



Arkansas Employee Assistance Program

Description of Services

1. **What is Arkansas Employee Assistance Program (AEAP)?**

AEAP is a short-term counseling and referral service, the purpose of which is to assist employees with resolving personal problems or improving their life in some way.

What will happen in the visit?

Your AEAP consultant will:

- Assess the problem/goal
- Help you prepare a plan of action to resolve the problem or accomplish the goal
- Provide short-term counseling
- Provide a referral to the most appropriate community resource, if necessary

(Counseling sessions last up to 50 minutes at the discretion of the counselor)

2. **Does AEAP provide court ordered treatment or help with divorce/custody issues?**

AEAP is not a substitute for ongoing psychotherapy nor a substitute for court-ordered treatment or psychological evaluation. AEAP does not get involved in custody evaluations or custody treatment related issues as this is beyond the scope of services for an employee assistance program. AEAP can refer to community resources that provide these types of services.

3. **Are the services Confidential?**

Confidentiality of your EAP record is protected under Federal and State Laws and regulations as well as the Employee Assistance Professionals Association Code of Ethics and Conduct Standards. Certain disclosures are mandated under the law:

- Unreported cases of child abuse or elder abuse
- A threat of imminent harm to oneself or another
- A client's written consent directing EAP to release information
- Under court order

4. **What are my Rights and Responsibilities?**

You are responsible for keeping appointments and when unable to do so, for notifying the AEAP office as soon as possible. **Repeated missed appointments** may be subtracted from your total annual benefits, except during extenuating circumstances.

You are responsible for any treatment or service costs for which you may be referred to beyond AEAP, including all charges not covered by your insurance plan. There is no cost to you for any services received within the Arkansas Employee Assistance Program.

You have the right to expect appropriate AEAP services regardless of race, age, disability, national origin, financial status, health status, sexual orientation or religious or spiritual beliefs.

5. **What is AEAP's policy regarding retention of records?**

AEAP maintains electronic records of all client files and destroys all paper documents related to the matter. Documents that include signatures are scanned into the electronic file.

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6. What is the EAP policy regarding the possession of weapons in an EAP office?

Except as provided in 5-73-322 and 5-73-306(5) and 5-73-306 it is unlawful for any person other than a law enforcement officer or a security guard in the employ of the state or an agency of the state, or any city or county, or any state or federal military personnel, to knowingly carry or possess a loaded firearm or other deadly weapon in a publicly owned building or facility or on the State Capitol grounds. This includes our EAP facility and satellite offices throughout the state. For those authorized to carry a weapon, please notify the front desk prior to your appointment starting.

<http://www.arkleg.state.ar.us/assembly/2017/2017 R/Acts/Act5 62 .pdf>

I acknowledge receipt of a copy of the AEAP Description of Services

Client Signature _____ Date: _____

EAP Counselor _____ Date: _____

If Client is a minor, then Parental Permission is required

I, _____ do hereby declare that I am the parent/legal guardian of _____, a minor and consent to AEAP providing assessment and counseling service for the above named child/adolescent.

For Office Use

AEAP *Statement of Understanding* discussed with client telephonically and client acknowledges this information.

Counselor Signature _____ Date _____

Statement of Understanding mailed to client _____ by _____
(Date)