

**Providing  
consultation  
and guidance**  
to support your  
success at work  
and home.

## **What is the Employee Assistance Program?**

The Employee Assistance Program (EAP) is a voluntary and completely confidential service provided to employees and their eligible family members to help meet the challenges of life. An EAP is a valuable resource that can help identify and resolve many workplace, family, social, economic, and mental health concerns. Our EAP can have a positive impact on the work environment and the well-being of employees and families.



## **Eligibility, Cost and Confidentiality**

The EAP is a free benefit that is available to employees and eligible family members. Services and eligibility may vary slightly across locations. More details are available from your supervisor or Human Resources representative. Regardless of whether you contact the EAP on your own or if a supervisor recommends the EAP, all services are completely confidential and free of charge.

## **How the EAP Helps**

Most of us do our best with the support of our family, friends, neighbors or religious leaders. But speaking to a trained helping professional about a private concern is very common today. When additional help is needed, it can be costly and difficult to locate.

EAP is delivered by professionals who are trained to assess and help us resolve a variety of personal and workplace concerns. When additional services are needed, they guide us to appropriate resources. It's very simple to access services. You simply call your local Employee Assistance Program directly, schedule an appointment, and meet with one of the professionals by phone or in person.





## Services

The availability of some EAP services will vary across locations. Generally, EAP services may be available by phone, face-to-face, or online for many important life situations, including:

### Family Issues

- Answering financial questions and concerns
- Legal questions
- Questions about children
- Help with relationships
- Help for dealing with an ill or aging parent
- Work-Life balance
- Stress at home

### Work Issues

- Answering questions about work
- Adapting to change
- Managing conflicts
- Relationships and communication on the job
- Career guidance – making the best decision
- How to manage work stress

### Personal Issues

- Stress management
- Dealing with anger
- How to take care of one's self
- What to do when feeling low or depressed
- Answering questions about mental health
- Answering questions about tobacco or alcohol
- Managing midlife issues/concerns

## Rwanda

Access Number

**+225.0787112323**

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