Are my problems really safe with you?
All services provided by The Village Business Institute’s EAP are strictly confidential. The discussion of any problem is just between you and the counselor. Your employer and your co-workers will not have any knowledge of your request for help. The following are the only circumstances under which we will share any information you discuss with your EAP counselor:

If you tell us to verify we have seen you or are working with you, we can arrange to pass on the information to a family member, your doctor, employer or whomever you choose. You will need to sign a release of information form before we can communicate the information.

We are bound, as is every health care professional, by state and federal law. That means what you share stays with us unless there is a clear and present threat of harm to you or someone else, if we become aware of child abuse or neglect, or if we have to comply with a court order.

That’s it. Under no other circumstances will we provide information about you to anyone else. Your counseling session truly is a safe place for you to talk and work toward solutions for your personal problems.

Who provides the EAP services?
The Village Business Institute provides services nationally and internationally through Village offices located throughout Minnesota and North Dakota, and through an international network of approved providers. Your appointment will be made with a provider near you.

Call 1-800-627-8220
www.VillageEAP.com

Scan this QR Code to view the EAP Employee Orientation video.

What is The Village Business Institute?
The Village Business Institute (VBI) works with employers to address the issues that affect their employees. Our unique team of professionals improve individual and organizational performance through business and organizational solutions.

Solutions include:
- Employee Assistance Programs
- Coaching
- Management and Employee Training
- Organizational Development
- Critical Incident Stress Management (CISM)
- Strategic Planning
- Human Resource Consultation
- Workplace Mediation
- Career Transition and Outplacement Services
- Specialized Services for Nonprofits
- Employee Surveys
- Custom Training Solutions
- Health and Productivity Services
- Executive Chemical Dependency Services

The Village Business Institute is accredited by The Council on Accreditation of Services for Families and Children, a member of The Employee Assistance Professionals’ Association, Inc., The International Critical Incident Stress Foundation, Inc., and The Organizational Development Network.
Listed below is a sampling of services available to you through The Village Business Institute’s EAP. If you have questions, please call.

**RELATIONSHIP ISSUES**
- Marriage/couple conflicts
- Parent/child conflicts
- Single parent challenges
- Coping with older parents
- Children’s issues
- Two-career families
- Co-dependency/unhealthy relationship issues

**EMOTIONAL HEALTH**
- Personal adjustment problems
- Emotional problems
- Depression
- Suicide issues
- Guilt, shame and self-esteem issues
- Eating disorders

**DRUG AND ALCOHOL ISSUES**
- Kids and alcohol/drugs
- Prevention education
- Assessment/evaluation
- Post-treatment counseling
- Intensive family education

**WORKPLACE ISSUES**
- Job-related conflict
- Coping with change
- Job stress coping skills
- Sexual harassment
- Dealing with difficult co-workers
- Surviving in your corporate culture

**FINANCIAL AND LEGAL COUNSELING**
- Assessment of legal problems
- Budget counseling and education
- Compulsive spending/gambling
- Retirement planning
- Money management education
- Information on using credit wisely
- Debt management
- Housing counseling
- Bankruptcy counseling

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**What is The Village Business Institute’s Employee Assistance Program?**

Today, at least 10 to 20 percent of any workforce is facing personal problems—problems that have an impact, not only on an employee’s personal life, but on job performance as well. The Village Business Institute’s EAP is a confidential, independent counseling program that offers professional guidance in a variety of areas.

**How do I know if I need help?**

You don’t have to know. You just need to know that you want things to be different.

**Here are some reasons you might call for help:**

- Money problems are causing stress, unhappiness or relationship problems.
- You find yourself acting, thinking or feeling in ways you don’t like, but you just can’t seem to help yourself.
- You can’t talk to people anymore, even those who are closest to you.
- You are consistently unhappy, nervous or short-tempered, impatient or withdrawn.
- Worries and problems keep you awake at night, or make you want to sleep all the time.
- Old problems won’t leave you alone.
- You feel out of control of your life.
- Negative behavior patterns or relationship patterns keep recurring.
- You feel like an outsider—like you don’t fit in anywhere or that people are talking about you.
- You feel like your weaknesses outweigh your strengths and you aren’t reaching your potential.
- You’re frustrated at work and don’t know how to deal with it.
- You have unanswered legal questions.

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**How does it work?**

All you, or a member of your household, need to do is call 1-800-627-8220 and identify yourself as a member of The Village Business Institute’s EAP.

**How much does it cost?**

There is no cost to you for services provided under your employer’s EAP contract with The Village Business Institute.

**Why is my employer offering an EAP?**

When you are having personal problems, you suffer, but so does your employer. It’s very difficult to meet job performance goals when personal problems seem overwhelming. Troubled employees can also create conflict among co-workers and with customers.

Your employer knows that personal problems can reduce an employee's work performance up to 50%. Dealing with the personal problem can lead to improved job performance. Happy, healthy employees mean a stronger organization.

Because your well-being is affected by the problems of your partner or other household members, the EAP services are also available to them. Our goal is to help you resolve family problems before they affect your performance at work.