

What is EAP?

An Employee Assistance Program or EAP is a confidential resource available to union members, their families and their partners to assist with personal as well as work related concerns. AFA's, EAP program at US Airways is completely independent from the Company's EAP program. We are a group of peer counselors who had been certified by the International Union EAP training program. All peer counselors are Flight Attendants who believe in the purpose of the EAP program. Some of your peer counselors have Master level degrees in Counseling and Social Work. The EAP model is a social support system that has five basic elements:

Letting people know that they are not alone. The basic philosophy of social support is that people face situations more effectively when they feel they are not alone when facing difficult situations.

Reinforcing dignity and respect. Social support is based on accepting people and the problems they face, without judging them.

Recognizing what people are going through. People need acceptance and respect for what they are going through and the way they are feeling.

Letting people know their feelings are normal. Workers facing a difficult time, often feel they are the only ones going through this transition and that there is something "wrong" with them.

Helping people develop action strategies. The ultimate role of a social support model is to help people, individually and in groups, gain the information and skills necessary to develop plans and address obstacles that prevent them from reaching their goals.



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