

*Each one of us faces a variety of concerns in our daily lives. Occasionally, these issues build up and become too much to handle alone. An Employee Assistance Program (EAP) can help your employees work through these problems and resolve them **before** they start to interfere with their daily job duties.*

## **Mazzitti & Sullivan EAP Services offers the following benefits:**

- ◆ Account Management team ensures quality customer service – each company has its own dedicated Account Manager available to answer questions and resolve problems
- ◆ Free, confidential, face-to-face counseling sessions (up to a contracted number) per person, per problem situation – customizable to meet your organization's needs
- ◆ Available to all full- or part-time employees, as well as any immediate family members living in the employee's household
- ◆ **Nationwide** provider network
- ◆ Financial, legal, or other community resource referrals
- ◆ Coordination with a certified Substance Abuse Professional (SAP) for DOT violations
- ◆ Supervisory coaching and HR support
- ◆ EAP promotional materials, including a monthly electronic newsletter, brochures, posters, etc.
- ◆ Quarterly and annual statistical reports
- ◆ On-site employee and supervisory EAP orientations for companies over 100 employees; orientation video available for companies under 100 employees
- ◆ Interactive website with dedicated Work/Life section ([www.mseap.com](http://www.mseap.com))
- ◆ 24/7 toll-free number: **1-800-543-5080**

**We help.**





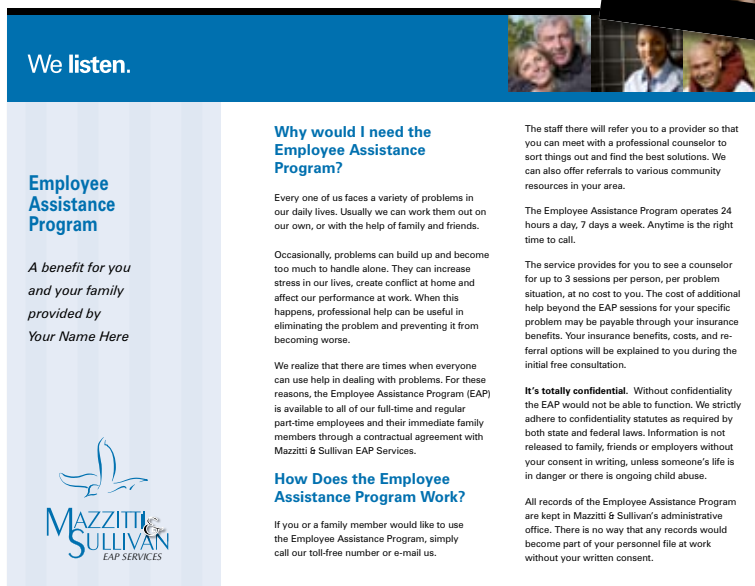
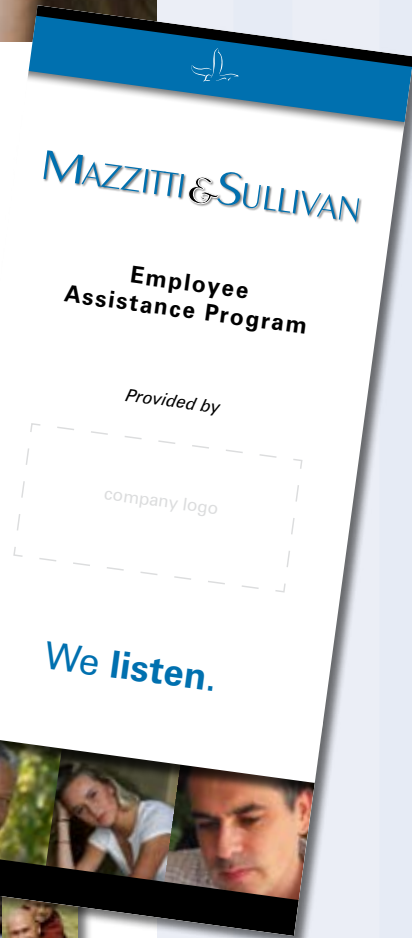
## **Supervisory support of the Employee Assistance Program is crucial to its success.**

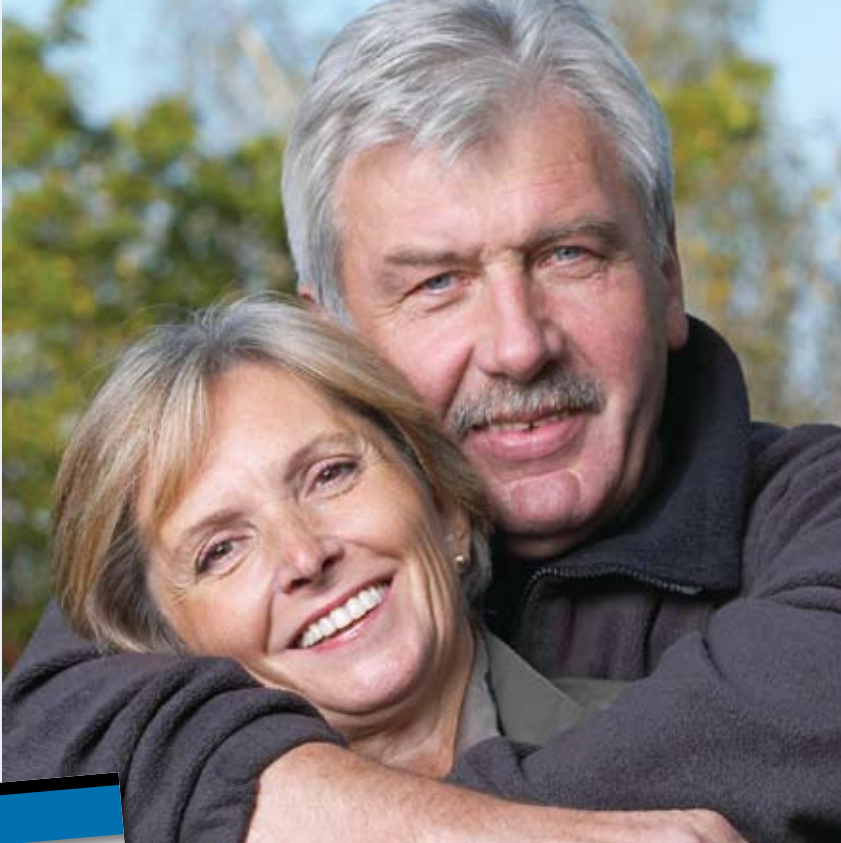
When the opportunity presents itself, do not hesitate to remind employees that the EAP is there for them to provide free and confidential assistance. We have a variety of promotional materials to help achieve the goal of making every employee aware of the program's existence and its benefits – even if they choose not to use the EAP. These items include: brochures, help cards, tear-off tablets, our orientation video, our exclusive Supervisor's EAP Reference Handbook, and monthly employee and supervisor newsletters. We recommend keeping a supply on hand for new hires as well as for long-time employees who ask for your guidance. Many items are also available in Spanish, and all can be personalized with your company's name and/or logo. They are all available at no extra cost, and if you happen to need more of anything, just contact your Account Manager. You can also order these promotional materials directly through our website.



