCare EAP**

Williams Center Tower II  
Two West Second Street  
Plaza Level  
Tulsa, OK 74103

In Tulsa:  
**918-594-5232**

Toll Free Outside Tulsa:  
**800-221-3976**

Visit our Web site:  
[www.cok.com/EAP](http://www.cok.com/EAP)

CommunityCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-777-4890.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-777-4890.

**TDD NUMBER: 918-744-3330**

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## Referral to the Program

**Self-Referral.** Any employee or immediate family member can arrange a private appointment to discuss any type of personal problem or problems that may be too much to handle alone.

**Management Referral.** Managers or supervisors can assist any employee in arranging a private interview when there has been a noticeable decline in work performance not corrected by normal company procedures.

## Confidentiality

Participation with the Employee Assistance Program is confidential and protected under federal and state laws. All EAP counselors are Master's level licensed by the State of Oklahoma. Any release of confidential information must fall under the rules and regulations for the State of Oklahoma, EAP policy or a client's signed written release allowing the EAP to release any information.

## Distress Signals

Watch for these distress signals if you suspect a problem with a family member or coworker:

### Marriage and Family Relationships

- A feeling of loneliness or isolation when sharing and togetherness no longer exist.
- Broken lines of communication leading to nothing to talk about and silence instead of conversation.
- The family seems like strangers under the same roof.
- Unhappiness, depression, gloominess.
- Financial difficulties, such as not being able to stick to a budget or buying too much on credit.
- Concern about sexual problems and confusion and unhappiness about feelings.
- Frequent anger and frustration with the children.
- Missing work because of family quarrels and problems.
- Conflicts over religious, social and other issues involving self or family.
- Preoccupation with time and events outside the family circle.

### Emotional Illness

- Change of appetite leading to weight loss or gain.
- Compulsive or erratic actions.
- Constant tiredness or extreme fatigue.
- Wide mood changes.
- Continued depression.
- Exaggerated fear or great anxiety.
- Inability to sleep or sleeping too much.
- Negative feelings toward oneself and/or others.
- Extreme frustration and anger.

### Drug Abuse

- Changes in attendance at work or school.
- Changes in normal capabilities, work habits or efficiency.
- Confused thinking.
- Stupor or dullness.
- Sudden aggressive behavior.
- Poor physical appearance, such as inattention to dress or personal hygiene.
- Compulsive but purposeless activity.
- Very erratic judgment.

### Alcoholism

- Increase in tolerance to alcohol: "I can drink them all under the table."
- Occasional or partial memory lapses: "Did I really do that last night?"
- Sneaks drinks: "I really needed that extra one. Besides, who's to know?"
- Drinking beyond one's intentions: "I only intended to have one drink, but I wound up smashed."
- Increased dependence on alcohol: "Man, I can't wait to get to the bar and chug a cold one."
- Preoccupation with alcohol: "Election day is tomorrow. I better pick up a bottle."
- Resentful when one's drinking is discussed: "It's none of their business! I can handle it."
- Futile, frustrating attempts to change: "This time I've got to quit."
- Rationalizing or denying that a problem may exist: "If they had my problems, they'd drink, too."

### Financial Problems

- Always spending more than you make.
- Using credit cards to pay normal monthly bills.
- Unable to manage a home budget.
- Fear of bill collectors calling you at home or at work.
- Fear of garnishment or garnishment has taken place.

## Why People Hide Their Problems

- Social stigma connected with alcoholism, drug or mental health problems.
- Denial syndrome with an elaborate set of rationalizations, including such self-descriptions as: "I can't be that bad off, I still have a job."
- Procrastination syndrome that operates on this theory: "I'll snap out of it soon. Everyone has ups and downs."
- Fear of what other people will think or say.
- Misconceptions, such as the mistaken belief that people with serious problems are weak-willed.
- Fear of not being accepted.
- Fear of not being normal.

## Get in Touch With Your EAP for Problems Related to:

- |                       |                                    |
|-----------------------|------------------------------------|
| 1. Family             | 11. Mental or Emotional            |
| 2. Marital Conflict   | 12. Financial Management           |
| 3. Relationships      | 13. Physical Health                |
| 4. Parenting          | 14. Sexual Harassment              |
| 5. Separation/Divorce | 15. Retirement                     |
| 6. Alcohol Use        | 16. Eating Problems                |
| 7. Drugs              | 17. Housing                        |
| 8. Job Stress         | 18. Educational                    |
| 9. Vocational         | 19. Domestic Violence              |
| 10. Grief and Loss    | 20. Any other area causing concern |