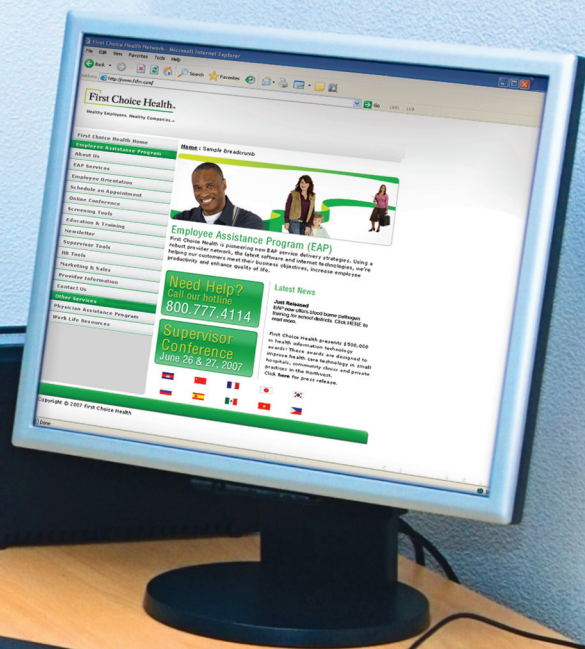


Employee Assistance Program  
One Union Square  
600 University Street, Suite 1400  
Seattle, WA 98101  
1.800.777.4114  
Fax: 1.206.268.2433  
www.FirstChoiceEAP.com

First Choice Health™

Healthy Employees. Healthy Companies.™

## Employee Assistance Program Website Services Guide



www.FirstChoiceEAP.com  
1.800.777.4114

## > First Choice Employee Assistance Program

has a reputation for blending time tested EAP service delivery strategies with the latest in internet and software technology to better serve the needs of employers and employees.

We have listened to our customers over the past five years and we have learned employers and employees have an expectation that EAP services should also be available online. This booklet will provide you a quick review of our site content and demonstrate how you can use our site to make appointments, take classes, complete health screening tools, learn more about services and even conference with a counselor. All online!



### > About Us

First Choice Health EAP is a Division of First Choice Health. Select this button to learn more about our organization, our ownership, leadership and contact information.



### > EAP Services

EAP Services Button responds to Frequently Asked Questions. This information is very helpful to new employees and family members in learning more about the EAP, confidentiality, why people use the program, how to set an appointment, and that there is no cost to use the EAP.



### > Employee Orientation

A brief twenty minute audio and visual presentation quickly informs employees and their family members of all EAP services. Regardless of when an organization conducts onsite employee orientations it is never the right time to catch all employees. An excellent resource during new employee orientations to present the EAP and a good reminder for seasoned employees and their family about confidentiality, ease of access and work life services.

Diversity at work requires cultural and multilingual access to EAP services. First Choice Promotional Materials and Website are available in nine different languages. You will find portions of [www.firstchoiceeap.com](http://www.firstchoiceeap.com) available in: Korean; Russian; Spanish; Vietnamese; Tagalog; Cambodian; Chinese; French; Japanese.



USERNAME: [Firstchoice](#)  
PASSWORD: [Health2005](#)

**If you have questions or would like to arrange a personal tour of the First Choice EAP Website please call 800.777.4114 and we will be pleased to assist you.**





### > Screening Tools

Ever wonder about Depression, Anxiety, Stress or other mental health and daily living concerns? These screening tools are scored immediately and results are shared in real time. The tools are not meant to be diagnostic but rather to educate the visitor. Each survey takes only a few minutes to complete. Visitors are then provided links to information on each topic and can immediately set an appointment if they are concerned about their results. This is one of the most visited areas of the EAP Website.



### > Education and Training

First Choice EAP realizes that for many companies the provision of Risk Reduction and Safety Training is expensive and difficult to schedule. We have solved these concerns through Premium Online Education & Training. Topics include Harassment Prevention Training, Workplace Diversity, Conflict Resolution, DOT Training required under the Drug Free Workplace Act, Hazardous Materials Training and many other topics all provided at no additional cost to our clients. At the completion of any EAP training, employees can print a Certificate of Completion for their records as well as automatically send class completion information to their employer. To preview Training Content enter the Password: **first** and Username: **choice**.



### > Newsletter

Current and archived issues of the First Choice EAP Quarterly Newsletter are always available for reading and printing by visitors.



### > Marketing and Sales

HR Directors, company representatives and Insurance Brokers access Marketing and Sales to request proposal for services. Normally a response can be generated in a matter of several days with complete program descriptions and pricing included.



### > Provider Information

Licensed counselors and mental health professionals, psychologists, are welcome to apply for acceptance to our Provider Network on line. After all required licenses and insurance documents are submitted and meets First Choice EAP credentialing guidelines, a contract is sent to the counselor for admittance to our network.



### > Supervisor Tools

Training Managers and Supervisors in EAP operations is essential in helping leaders approach difficult situations and in retaining valued employees. Training Content includes a review of the EAP, basic supervision, documentation support, consultation related to mandatory referrals and other valuable suggestions related to rewarding staff and self care. The Supervisor Manual is posted and can be printed with all referral information and all referral forms are available for download or printing.





## > Work/Life Resources

Select the Work/Life Resources button and enter the Username: **firstchoice** and the Password: **health2005**. You will be presented with over 2500 articles, videos, audio programs and a wide range of other tools to balance life. You can select in the left hand panel, options for information related to Family and Care giving, Emotional Wellbeing, Health & Wellness, Working Smarter and Daily Living. On the Right hand you will find Quick Link Options offering Zip Code searches for Daycare & Eldercare Resources, Pet Care, Volunteer Opportunities, Summer Camps and more.

Directives by State include hundreds of Legal and Financial Forms and IRS Assistance, ID Theft Prevention Strategies, Adoption Information, University Selection and Searches, Financial Resources and thousands of other articles and helpful information. This portion of our site is also available in Spanish.



## > Schedule Appointment

Today almost ten percent of all appointments with First Choice EAP are made online. Naturally this rate varies by type of business and some companies have an even higher rate for online access. Convenient 24/7 with weekend program access and appreciated by tech savvy employees.



## > Online Conference

Experience has taught us that some people would like to learn more about counseling or just want to ask a few questions to a licensed mental health counselor and appreciate the convenience of this confidential and encrypted area of our site. Online Conference offers a solution for people who are perhaps not ready to try a traditional appointment, or those who are recovering from a medical condition or accident, children away to college and worldwide access by individuals traveling.



## > HR Tools

Both large and small employers and their HR staff will find helpful information and classes posted behind this button. Interviewing New Employees, Documentation Training, Supporting Victims of Domestic Violence in the Workplace and other topics are simply a "click" away. Links are provided to over 20 frequently used regulatory sites ranging from HIPAA to Fair Employment. To view content enter Username: **first** Password: **hrteam**