LifeWorks

How to use the Veterinary Professional Assistance Program

The Veterinary Professional Assistance Program (VPAP) is a confidential service that offers help with personal and work-related issues.

Professionally trained advisors are available to help with family problems, marital concerns, financial and legal matters, stress, depression, and other issues affecting your personal or work life.

The program is free and confidential. Advisors are available to help 24 hours a day, 7 days a week, 365 days a year. Below is information on how this program can help and how it works.

Life

Work

Personal/Family

This program encourages members to seek help early, before a minor problem becomes more serious. The program is designed to address short-term issues and to identify resources and referrals for emergency and long-term issues. When in doubt, contact the VPAP for help or support.

Call toll-free, any time, 24/7, 365 days a year:

Call us

If you're using the LifeWorks mobile app, you can call us with one tap from your smartphone.

Provide your name

along with the sponsoring organization (Veterinary Professional Assistance Program). Your information will be kept confidential.

Share your concerns

with a professional advisor for expert advice, strategies, and next steps.

Arrange with the advisor

about how, when, and where you want to be contacted if follow-up is required.

LifeWorks

An advisor will discuss your needs and concerns with you, listen, and assess the situation.

Depending on your situation, the advisor may:

Work
with you to make a plan to resolve your issues or concerns.

Help
you navigate the website for helpful resources, incl. articles, booklets, recordings, and more.

Refer
you to a counselor for short-term support.

Guide
you to resources in your community, such as a support group or helping agency.

Recommend
community support for long-term counseling needs.

This program **is free**

This service is provided by the Wisconsin Veterinary Examining Board at no cost to you. That means that you pay nothing to use it. However, if you accept a referral to services outside the program, you will be responsible for costs that may be associated with resources. For example, if the advisor refers you to an outside attorney for a legal matter, you would be expected to cover those costs. If the advisor refers you to a counselor for ongoing (long-term) counseling and the referral is through your medical benefits, co-pays or deductibles may apply; if the referral is not covered by your medical benefits, you would be responsible for fees charged by the specialist or counselor. The advisor will work with you to find the most appropriate and cost-effective help to address your needs.

If you are or someone close to you is going through a difficult time, remember help is only a phone call away. Contact LifeWorks today.

Your EAP is toll-free, 24/7:

1-844-664-0379

En español:

1-844-664-0379

Online:

https://login.lifeworks.com/

Username:

VPAP

Password:

resources

VETERINARY PROFESSIONAL ASSISTANCE PROGRAM • VPAP •

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