

EAP SERVICES

EAP Peer Representatives are trained to provide three distinct, but interrelated services;

Assessment, Support and Referral Services: EAP representatives assist members in identifying and developing an action plan to address personal and work related concerns. Peer representatives can provide confidential referrals to professionally trained counselors within the Flight Attendants community. Basically you can contact us for a referral that we can make without going through the company's EAP.

Professional Standards: EAP representatives offer a range of conflict resolution strategies, skills and support to help coworkers resolve disputes among themselves without the need for management intervention. Let's keep issues among our work group within the professional standards committee. We can mediate between F/A to F/A, F/A and pilots. If we keep a situation in house (within professional standards), we are able to prevent company sanctions and disciplinary actions.

Critical Incident Response Program: EAP representatives offer and/or coordinate a range of Critical Incident Stress Management Services to promote and accelerate recovery in the aftermath of traumatic and/or critical incident on or off the job. EAP representatives may be deployed to assist another carrier as an EAP representative helping FA's cope with **an incident**. For example, following the crash of Alaska Airlines flights 261, Council 66 EAP committee members assisted Alaska's EAP representatives in assisting their members with the aftermath of this tragedy.

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.



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