

Solutions Employee Assistance, L.L.C.

Welcome to Solutions Employee Assistance Program!

We at **Solutions** offer short-term counseling services; the length of which depends on your employer's contract with us. Some employers offer 1-3 sessions per year. Others offer 1-6 sessions per year. If you don't know your benefit, please ask your **Solutions** Counselor.

Solutions counselors are trained at least at a Master's Degree level and hold a certification(s) in addition to their education. Each counselor has extensive experience in mental health, chemical dependency and related fields. We do not offer specialty counseling services; we are "general practitioners". We refer our clients to specialty services in the community when needed.

The first meeting with your counselor will involve beginning to get to know you. We do this by asking questions and listening to your responses. We will also determine together if the issue you are bringing us today can be reasonably resolved in the number of sessions your employer has provided for you. If this is not possible, we will refer you to a provider in the community covered by your insurance, or another provider of your choosing.

Solutions' counseling sessions are 50 minutes long. They usually begin on the hour or half hour. If you arrive late we will be unable to extend your session.

Please note: Missed appointments are a loss to everyone. If, for some reason, you do not come to a scheduled session and fail to cancel or reschedule at least 24 hours in advance, that missed session will count as one session of your EAP benefit. **If you have cold or flu-like symptoms, please reschedule your appointment as a courtesy to all!**

Please take a few minutes to read this packet and provide the information requested. It will assist us in serving you better.

Thank you for choosing **Solutions!**

Sincerely,

Kit Corey, M.Ed., CEAP, CMHC and the **Solutions** Staff