

About your EAP

Are EAP services confidential?

Yes! Your contacts and discussions with the EAP are confidential. Information is only released in accordance with federal and state confidentiality regulations.

Does the EAP cost anything?

No! Supported by your union dues since 1980, AFA-CWA's nationally acclaimed EAP has provided free services to thousands of flight attendants, their families, and partners.

How do I access the EAP?

Many ways! You can contact your local peer representative directly or call the International helpline at 1-800-424-2406 or 202-434-0560 to help you access services. You can also visit the EAP Department website at www.afanet.org to find a peer representative at your local.

When should I call the EAP?

Anytime! Or as soon as you, your partner, or family feel like a problem is getting too difficult to handle alone. No matter how small or large the problem may be, AFA-CWA EAP can help.

What happens when I call the EAP?

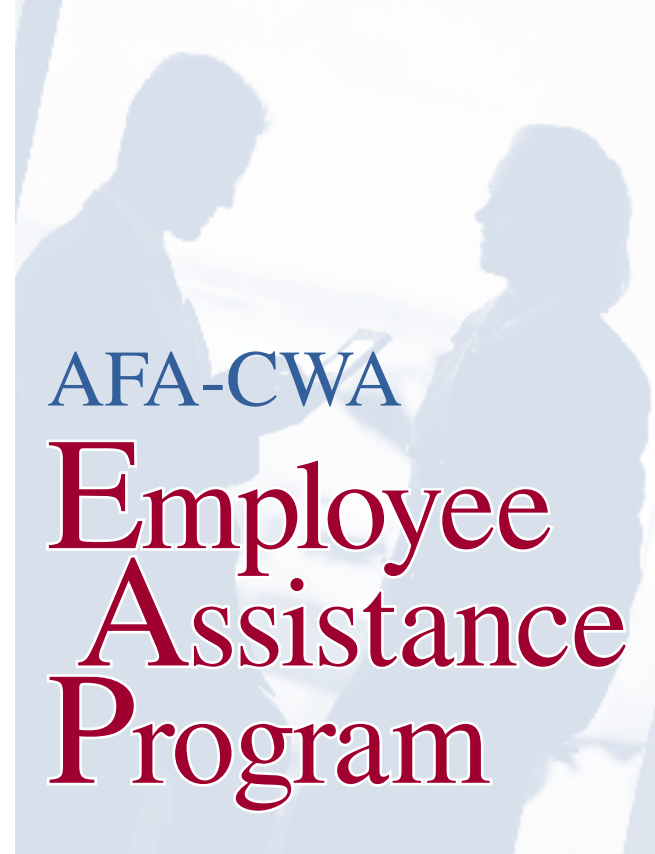
Good things! Your trained EAP peer representative can answer any questions you may have about EAP services available to you. The peer representative will listen to your concerns, answer any questions you may have, offer guidance and support, and assist you with locating resources. **The only thing you have to lose is the problem.**



You're not alone...
Call 1.800.424.2406
or 202.434.0560



Association of Flight Attendants-CWA, AFL-CIO
501 Third Street, NW
Washington DC, 20001
www.afanet.org



AFA-CWA Employee Assistance Program



AFA-CWA EAP Representatives are just a phone call away

Offering you assistance with:

Everyone experiences personal or work-related problems from time to time. Sometimes our own resources or support systems just aren't enough. We could all benefit from assistance from another source – one that you can trust and rely on for help.

Problems your EAP can help you with:

- Relationship issues
- Family concerns
- Emotional well-being
- Physical health concerns
- Stress
- Chemical dependency
- Other addictions
- Financial difficulties
- Legal matters

As emergency responders, flight attendants prepare for and coordinate responses to emergency situations for carriers and for the traveling public. So who's there to help flight attendants with their own reaction to traumatic events, both on the plane and off?

Your EAP representative can help you:

- Understand the dynamics and impact of a critical incident or traumatic event
- Recognize the normal signs and course of post-incident stress
- Identify strategies for managing and alleviating these symptoms
- Recognize when your recovery is getting stuck
- Access professional resources when needed

Problems can occur among coworkers. However, there is an alternative to making a report to management if you have a conflict with, or concern about, a flying partner.

Whenever you are involved in a professional standards matter, you are encouraged to address the issue in a reasonable and timely manner.

To do this, your EAP representative can help you with:

- Defusing the situation
- Thinking through the conflict or concern
- Exploring the outcome you seek
- Identifying who and how to best approach the issue
- Addressing the problem through another work group's professional standards committee

Personal & Work
Problems

Critical
Incidents

Professional
Standards