

A Leader's Guide To...

The Employee Assistance Program (EAP)

EAP: A Tool for Leaders

- Occasionally, managers become aware of an employee who is having personal problems. This awareness may come from your observations of behaviors, performance changes or because the employee discloses the concern.
- The Employee Assistance Program (EAP) is a voluntary, confidential program that is offered at no cost to all benefit-eligible Caterpillar employees and their families to help them resolve personal issues and better manage demands at home and work.
- Leaders play an important role in linking employees with Caterpillar services.

Consultation: In addition to your HR manager, you can speak to expert counselors and consultants at the EAP on how to best intervene when an employee personal problem is apparent.

EAP Services


Face-to-face and virtual counseling, information, consultation and referrals are available for a wide variety of personal, family and work-related issues. Visits are not subject to deductibles or co-insurance. Counselors and work-life services are located in most cities worldwide.

How to Refer to EAP

When discussing the referral with the employee:

1. Describe your observations.
2. Express your concerns and a sincere desire to see the employee resolve the problem.
3. Find a quiet, private place for the conversation.
4. Clarify the EAP is confidential and free of charge.
5. Offer the contact information and even encourage the employee to call at that time. Support is available 24/7 through the toll-free phone number.

To access EAP, call or go online:

 **1-866-228-0565**

 **CaterpillarEAP.com**
For global access numbers by country