



A service for Employees and their Family Members

716-5493

## GENERAL INFORMATION

### ***What is Personal Assistance Network?***

Personal Assistance Network is the name of your Employee Assistance Program (EAP). This program, a part of Wake Forest University Baptist Medical Center, is provided by your employer. It is a CONFIDENTIAL service where trained counselors provide:

- Professional assessment, referral and follow-up services for personal/ emotional concerns
- Workplace problem identification and consultation
- An access to the Medcost behavioral health system and other health plans
- Creative seminar training
  - “Stress Management Skill Building”
  - “Conflict Resolution”
- Management training and education
  - “EAP: A Management Tool”
  - “Constructive Confrontation”
- Critical Incident Stress Debriefing (CISD) regarding Medical Center crises and traumas

This program is designed to allow employees to seek help on their own.

### ***Is this program confidential?***

Appointments and services are strictly confidential. Except in cases of legal responsibility, **no information can be released without written consent**. All discussions in the EAP office remain absolutely confidential. Information maintained by *Personal Assistance Network* staff is neither part of nor accessible by **any medical or personnel** record system.

The EAP is located at Piedmont Plaza, away from the main campus of The Medical Center and Wake Forest University. All records pertaining to the counseling services are treated in a highly confidential manner.

### ***EAP PERSONNEL***

EAP Director: Lib Edwards, ACSW, CEAP

Lib attended undergraduate school at the University of North Carolina at Chapel Hill where she completed a B.A. in Psychology and Speech Communications. She returned to UNC-CH to complete her Masters in Social Work and has received further certification in that field. Lib has worked and interned in a wide variety of human service settings including social services, child protective services, alcohol/drug treatment and employee assistance. Her particular areas of clinical strength center around alcohol and drug issues.

EAP Counselor: Jack Scruggs, MSW, CEAP

Jack completed his undergraduate studies in history at Davidson College. He received a Master's in Social Work from the University of North Carolina at Chapel Hill. Jack has worked and interned in a variety of human service settings including inpatient psychiatric, day treatment, crisis assessment and employee assistance. His particular areas of clinical strength includes crisis assessment, psychiatric issues and group therapy.

EAP Counselor: Jean L. Donnan, LCSW

Jean completed her undergraduate studies in psychology at University of North Carolina at Chapel Hill and received her MSW at Virginia Commonwealth University. Jean has worked in a variety of settings including family services, Navy family services, outpatient and inpatient mental health service, private practice, and EAP. Areas of clinical strength include assessment, brief treatment, and grief and loss issues.

## HELP FOR EMPLOYEES AND FAMILY MEMBERS

### ***What kind of help is available?***

Your EAP provides assistance with a wide range of individual and family difficulties such as:

- Family and marital problems
- Emotional and mental distress such as anxiety, grief and depression
- Alcohol and other drug abuse
- Financial concerns
- Stress at home or work
- Problems experienced by children and teenagers
- Other personal concerns

### ***How does this program work?***

Any employee or family member can make a self-referral by contacting the EAP at 716-5493 and arranging a confidential appointment.

The counselor and the employee/family will:

- Identify the nature of the program
- Develop a plan of action
- Evaluate potential costs

After the initial assessment, a referral, if necessary, can be made to the most appropriate and affordable resource. We will follow-up in order to ensure the suitability of the referral and quality of care.

Participation in the EAP is voluntary and there is no obligation to follow the counselor's recommendations.

There are essentially two ways that a person may access the EAP – self-referral or management/supervisory referral.

## HELP FOR SUPERVISORS

[Identifying The Troubled Employee](#)

[Steps for making the Supervisory Referral](#)

[Constructive Confrontation](#)

[The Do's and Don'ts of Constructive Confrontation](#)

## FAQ

***I'm a family member of an employee. Does my spouse have to know I used EAP services?***

**Absolutely not. APPOINTMENTS AND SERVICES ARE STRICTLY CONFIDENTIAL.** Except in cases of legal responsibility, **no information can be released without written consent.** All discussions in the EAP office remain absolutely confidential.

***What will it cost to use this service?***

There is no charge to use the services of *Personal Assistance Network*. This program is an opportunity provided by your employer.

If a referral is made to an appropriate recourse, you will be responsible for the costs incurred. As part of the referral process the counselor will review insurance coverage, if any, and take into consideration any special needs. The EAP assists in accessing and navigating the Medcost system and other health plans. *The goal is to ensure that you receive quality, affordable assistance.*

***Can using the EAP hurt my career?***

Utilization of EAP services will in no way harm your career. If anything, your career could be helped. Often personal problems have a way of making effective performance difficult. Professional assistance can aid in resolving the problem and restoring productive functioning both on and off the job.

***Exactly who can use EAP services?***

Currently, any employee and immediate family members of the following employers can use this EAP service:

- Wake Forest University Baptist Medical Center
- Aegis Family Health Centers
- Nursing Center at Oak Summit
- Hawthorne Inn and Conference Center

- Baptist Hospital Home Care
- Davie County Hospital
- WFU Behavioral Health, Inc.
- Wake Forest University

## NEWSLETTERS AND OTHER HELPFUL INFORMATION

### ***Newsletter:***

FrontLine Supervisor

### ***Links:***

Al-Anon/Alateen, [www.al-anon.alateen.org](http://www.al-anon.alateen.org)

Debtors Anonymous, [www.debtorsanonymous.org](http://www.debtorsanonymous.org)

Domestic Violence Resources for Women, [www.cybergrrl.com/dv.html](http://www.cybergrrl.com/dv.html)

Gay, Lesbian and Straight Education Network, [www.glsen.org](http://www.glsen.org)

Mental Health Info Source, [www.mhsource.com](http://www.mhsource.com)

Mental Health Net, <http://mentalhelp.net>

National Clearinghouse for Alcohol and Drug Information, [www.health.org](http://www.health.org)

National Institute of Mental Health, [www.nimh.nih.gov](http://www.nimh.nih.gov)

Senior Services of Forsyth County, [www.seniorservicesinc.org/](http://www.seniorservicesinc.org/)

Winston-Salem Alcoholic Anonymous, [www.w-saa.org](http://www.w-saa.org)