

# Understanding Your EAP Benefits

## Employee FAQs

Life, in Balance

### Who provides our company's EAP?

We contract services from Penn Foundation, Inc., a behavioral health organization that has been serving our local community for 65 years. For more information, please visit [www.pennfoundation.org](http://www.pennfoundation.org) or the EAP-specific section at [www.pfeap.org](http://www.pfeap.org). The EAP program has been serving local businesses for 40 years.

### Do I have to contact HR in order to access our EAP benefits?

No, you can contact Penn Foundation's EAP office directly at 215-257-6556 to schedule services.

### Will my supervisor know that I'm utilizing our EAP?

No, Penn Foundation by law cannot share any information about individuals who choose to utilize their EAP benefits. Annually, our company receives a report showing the percentage of our overall usage. The report, however, does not include names or any details tied to the actual services used.

### Where do I have to go for counseling and psychiatry services?

Penn Foundation has two private offices located in southeastern Pennsylvania: one in Sellersville (520 N. Washington Avenue) and one in North Wales (311 N. Sumneytown Pike, Suite 2A). Psychiatry services are for adults (18+) only and are only available at our Sellersville location.

### What if I work at one of our other locations outside the region?

If you are not able to access one of the offices listed above based on where you work or reside, Penn Foundation has other options available. Please call the Penn Foundation EAP Office at 215-257-6556 for additional information.

### Does Penn Foundation offer evening appointments?

Yes, Penn Foundation offers evening appointments three nights a week. The office hours for their main office in Sellersville are:

- Monday, Tuesday and Thursday | 8:00 am – 9:00 pm
- Wednesday and Friday: 8:00 am – 5:00 pm

### What benefits are included as part of our EAP?

Employees have access to a variety of benefits to help both personally and professionally. Our EAP offers employees access to counseling and psychiatry services (*Sellersville office only*) for everyone in their household as well as discounted legal services. As a company, Penn Foundation offers us a variety of resources and trainings to help employees with crisis support, conflict mediation and leadership coaching. For specifics on your benefits, please contact HR or call Penn Foundation's EAP team directly at 215-257-6556.

### Can my spouse or children utilize our EAP benefits as well?

Yes, all members of your household are eligible to utilize your employee EAP benefits.

Call the EAP office at 215.257.6556  
to learn more.

