

REACH - Employee Assistance Program

(An Employee Informational Guide)

What is REACH?

REACH is your Employee Assistance Program (EAP) & Work/Life program contracted and pre-paid by your employer as a benefit for you and your immediate family. The program provides confidential short-term counseling, assessment and referral for a variety of concerns. Professional licensed/certified counselors with varied clinical expertise, provide counseling at various office locations.

Why does my employer have REACH?

Your employer knows that we all experience personal and work-related stressors at one time or another. They care that you get the right type of immediate assistance for these problems.

Are services confidential?

Yes. Law and professional ethical code can assure you that all information given to REACH by phone, email, or in session will be afforded the maximum confidentiality. The exception would only be by law where danger to self or others may mandate reporting.

What type of assistance is available?

REACH can assist you with multiple personal and work-related issues. The most common problems are: Relationships, Addictions, Emotional, Workplace, Legal, Financial, Child and Elder Care, and Parenting. Also, a variety of Online Services are available at www.reachline.com - the member password is: *reach*

Are services free?

Yes. Your employer prepays for all initial counseling and referral services provided by REACH. However, if the REACH counselor recommends treatment or referral beyond the EAP, you will be responsible for any additional expenses. In this case, the REACH counselor will discuss cost options with you.

How do I contact REACH?

To make an appointment, talk to a counselor by phone, or inquire about our services, call toll free 1-800-273-5273. For crisis situations, access to a professional counselor is available by phone 24 hours a day, 7 days a week. For non-urgent concerns you may also email REACH at info@reachline.com