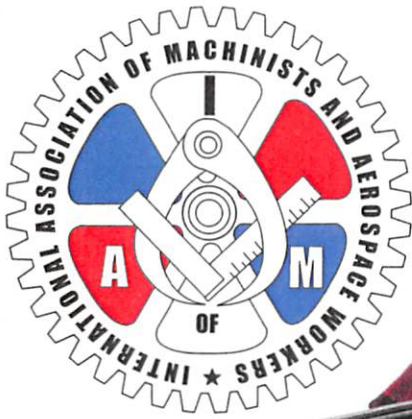


# We're Here.

## Employee Assistance Program



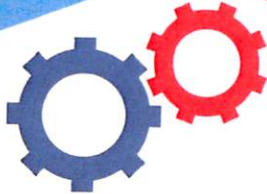
**IAM Substance Abuse and Alcohol Addiction Helpline:  
888-250-4IAM (4426)**

**IAM - EAP National Helpline: 301-335-0735**

Trained IAM-EAP representatives are ready to provide information and support assistance with: Divorce, Elder Care, Emerging Issues, Financial Issues, Gambling, Grief and Loss, Health Care Concerns, Marital/Family Problems, Stress (Occupational/Economic), Various Addictions/Disorders, Violence (Workplace/Domestic)







# IAMAW Member Employee Assistance Program (EAP) Training

## WORKER-BASED ASSISTANCE

The central purpose of a union has always been to respond to workers' needs and concerns. Unions have a history of establishing and promoting community initiatives that improve the lives of workers and their families.

## MEMBER and EMPLOYEE ASSISTANCE PROGRAMS MAP and EAP

Member Assistance Programs and Employee Assistance Programs essentially have the same objective; to assist workers and their families through prevention, intervention, assessment, directed care, and follow-up services for problems that adversely impact workers' lives. These programs evolved from a labor-initiated effort to educate employers that debilitating personal problems should be approached as any other health care concern. Ideally, employers will cooperate with the union equally to tackle issues like drug and alcohol abuse that affect workers' lives, the workplace, and the community at large. Where an employer will work with the union, we have an EAP. Where an employer will not or cannot participate equally with the union, we have a MAP. Regardless, we work to serve the needs of our membership with or without employer involvement.

## MISSION of the PROGRAM

Address members' concerns linked to job performance, job satisfaction, and quality of life.

## OUR GOAL

Educate and support IAM Employee Assistance Program Representatives serving our members.

## IAM EAP REPRESENTATIVE

A trained and supported member helping to solve issues before they escalate into problems that often lead to discipline. Statistics show that where effective assistance programs exist, employers see an increase in productivity, quality, and efficiency.

## WHAT HAPPENS WHEN A MEMBER CALLS?

An EAP phone number is posted on the bulletin board at the member's worksite. A union member who has received IAM EAP training will respond. Once connected with an IAM trained EAP Representative, confidential assistance will be provided.

## WHAT MAKES AN EAP SUCCESSFUL?

The key benefit to a successful EAP is the support received from the IAM trained EAP Representative and the employer in providing preventive care, crisis care, immediate family care, referrals, follow-up care, confidentiality, education, and training.

## CERTIFICATION

Professional certification is not required to assist our members. However, we are proud that the IAMAW is the only labor organization that offers a comprehensive education program in the field of worker and workplace assistance that leads to professional certification.





# COURSE TOPICS

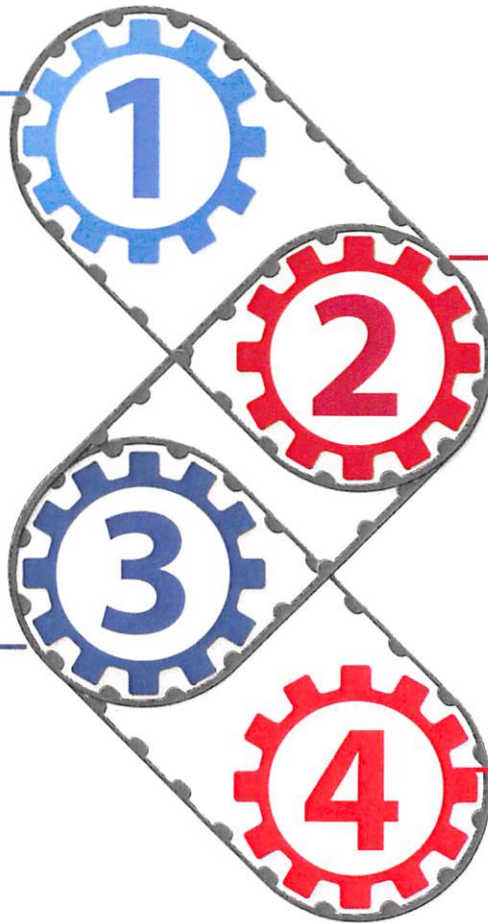
All program classes EAP I, EAP II, EAP III, and EAP IV are comprehensive and sequential.

## IAM EAP 1

- ▶ EAP History
- ▶ Core Technology
- ▶ Disease Concept
- ▶ Intro to Ethics
- ▶ Link to Community
- ▶ Broad Brush Issues
- ▶ Enable vs. Help
- ▶ Listening Skills
- ▶ Job Description
- ▶ 12-Step Programs
- ▶ Emerging Issues
- ▶ Understanding Treatment Centers

## IAM EAP 3

- ▶ Taking Care of the Caregiver
- ▶ Depression
- ▶ Presentism and Absenteeism
- ▶ Stress
- ▶ Nutritional Support and Recovery
- ▶ Addiction
- ▶ Mental Health and Addiction
- ▶ Cultural Diversity
- ▶ IAM EAP Issues in the Workplace



## IAM EAP 2

- ▶ Core Technology
- ▶ Disease Concept
- ▶ Ethics
- ▶ Confidentiality
- ▶ Legal Issues
- ▶ Strategic Planning
- ▶ Health Insurance
- ▶ Follow-Up
- ▶ Drug Testing
- ▶ Suicide Prevention
- ▶ Taking Care of the Caregiver

## IAM EAP 4

- ▶ Understanding CEAP Certification
- ▶ Advanced Listening Skills
- ▶ Motivational Interviewing
- ▶ Elevating Ethical Awareness
- ▶ Evidence-Based Screening Tools
- ▶ Core Technology

## ▶ We're here. We can help.

The IAMAW Employee Assistance Program is a **FREE** confidential service.

Contact the 24/7 IAM EAP Hotline:  
**301-335-0735** or email [iameap@iamaw.org](mailto:iameap@iamaw.org).

