

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 to 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.

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

Global access numbers can be found at:

CaterpillarEAP.com

» See "Global Helplines" for phone access information

For onsite EAP locations and email access to services

CaterpillarEAP.com

Internal Caterpillar Benefits site

EAP.cat.com

Mobile app and text access

Download the LifeWorks app from your device's app store

