



Q. Does the EAP cost anything?

A. No! Supported by your union dues since 1980, AFA-CWA's nationally acclaimed EAP has provided free services to thousands of flight attendants, their families, and partners.

Q. What happens when I call the EAP?

A. Good things! Your trained EAP peer representative can answer any questions you may have about EAP services available to you. The peer representative will listen to your concerns, answer any questions you may have, offer guidance and support, and assist you with locating resources. The only thing you have to lose is the problem.

Q. Are EAP services confidential?

A. Yes. Your contacts and discussions with the EAP are confidential. Information is only released in accordance with federal and state confidentiality regulations.

Q. When should I call the EAP?

A. Anytime! Or as soon as you, your partner, or your family feel like a problem is getting too difficult to handle alone. No matter how small or large the problem may be, AFA-CWA EAP can help.

Q. How do I access the EAP?

A. Many ways! You can contact your local peer representative directly or call the International helpline at 1-800-424-2406 or 202-434-0560 to help you access services. You can also visit the EAP Department website to find a peer representative at your local.