



# EMPLOYEE ASSISTANCE PROGRAM (EAP)

## About EAP

The Employee Assistance Program (EAP) is a voluntary, confidential service provided to employees and their eligible family members to help meet many challenges at home and work. Caterpillar was one of the first companies to offer EAP decades ago. EAP is now a standard Caterpillar benefit worldwide supporting the well-being of Caterpillar employees, families and workplaces.

## Cost and Confidentiality

There is no cost to you or your family to use your EAP. The EAP offers a variety of in-person and online services, including in-person counseling. When specialized or long-term services are needed, fees may apply, and they may be covered by other company benefits.

Regardless of whether you contact EAP on your own or if a supervisor recommends EAP, all services are completely confidential. No one at Caterpillar will know you have used the EAP unless you choose to tell them.

## How EAP can Help

Most of us have the support of our family, friends, neighbors or religious leaders. But speaking to a trained helping professional about a private concern is very common today. Often when help is needed, it can be costly and difficult to locate.

EAP provides information, online resources, personal assessment, counseling and referrals delivered by professionals who are trained help us resolve a variety of personal and workplace concerns. When additional services are needed, they guide us to appropriate resources. EAP is very easy for you and your family to access.

**Total** health

**CATERPILLAR**<sup>®</sup>

**EAP provides clinical counseling, work/life resources and professional advice for these and other concerns:**

**Achieving well-being**

- Stress
- Mental health and emotional concerns
- Grief and loss
- Crises and emergencies
- Building resilience

**Improving relationships**

- Marriage and partner
- Parenting
- Supervisory and peers

**Dealing with workplace challenges**

- Stress
- Performance
- Work-life balance
- Managing change

**Tackling addictions**

- Alcohol
- Drugs
- Tobacco
- Gambling

**Finding child and elder care resources**

- Child care
- Schooling
- Nursing/retirement homes

**Legal advice**

- Family law
- Separation/divorce
- Custody

**Financial guidance**

- Debt management
- Bankruptcy
- Retirement

**Relocation support - domestic and ISEs**

- Predeparture assessment
- Cultural adjustment
- School information
- Relocation stress
- Family support

**EAP is a referral source for those in need**

- Supervisory referrals
- Family members
- Peer referrals

**Contacting your EAP**

**For access in North America, and for global support, call:**

+1-866-CAT(228)-0565 or +1-309-820-3604

**Global access numbers can be found at:**

CaterpillarEAP.com

- » Click "Get started now"
- » Choose a location under "Where do you live?"
- » Select the company; click Caterpillar or Caterpillar Inc.
- » Select a language (optional)
- » Click "Global Helplines" for phone access information

**EAP Website and email access to services**

CaterpillarEAP.com

**Internal Caterpillar Benefits site and onsite EAP access**

EAP.cat.com

**Mobile app and text access**

Download the My EAP app for iOS, Android and Blackberry



**Onsite Access**

In addition to the services provided in your community, the following locations have on-site services available.

Admin Building (AB) .....	1-309-675-6263	East Peoria SS .....	1-309-578-3189	Pontiac.....	1-815-842-6111
Aurora.....	1-630-859-5958	Lafayette.....	1-765-446-6703	Tech Center.....	1-309-578-3189
Corinth/Prentiss.....	1-662-286-7407	Mapleton.....	1-309-633-8419	Tiruvallur India ..	18001029107 or 08049653291
Decatur.....	1-217-475-4312	Morton.....	1-309-266-3441	Burnie Tasmania.....	1300 588 771
East Peoria AD .....	1-309-578-3189	Mossville.....	1-309-578-3189		

YEDM0785-08

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