



Contacting Your EAP

For access in North America and global support, call:
+1-866-CAT(228)-0565

Global access numbers can be found at:
CaterpillarEAP.com

» See “Global Helplines”

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



EMPLOYEE ASSISTANCE PROGRAM (EAP)



About the Vendor

LifeWorks is the new digital platform for Caterpillar’s Employee Assistance Program (EAP), provided by Morneau Shepell. LifeWorks can be accessed online or through the LifeWorks app, which can be downloaded for free in your device’s app store.

LifeWorks is available in 47 languages and includes 24/7 access to a confidential employee assistance program (EAP), health education and information, self-assessments, connections to your workplace community, and exclusive perks and savings. LifeWorks offers many tools to support your well-being, at work and at home.



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Total health



CATERPILLAR EMPLOYEE ASSISTANCE PROGRAM (EAP)

Caterpillar's EAP helps employees and immediate family members privately resolve problems that may interfere with life at work or at home. EAP is confidential and free of charge.

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.

Global access and regional provider information can be found at CaterpillarEAP.com

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 to 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 to access.

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

Achieving Well-Being

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

Improving Relationships

- Marriage and partner
- Supervisory and peer
- Parenting

Dealing with Workplace Challenges

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

Tackling Addictions

- Alcohol
- Drugs
- Tobacco
- Gambling

Finding Child/Elder Care Resources

- Child care
- Nursing/Retirement homes
- Schooling

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