

**HENRY  
FORD  
HEALTH** SM

Henry Ford **ENHANCE**

Together, we can  
help you manage  
life's challenges



# Enjoy the highest quality of life at work and home.

When everyday challenges grow into bigger issues, it can impact your work or home life. Personal difficulties – including emotional problems, substance misuse, relationship struggles, family concerns and other everyday worries – can become an overwhelming distraction. Sometimes, just having someone to talk to can help you identify the issue and find practical solutions, putting you back in control.

You have access to Henry Ford ENHANCE Employee Assistance Program (EAP), a voluntary, confidential counseling and referral program aimed at helping you and your loved ones manage life's challenges – so you can get the highest quality of life, at work and at home.

## Henry Ford ENHANCE services:

- Are confidential
- Are no-cost to you and your loved ones
- Help you address a variety of personal and professional challenges
- Give you access to licensed Master-level therapists for short-term counseling and crisis support
- Provide support throughout the process – from helping you define the issue and find practical solutions to follow-up

To schedule an appointment with an EAP therapist - or - if you are in crisis and need to speak with an EAP Therapist at any time (24/7) call 888.EAPHFHS or 888.327.4347.

## Comprehensive support services

**A no-cost counseling program for you, your dependents and those living in your household**

Henry Ford ENHANCE provides you and your loved ones with assistance for a variety of personal and professional challenges, including:

### Mental and emotional health

- Anger management
- Anxiety
- Coping with change
- Depression
- Grief and loss
- Illness and disability
- Stress, including post-traumatic stress

### Family support

- Caregiver burnout and respite
- Coping with serious illness
- Parent and child issues
- Single parenting support, including child care

### Relationships

- Communication problems
- Conflict resolution
- Domestic violence
- Separation and divorce

### Workplace issues

- Co-worker or supervisor conflicts
- Job stress
- Harassment

### Substance misuse and addictions

- Alcohol and drug misuse (including prescription)
- Co-dependency
- Gambling, internet, food and other addictions
- Re-occurrence prevention

Henry Ford ENHANCE therapists can also provide referrals to resources related to problems such as eldercare support, legal issues and financial challenges, including credit counseling or gambling problems.

# Protecting your privacy

## All contact between you and Henry Ford ENHANCE is confidential

A major concern you may have is confidentiality. You may feel that using the service could hurt your chances for a raise or a promotion, or even affect your job security. However, you can rest assured all contact between you and Henry Ford ENHANCE is strictly confidential. Nothing is included in your personnel file, and your employer:

- Cannot access any of your Henry Ford ENHANCE information
- Cannot contact Henry Ford ENHANCE therapists to discuss who is using the program and why
- Will only receive non-identifying statistical data indicating how many people are using the program

In addition, no information can be reported about you or your use of Henry Ford ENHANCE to your co-workers, other household members or anyone else – without your express written consent (except when required by law).



# Regain control of your life

## You can't always prevent issues from happening, but you can control how you deal with them

When you're experiencing issues at home, it can be difficult to focus on work. When you're having issues at work, it can be challenging to be there for your family. Solving these problems is key to regaining your work-life balance and living a happy and productive life. With Henry Ford ENHANCE, you can get confidential and personalized care at no cost to you.

The important thing is to realize that you don't need to neglect your emotional wellness. You have a choice, and you don't need to continue dealing with these challenges on your own. Many personal issues are quickly and easily resolved with the support of a professional therapist who can help you define the problem, identify a practical solution and refer you to other resources if necessary. By removing the distraction, you can regain control of your life.



# How it works

The goal is to get you feeling better quickly by offering practical solutions to problems

Henry Ford ENHANCE Therapists focus on results, helping you define the challenges that are affecting your work-life balance, and giving you practical solutions that can help you get back on track. The program features four simple steps:

## Step 1: Initial call

When you call Henry Ford ENHANCE, the representative will set up your initial consultation appointment with a therapist. All appointments can be scheduled for phone counseling sessions, virtual counseling sessions or in person at one of our Henry Ford ENHANCE convenient locations.

## Step 2: Consultation appointment

At this first appointment:

- Your therapist will learn more about your situation.
- You will have an opportunity to ask questions about the program.
- The consultation typically takes 50-60 minutes.

## Step 3: Developing a plan

After the initial consultation, the therapist will suggest options for resolving the problem. Depending on the type of issue and how involved it is, your therapist may recommend:

- A series of Henry Ford ENHANCE counseling sessions. Each session lasts about 50 minutes.
- Longer-term counseling with another professional.
- Referral to an agency or professional in the community that is more experienced in dealing with your specific challenge.
- A combination of one or more of the above.

## Step 4: Follow-up and support

After completion of the last session, your Henry Ford ENHANCE therapist will follow up with you to ensure your concern was addressed and that you are back in control of your life.

## Seminars and eLearning

Henry Ford ENHANCE also offers free online seminars and eLearning courses covering a variety of topics.

## An expert team

Staffed by Highly Skilled Employee Assistance Professionals Henry Ford ENHANCE services are offered through Henry Ford Health. All clinical staff are licensed, Master-level therapists with years of therapeutic training. Henry Ford ENHANCE therapists are experienced in a variety of disciplines, including:

- Alcohol or substance misuse
- Depression and/or anxiety
- Job stress or conflict on the job
- Grief or loss
- Domestic violence and emotional abuse
- Post Crisis Response (PCR)
- Stress Intervention and Resolution(SIR)
- Marital and other relationships
- Parenting and blended family
- Child and elder care
- Department of Transportation compliance program
- Substance Abuse Professional (SAP) Services

## Convenient locations

Services are confidential and delivered virtually, by phone or in-person at one of several convenient Henry Ford locations. Henry Ford ENHANCE offers EAP services nationwide through Henry Ford's network of providers.

## Additional resources

Henry Ford ENHANCE also offers other wellness and professional development resources, including:

- **Website:** You can find more details about the program and wellness information at [henryford.com/eap](https://henryford.com/eap).
- **Quarterly e-newsletter:** This publication offers articles with real-world solutions and tips for personal and professional success.

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