

- Associates and family members who seek out AAP services are assured complete confidentiality to the extent allowed by state and federal law.
- No client identifying information is ever released by Agnesian Work & Wellness to your employer or anyone else regarding your AAP participation unless requested by you and with your written consent.
- If so desired, you may call and speak to an AAP counselor without disclosing your identity. You simply need to provide the name of the contracting employer providing you with access to Agnesian Work & Wellness services.

Associate Assistance Program purpose statement

The Associate Assistance Program (AAP) is a free and confidential service designed to help Associates and their families resolve personal concerns affecting job performance and/or personal well-being.

All of us, at some time, could use assistance on how and where to reach out for help with a troubling concern or crisis. The purpose of the AAP is to encourage voluntary, self-referral of Associates for AAP services so as to promote early identification of personal concerns and effective resolution of them.

All regular status Associates, full- or part-time, are covered by the program. Because a spouse, child, parent or other loved one can affect an Associate's happiness and daily functioning, immediate family and household members of Associates are also eligible to use the services available through the AAP.



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CONGREGATION OF SISTERS OF ST. AGNES

Associate Assistance Program

56 Camelot Drive, Fond du Lac
(920) 924-0614 • (800) 458-8183

www.agnesian.com/services/services/work-wellness



For Daily Health Topics, Conversations & Tips
agnesian.com

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Associate Assistance Program (AAP)

Work • Home • Health
Happiness

*Professional Assistance
for Personal Issues*

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How AAP can help

Are you or your immediate family/household members experiencing any of the following concerns?

- Stress on the job?
- Stress at home?
- Difficulty with parenting?
- Juggling schedules caring for elder parents?
- Marriage or relationship concerns?
- Alcohol or drug misuse by you or a loved one?
- Feeling hopeless, depressed or lonely?
- An eating or sleeping concern?
- A personal or family health crisis?
- Death of a family member or friend?
- Job loss or career concerns?
- Financial or budgetary issues?
- Mounting anger or resentment?
- Feeling unmotivated, unhappy or unfulfilled?
- Gambling?

Perhaps meeting with an Agnesian Work & Wellness Associate Assistance Program (AAP) counselor can provide you with the assistance you need to overcome the concern. Your employer sponsors the AAP, and encourages you and your family members to get help and direction through the AAP for concerns before they create any further disruption in your life.

Please don't let questions you have about the AAP prevent you from using it. You can call Agnesian Work & Wellness AAP (anonymously, if you prefer) and speak

with a staff person to get your questions answered before you decide whether or not to pursue further assistance through the AAP.

By providing the AAP, your employer wants to encourage you to deal with concerns sooner rather than later, so they do not become disruptive to your quality of life, your health, family or productivity. You have nothing to lose and everything to gain by calling Agnesian Work & Wellness AAP.

How AAP works

1. Simply call Agnesian Work & Wellness AAP to start the process. Phones are answered 24 hours a day for emergency intervention in case of personal crisis.
2. Agnesian Work & Wellness AAP has daytime and evening hours for you to meet or speak with an AAP counselor.
3. For AAP clients calling from outside the greater Fond du Lac area, arrangements will be made to meet with an Agnesian Work & Wellness AAP staff counselor or an AAP affiliate provider in or near your community.
4. The counselor will initially discuss with you the nature and severity of the concern.
5. If you agree that longer term or specialized assistance is needed, beyond the contracted AAP sessions, the AAP counselor will discuss referral resources with you and allow you to decide among the most appropriate options.

6. Agnesian Work & Wellness AAP counselors have, at minimum, a master's degree in a behavioral health field, and are familiar with a wide variety of certified counseling facilities, physicians, social service organizations, private therapists, government agencies, financial and legal experts, advocacy groups and self-help programs. Agnesian Work & Wellness AAP has a nationwide referral capability.
7. Agnesian Work & Wellness AAP counselors work as a personal agent on behalf of you and your family, remaining involved until you and the counselor are satisfied that your situation has improved or that you are effectively connected with an appropriate resource.

Costs and confidentiality

- The costs of AAP services are covered by the contract between Agnesian Work & Wellness AAP and your employer. Therefore, AAP services are always available at no cost to you. Your insurance is never billed for services directly provided by Agnesian Work & Wellness.
- While costs associated with referrals made outside of the covered AAP services remain your obligation, the AAP counselor can recommend agencies or professionals whose services are covered by your insurance, whose fees are based on your ability to pay, or whose assistance may be free or of minimal cost.