## Tri-fold Brochures

are the perfect size to mail along with the employee's payroll check or other general correspondence. They offer a general overview of the program and its benefits, and also provide the login and password unique to your organization for access to the Work/Life section of our website.





### *When You Call*

- 1.** A staff member will take some basic information from you, including your name, address, phone number, employer, etc.
- 2.** You will be given the name and number of a counselor or community resource in your area for you to call.
- 3.** It is against the law for M&S to tell ANYONE that you called us, unless someone's life is in immediate danger or there is ongoing child abuse.
- 4.** You can also find information and resources at [www.mseap.com](http://www.mseap.com) in the Work/Life section.

## **Tear-off tablets and help cards**

are the size of business cards and have our information on the front and a brief description of what happens when you call on the back. Hand the cards out with the brochure, or provide them to employees as needed. The tear-off tablets are stacked and glued to a cardboard back. They can be kept in a pocket or in a desk and offered to employees who approach you with a problem, or taped to one of our posters. If you have employees who spend most of their day in a company vehicle, attach one to the dashboard or visor.



## Posters

are 11" x 17" and in full color. Display them where employees congregate: lunch rooms, break rooms, staff rooms, and/or near restrooms. You can also attach one of our tear-off tablets to the poster, so employees can quickly and easily take the information with them in a confidential manner.





## Employee Orientation Video

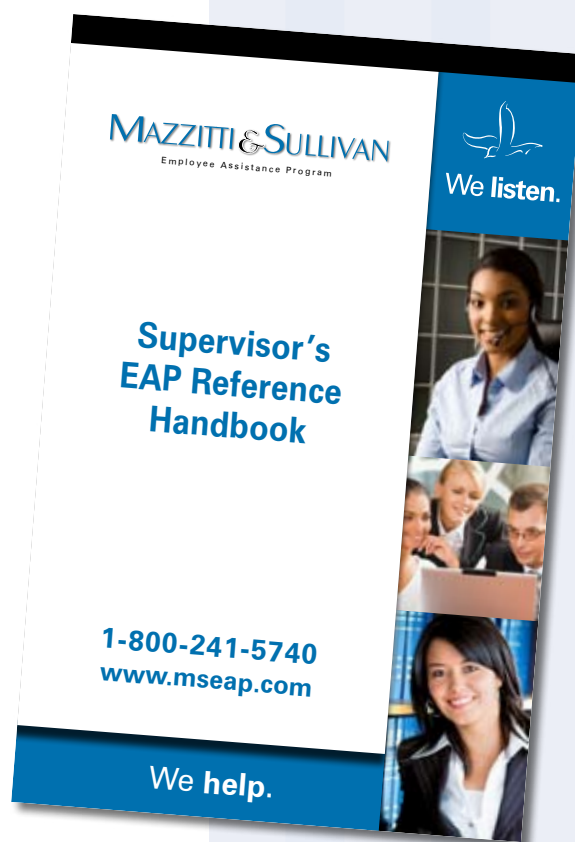
For those times when your employees have a quick question or need a refresher, our Employee Orientation is available on CD-ROM. You can also use it to introduce new hires to the program, and each segment is posted separately on our website for employees to view online at their leisure. VHS and DVD formats are also available upon request.





## Supervisor's EAP Reference Handbooks

are another useful resource included in your contract with us. It includes information about the EAP, tips on Performance Management, a Drug & Alcohol Quick Reference Guide, and various resources for all levels of management. This book is exclusively offered by Mazzitti & Sullivan EAP Services in both a spiral-bound hard copy and an electronic form.





## Monthly Employee and Supervisory Newsletters

Every month, we e-mail the FrontLine Newsletter to your company’s designated contact person(s) for distribution among your employees and supervisors. The two-page issues, which are distributed as PDF files, are also posted on our website in the password-protected Work/Life section. If e-mail is not available where you work, we can mail hard copies of the newsletters to your company so that you don’t miss out.

FrontLine Supervisor is a “Q&A” format about situations that frequently arise in many companies. FrontLine Employee provides several articles on physical and emotional health, overall wellness, family concerns, and other areas. This newsletter is also available in Spanish.

