

YOUR EMPLOYEE ASSISTANCE PROGRAM

*Life situations can become
very stressful...
but we can help*

When we begin to experience personal problems, reaching out to family, friends, or others can be very supportive and satisfying.

However, if additional help is needed, your employer has made available to you and your immediate family a professional counseling service that can help you resolve these problems. The program is called CONCERN and it is your employee assistance program.



CONCERN CAN WORK FOR YOU

CONCERN: EAP
2670 Union Extended, Suite 610
Memphis, TN 38112

a subsidiary of
Baptist Memorial Health Care Corporation



EMPLOYEE
ASSISTANCE
PROGRAM

THE NEED FOR THE PROGRAM

Your employer knows that employees have many stresses when facing changes in life. The way employees manage these stresses can have a significant impact on their work as well as their personal life. When employees are effectively managing personal issues, they are generally much more productive.

WHAT DOES CONCERN COST?

The services of CONCERN are a company-paid resource. There is no cost to you or your dependents if services are used.

If you and your counselor decide that additional services are required beyond short-term CONCERN counseling, and these referral services are used, you will be responsible for any costs not covered by insurance.

CONCERN COUNSELORS

The professional staff are masters-degreed counselors or clinical social workers. They are licensed and were required to have at least three years of clinical experience before joining CONCERN.

WHEN CAN I USE CONCERN?

Services are available when you need them.

It is recommended that you use the program in early stages of problem development because it is easier to solve a problem in these early stages.

CONCERN counselors can help you through a crisis or they can help you to manage common problems that anyone can experience. Common problems include family or marital difficulties, relationship problems, grief, emotional or psychological stress, financial and legal worries, alcohol or drug abuse, gambling problems, or a combination of the above. Some problems are big, some are small. You can bring any size problem to CONCERN.

CONCERN has multiple office locations as well as day and evening appointment times.

To make an appointment call

(901) 458-4000

or

(800) 445-5011

HOW DOES CONCERN WORK?

If you need to talk over a problem with a CONCERN counselor, simply call for an appointment. During your first visit or two, the counselor will listen and try to gain a clear understanding of your problem, help you sort out options, and develop a problem-resolution plan with you. Help can usually be found through continued short-term counseling at CONCERN. If additional or specialized help is needed, your counselor will put you in touch with a qualified professional or a support group best suited to help. Your counselor will remain available to you until you feel the difficulties are under control.

HOW CONFIDENTIAL IS THE SERVICE?

Strict confidentiality is maintained by CONCERN. The employee or dependent calls to make his own appointment. No one will know of your participation unless you tell them or give your counselor permission to speak with someone. CONCERN complies with all state and federal laws regarding confidentiality.