



Building Businesses with Balanced Lives

Professional, confidential counseling for employees and their families

Staff development and training

Critical incident stress management services

Work-life balance services

Call: 1-800-364-6352 Fax: 717-851-1414

www.questeap.com

P.O. Box 1032, York, PA 17403-1032

DID YOU KNOW?

- More than 60% of adults know someone who has reported for work under the influence of alcohol or other drugs.¹
- More than 20% of the American workforce has a diagnosable psychological disorder or substance abuse problem.²
- Alcohol and drug abuse has been estimated to cost American businesses roughly \$81 billion in lost productivity in just one year -- \$37 billion due to premature death and \$44 billion due to illness.³
- 77% of drug users between the ages of 18 and 49 are full-time employees.⁴

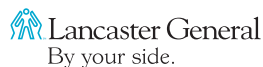
1 - According to the U.S. Department of Labor

2 - According to the National Institute of Mental Health

3 - According to the U.S. Department of Labor

4 - According to a 1999 survey by the Substance Abuse and Mental Health Services Administration

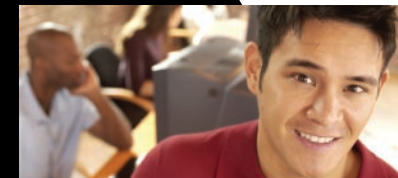
Quest is jointly owned by six of Central Pennsylvania's premier health systems.



EMPLOYEE ASSISTANCE PROGRAM

To do their best work, your employees need to feel their best.

The Quest Employee Assistance Program can help.



- **Professional confidential counseling for employees and their families**
- **Work-life balance services**
- **On-site, customized training and staff development programs**
- **On-site critical incident support**



HELPING EMPLOYEES ACHIEVE THEIR FULL POTENTIAL

Everyday stresses can disrupt employees' lives. Sometimes problems such as increased job responsibilities, emotional instabilities, family responsibilities, caregiving for older family members, or financial and legal dilemmas can affect an individual's ability to function effectively in the workplace. Such strains can lead to lost workdays, low morale, lack of concentration and decreased productivity.

Help your employees resolve problems and achieve balance with the **Quest Employee Assistance Program**. We provide comprehensive counseling, telephone consultations with professionals, and referral services, helping employees identify and resolve problems and achieve their full potential at work.

- **Regionally focused** – Quest EAP is deeply rooted in Pennsylvania as a regional, not-for-profit organization serving more than 100,000 individuals through more than 200 employers in Central Pennsylvania.
- **National network** – We offer access to EAP services across the country through a strong network of national affiliates, which enables us to serve members who live or work outside of this area.
- **Customized programs** – We'll work with you to customize a program that meets your unique needs.
- **Ease of access** – Our trained staff is available 24/7 to assist you and your employees.
- **Quality services** - Quest EAP adheres to a stringent overall quality management program in accordance with national accreditation standards. We consistently monitor the effectiveness of our services and seek regular feedback from our customers.
- **Always expanding** – We are always expanding our services to meet our clients' needs and we now include financial, legal and eldercare support.

EMPLOYER SERVICES

Protecting Your Workplace

Quest EAP has the expertise to help you in the event of a workplace crisis or problem. Our team of therapists and professionals offer:

- On-site critical incident support for staff
- Guaranteed response within first 24 hours of a crisis event
- Sessions for debriefing
- Conflict resolution
- Substance abuse counseling and educational sessions for your entire staff

Attaining a Productive Work Environment

Quality EAP programs can increase workplace productivity by lessening some of the most common profit drains. National data has shown that customers are experiencing:

- Reduced turnover
- Less absenteeism
- Fewer grievances
- Increased productivity
- Decreased accidents and disability costs
- Decreased disciplinary problems
- Reduced depression among employees
- Improved workplace morale and collaboration

Preparing Your Staff

The trained professionals at Quest EAP offer timely and appropriate on-site training based on your organizational needs. Our most frequently requested programs include:

- Supervisory skills
- Workplace respect/diversity
- Sexual harassment
- Stress management
- Team building
- Workplace violence
- Substance abuse
- EAP awareness



QUEST

EMPLOYEE ASSISTANCE
PROGRAM

www.questeap.com

To Learn More...

Find out how Quest EAP can help your employees and improve workplace productivity. Call us today at:

1-800-364-6352