

## Primary EAP counselors:

### **Bob Carroll, MSE, LCSW, SAP, CEAP**

Bob is the Employee Assistance Program Coordinator for the Appleton area and has practiced extensively since 1984 in inpatient and outpatient mental health. His areas of expertise include:

- Marital/relationship issues
- Parenting adolescents/teens
- Work-related issues (stress, anger management and communication)

### **Patrick Hauer, MS, CSAC, SAP, CEAP**

Patrick has been in practice since 1981. His areas of expertise include:

- Inpatient and outpatient adult alcohol/drug treatment
- Relationship issues and employee assistance programs
- Alcohol and substance abuse issues

### **Donna Schmitz, MA, LPC, NCC**

Donna earned a master's degree from Liberty University. She previously worked in private practice as a clinical therapist. Donna has worked extensively counseling couples and families in crisis, marital/relationship issues, parent/family issues, adolescents/individuals, grief and work/career related issues.

### **Kadihja Kelly, MSE, LPC**

Kadihja earned her master's degree in Community Counseling from UW-Oshkosh. She previously worked in private practice as a clinical therapist. She has extensive experience in providing short-term, direct crisis intervention, long-term advocacy and counseling to individuals.

We are here to help...  
with convenient locations in  
Menasha | Chilton | Oshkosh

To make an appointment, call  
1-800-894-9327 or  
(920) 720-1090.  
Crisis services are available  
24 hours a day.

EAP Information website

*For Employers*

[www.affinityhealth.org/eap-employer](http://www.affinityhealth.org/eap-employer)

*For Employees*

[www.affinityhealth.org/eap-employee](http://www.affinityhealth.org/eap-employee)

**The mission of Affinity Health System**  
is to live out the healing ministry of Christ by providing  
services that promote the health and well being of  
the communities we serve, especially the poor.



# Employee Assistance Program (EAP)

Free, confidential assistance  
for employees and their families

*Personalized Care*

## Why should I call the Employee Assistance Program (EAP)?

From time to time, all of us face problems in our lives. Sometimes these problems are easy to deal with, but other times, problems are more serious and can dramatically affect our lives. Your employer offers an EAP because they know their employees are their most valuable resource. The EAP is offered to help employees find solutions to personal problems, big or small, that may have the potential to become overwhelming.

## How can the EAP help?

The EAP is a free, confidential counseling and referral service designed to help employees and anyone living in the employee's household with personal problems.

## Reasons to call the EAP

- Separation and divorce
- Alcohol and chemical dependency
- Emotional/mental health problems
- Job-related problems
- Chronic illness
- Grief and loss
- Life cycle transition
- Domestic violence and sexual abuse
- Aging parents
- Parent/step-parenting issues
- Compulsive gambling
- Career exploration and counseling
- Anger management
- Many more life issues

## How do I access the EAP?

Accessing the EAP is as easy as picking up the phone. Affinity EAP has a highly trained intake department comprised of professional and caring staff trained to answer questions regarding the EAP, provide information for community resources, respond to crisis situations and schedule appointments with EAP clinicians.

Appointments are generally scheduled between 8 a.m. and 5 p.m., Monday - Friday.

Affinity EAP strives to offer flexible appointments to meet the needs of our clients.

- Evening and lunch hour appointments are available
- In most circumstances we can guarantee appointments within 72 hours
- Counselors are accessible 24 hours a day, seven days a week

Clients who call after business hours have the option to speak directly to a registered nurse through Affinity Nurse*Direct* at 1-800-362-9900. Affinity Nurse*Direct* professionals are trained to assess the caller's needs and direct the caller to any necessary crisis intervention services.

Clients can access our services toll-free by calling 1-800-894-9327. Sign language and translating services are also available upon request.

## What is the cost of using my EAP benefit?

The EAP is a free program offered by your employer. It is available to all eligible employees and the members of their household. If long term counseling is needed, beyond your three to six sessions allowed, your EAP counselor will help you find an appropriate community resource/counselor based on your needs and your coverage under your health insurance.

## Will anyone know if I use the EAP?

The EAP is completely confidential. All meetings and discussions with an EAP counselor are held in the strictest confidence, and your written consent is required before information is released. No one will know you have contacted the EAP unless you tell them.

## Who are the EAP counselors?

The EAP clinical staff consists of professionals with a wide range of expertise including addiction treatment, depression, stress reduction, relationship issues and other clinical specialties. All EAP clinicians must meet the following qualifications to be a part of our professional team:

- Master's or doctorate level education
- Licensed by the state of Wisconsin (or the state in which they practice)
- At least five years clinical experience
- Specialists in the area of individual and family therapy