EMPLOYEE ASSISTANCE PROGRAM

It is hard to be alone when you or someone you love is having problems. Perhaps it is a troubled marriage or relationship, or difficulties with alcoholism, drug abuse, child care, stress, depression, credit problems, difficulties with children - or a multitude of other situations. Whatever the problem, it cannot be ignored. Neglect only makes it worse and hurts physical health, family life and even impacts job performance.

Cerritos Community College stands ready to help when personal problems arise. At the same time it recognizes your right to privacy and confidentiality. That is why an Employee Assistance Program (EAP) was implemented.

The Employee Assistance Program is managed by an outside firm, HelpNet, Inc. HelpNet’s professionally trained staff quickly and effectively direct you to counseling and/or other resources in your community - e.g., credit counseling, AA meetings, child care facilities, legal help, etc.

WHO IS ELIGIBLE TO USE THE EMPLOYEE ASSISTANCE PROGRAM?

You and members of your immediate family are eligible to use the services. Each year your family unit may have up to three counseling sessions, at no charge to you. These sessions take place with a licensed counselor in a private office near your home. You and family members are also entitled to unlimited calls to the EAP’s toll-free hotline number for referrals to other resources - legal help, child care information, credit counseling, etc. The hotline is staffed 24 hours a day, seven days a week by trained Intake Specialists.

WHAT WILL HAPPEN IF YOU CALL THE EAP HOTLINE?

YOU WILL TALK WITH AN INTAKE SPECIALIST

A HelpNet Intake Specialist will talk with you in total confidence and ask you questions about yourself - your name, where you work, something about your background and the nature of your problem.

YOU WILL BE GIVEN INFORMATION ABOUT COMMUNITY RESOURCES

If you want information about child care, credit counseling or other community resource information, the Intake Specialist will provide you with addresses, phone numbers and, in many cases, printed information to help meet your needs.

AND/OR YOU WILL MEET WITH A LICENSED COUNSELOR

If you wish to receive counseling for a personal problem, the HelpNet Intake Specialist will refer you to a licensed counselor. Your meeting will take place in a private professional office near your home or place of work - at days and times convenient to you. You will discuss your problems and needs with the counselor. With the counselor’s help you will outline your goals and design a plan for dealing with your problem. Each year your family unit is entitled to three sessions with a HelpNet therapist - at no cost to you. If you wish to receive counseling beyond the three sessions, additional sessions may be covered by health insurance or other resources.

HELPNET WILL STAY IN CONTACT WITH YOU

The staff from HelpNet wants you to receive exemplary service. They will call you after your initial visit with a therapist or after you are given a community resource referral. They will call periodically thereafter to be certain that you have found answers for your problems and needs.

TO RECEIVE HELP FROM YOUR EMPLOYEE ASSISTANCE PROGRAM, CALL:

1-800-443-5766
PRIVACY AND CONFIDENTIALITY

Cerritos Community College’s EAP is managed by an outside firm so as to ensure confidentiality. When you use the program voluntarily, your employer has no way of learning about your call or any details about your problem. Occasionally HelpNet provides the company with statistical reports about services, but the reports contain numbers. They do not reveal names or identities of individuals. Information is revealed to authorities only when it is required by law, as in cases of child abuse or threats of harm to self or others.

WAYS TO USE THE PROGRAM

Self Referral

The most common way to use the Employee Assistance Program is for employees and family members to call the EAP hotline directly and request assistance. Names and identities are kept confidential.

Informal Supervisor Referral

A supervisor may refer an employee to the EAP in an informal way - suggesting that the person seek assistance for personal problems. Confidentiality is maintained in the same way as a self-referral.

 Formal Supervisor Referral

On rare occasions job performance deteriorates and a supervisor must take formal disciplinary action. The supervisor may refer the employee to the EAP. In such cases, the EAP will report back to the company:

- Whether or not appointments are being kept
- Whether or not the employee is cooperating with the program. (Details about the nature of the problem or treatment remain confidential unless the employee signs a special authorization form allowing such information to be released.)

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