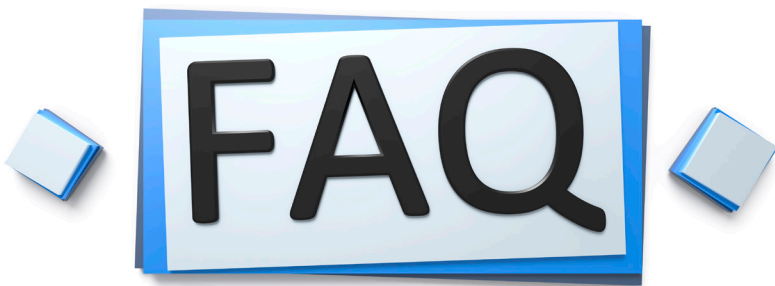


Lighthouse Employee Assistance Program (EAP)



FREQUENTLY ASKED QUESTIONS

Q Who can use my EAP?

A Services are for employees, spouses, and unmarried children, under age 26, living in the home (or away at college). Each family member is eligible for 10 sessions per year.

Q What kind of issues do I need to be experiencing to use EAP counseling?

A The great thing about EAP is that you can talk to a counselor about anything. Because we do not have to bill your insurance you do not need to have a mental health disorder to be seen. This makes EAP a preventive resource as you can come in long before your issue worsens. There is no issue too big or too small to use your EAP. However, some common reasons individuals use EAP include: stress/burnout; anxiety/panic attacks; life transitions; depressed mood; anger; couple's counseling; grief; and substance use and other addictive behaviors.

Q What happens when I use all of my EAP sessions for the year?

A In many situations, an issue can be resolved in 10 sessions however there are also many times in which someone needs longer-term therapy. Your EAP counselor will work with you on selecting a longer-term therapist based on your needs and/or continue to see you utilizing your health insurance benefit. Continuing to see your EAP counselor for longer-term therapy is based on the counselor's availability and that request cannot always be accommodated.

Q Will my employer know that I used my EAP benefit?

A Your contact with EAP is confidential to the fullest degree provided by law. Your employer is never notified of your involvement with the EAP without your written consent, except in cases involving imminent safety risks or as otherwise required by law.

Q Where is the in-person office located?

A The main EAP office is located at 7140 Port Sylvania Drive (located between Meijer and Lowes, off Central Ave). Services can also be conducted via video or telephone format, if preferred. Limited availability is also available at locations in Bowling Green, Defiance, Perrysburg, and Bryan.

Q Where can I get more information about the counselors and what happens if I want to switch counselors?

A Additional information about our counselors can be found on our website: <https://www.harbor.org/services/employee-assistance-program>.

As with any counseling situation we want to make sure you are matched with a counselor that is a good fit for you. You can request a specific counselor when you call to schedule your appointment. Do not ever hesitate to call and request a different counselor if you feel your current counselor is not a good match.

Q How do I schedule an appointment?

A When you are ready to schedule an appointment there is only one number to call, **419-475-5338**. It is important to use this number to reach an EAP staff member. We recommend that you program this phone number in your contacts, so you have it readily available when you need to use it and/or give it to a coworker or family member. Also, if you have an urgent matter and need to speak with someone after business hours (Mon-Fri 9am-5pm) you can call the same number, 419-475-5338, and follow the prompt to be connected to a counselor.



**Lighthouse EAP Services are FREE
and Confidential/HIPAA Compliant!**

419.475.5338 | [harbor.org](https://www.harbor.org)