

Helping families
help themselves



Our promise to you and your family

Your privacy is protected in accordance with both federal and state laws regarding mental health and medical treatment records. The professionals within the Student and Family Assistance Program make every effort to protect your privacy and ensure that your participation in the program is completely confidential.

Program access

Call 800-236-3231 and identify yourself as eligible for Student and Family Assistance Program services through your school district.

“The counselor was very kind and provided a caring attitude when I needed to talk with someone regarding issues concerning my teen son.”

– A grateful parent

Brought to you through
a partnership between
your school district and
Aurora Health Care

*Legally, services must be
scheduled by an adult
member of the family. Any
child served through the
program must be seen with a
parent or legal guardian.*

800-236-3231
Aurora.org/EAP



Student and Family Assistance Program

A **free** and confidential resource

 Aurora Health Care®

We can make a difference for students and families.



Welcome

to the Student and Family Assistance Program

A healthy home and family life helps to nurture academic excellence. To promote healthy homes, minds and families, your school district is proud to offer the Student and Family Assistance Program. Sponsored by the Aurora Employee Assistance Program of Aurora Health Care, the counselors of the Student and Family Assistance Program have been serving Wisconsin families for more than 25 years.

How it works

The Student and Family Assistance Program is available at **no charge** to all district students and families residing in the same household.

Help begins when a family member or legally responsible adult calls the program.

Based on your needs, our specialists will:

- Immediately connect you by phone with a professional counselor who will consult with you.
- Schedule a confidential appointment with a program counselor for you or your family. Many times, a family's concerns can be resolved within program sessions, saving time and money.
- Assist with an insurance or community based referral, if your situation requires further treatment or additional resources.

All services are **confidential**. No information about you or your family situation will be shared with school personnel or the district without your permission.



"My counselor saved my life. It was very hard for me to admit that I needed help. She was so understanding of my needs and so gentle. I felt safe."

- A grateful client



When to use the program

This varies from person to person. Generally, it's wise to seek help when a problem:

- Interferes with normal activities
- Occupies too much of your time
- Persists for more than several weeks

Typical concerns may include:

- Academic pressures
- Alcohol/drug issues
- Anxiety and depression
- Child/family issues
- Divorce/blended families
- Marital/relationship issues
- Parenting issues and questions
- Stress management

Additional services

Seeking a healthy balance

The following services are available to help families quickly and conveniently address other issues that may impact their lives:

- Adoption information
- Child care resources
- Elder care resources
- Financial consultation
- Legal consultation and mediation

To learn more about these services, please visit Aurora.org/EAP or call 800-236-3231.