

## CSX Transportation's Employee Assistance Program

### Q. What is the Employee Assistance Program?

A. The Employee Assistance Program (EAP) provides counseling, guidance, and referral services to help employees and their families manage personal and work-related problems. Generally, people can handle the problems and stresses of everyday life on their own. Sometimes, though, help from a skilled professional, respectful of your privacy, can provide guidance and support.

### Q. What kind of help is available?

A. Crisis intervention, assessment, information and referral services are available for problems which affect your personal and work life. Counselors are available to talk with you about issues such as family and marital difficulties, drug and alcohol problems, mental health concerns, and emotional distress.

### Q. How does the Employee Assistance Program Work?

A. CSXT has a staff of Employee Assistance Professionals located around the system which provides services to employees and their family members. Additionally, counselors are available through a 24-hour toll-free phone line. When you call the toll-free number you may receive immediate help for your problem, or arrangements will be made for you to meet with a counselor in your area. Depending on the nature of your problem, you may receive information about other resources in your community.

### Q. Who can use this service?

A. All employees and their families are eligible to use the service. Family members include individuals in your immediate household and dependant children living away from home.

### Q. How much does it cost?

A. Services provided by the Employee Assistance Program are provided at no cost to the employee or family member. Program services are offered by CSXT as part of the employee health benefit package.

If outside treatment, counseling, or other help is recommended by the Employee Assistance Professional, your health benefits may cover some or all of the related costs. Every effort will be made to find quality care within your ability to pay.

### Remember, the EAP can help with:

- |                         |                                    |
|-------------------------|------------------------------------|
| -Psychological Problems | -Legal problems                    |
| -Anxiety or Depression  | -Financial management difficulties |
| -Relationship problems  | -Stress                            |
| -Alcohol and Drug abuse | -Critical Incidents.               |
| -Work related concerns  |                                    |

**Help is only a phone call away:**

**EAP Hotline: 1-800-657-3366**