

## **CONCERN/EAP**

**A Program of River Valley Counseling Center, Inc.  
Located At Holyoke Medical Center**

**Quarterly Newsletter**

**January 2016**

**For Confidential Assistance or an Appointment Call: 534.2625**

### **Whatever the Problem We Can Help!**

The New Year is a perfect time to take a closer look at those challenging issues that keep resurfacing or are always there in the not-so-distant background of your life. Personal problems are a normal part of living. You can't always control when they arise or what they are, but you can make choices about how to deal with them. Why not take some time for yourself now and get the support you need to sort out those choices? *CONCERN/EAP* is a benefit that is provided by your employer in order to help you do just that.

**WHAT IS CONCERN/EAP?** *CONCERN/EAP* is an employee assistance program offering **free and confidential** short-term counseling, information & referral services, and wellness benefits. These services are **available to you and your household family members**. Our well-trained and experienced counselors are available to help you to resolve a problem or cope with it more effectively. If longer term or specialized help is needed, you will be given a referral.

**WHY SHOULD YOU USE CONCERN/EAP?** The effects of long-term stress can be extremely detrimental to your physical and emotional health. A brief list of symptoms resulting from stress include: chronic headache and muscle ache, heart attack, weight gain & weight loss, irritability, tearfulness, depression, anxiety, sleeplessness, and substance abuse. (Read more on this topic at [www.rvcc-inc.org](http://www.rvcc-inc.org).) As distressing as these symptoms can be for you, they are also affecting your loved ones and coworkers. When you or your household family members are helped with a personal problem, life at home is more comfortable, job performance improves, and everyone benefits.

**WHAT TYPES OF PROBLEMS DO PEOPLE BRING TO CONCERN/EAP?** Employees and their family members seek help for a variety of personal issues.

*CONCERN/EAP* can assist you with problems such as:

- Family and Relationship Issues
- Workplace Stress or Performance Difficulties
- Managing Stress and Change
- Balancing Work/Life Issues
- Parenting Issues
- Depression & Anxiety
- Substance Abuse & Other Addictions
- Grief & Loss

#### **HOW DO I KNOW IF I SHOULD CALL THE EAP?**

Stress is an individual experience. The only thing that matters is that the problem is causing you or your household family member distress. Call us if you are experiencing:

- A need for additional support
- Uncertainty or confusion about how to address a problem that is affecting your life
- Persistent worry
- Difficulty concentrating
- Decreased productivity
- Persistent change in mood

#### **WHAT IS THE FEE FOR THIS SERVICE?**

You and your household family members may use this service at no cost. It is an employee benefit that is provided by your employer to help you to feel and perform your best in your professional and personal life.

#### **WILL ANYONE KNOW THAT I USED THE EAP?**

No one will know that you used the EAP unless you tell them. *CONCERN/EAP* complies with all state and federal laws concerning client confidentiality.

#### **HOW CAN I REACH THE EAP?**

Call us at 413.534.2625. A counselor will schedule an appointment for you. Day and evening appointments are available. We all face personal challenges at various times in our life. Objective support can help and it's only a phone call away.