

## Employee Assistance Program

Everyone recognizes that personal problems can diminish employee productivity in the workplace. Federal Occupational Health (FOH) works with Agency managers to design and manage effective Employee Assistance Programs (EAP) that help resolve these personal problems so that employees are happier, healthier and more productive. FOH manages one of the largest EAPs in the nation and serves more than 3 million Federal employees and their family members. Our licensed, professional counselors also provide employers with cost-effective solutions for addressing work performance issues. FOH offers:

### *Convenient Access*

Employees need only call a toll-free telephone number from anywhere in the United States to receive immediate assistance, 24 hours a day, 365 days a year! A toll-free TTY number is provided for the hearing impaired. Counseling services are available at more than 200 Federal work sites and through thousands of affiliate counselors at locations convenient to employees.

### *Counseling Services*

Counselors assist with a full range of personal problems including workplace issues. Employees and, when appropriate, family members meet with a counselor who assesses their needs, develops a plan of action to address their problems, and provides problem solving counseling. When an employee requires further assistance, counselors make referrals to community resources and follow up on progress. Counselors also help employees understand and access mental health and substance abuse benefits available through their Federal Employees' Health Benefits plans.

### *Financial and Legal Services*

Sometimes the need for financial and legal advice becomes necessary and employees require information that only a professional can provide. FOH's EAP includes free consultation with financial consultants and licensed attorneys to provide assistance with legal and financial questions. Services include living will preparation, health care power of attorney, housing or real estate matters, estate planning, education funding, retirement planning, and investment strategies.

### *Internet Website Service*

**FOH4You.com** provides a variety of educational materials on behavioral health topics. Employees also can access self-assessment tools and specific information on EAP services, along with other resources to support employees and their families with work, home, and daily life needs. Obtaining information is as easy as point and click.

### *Training Programs*

Training services benefit employees and help improve workgroup performance.

- **EMPLOYEE ORIENTATION.** This training introduces employees to the EAP. It covers the features and benefits of the EAP, how the EAP functions and how to access and use the program.
- **SUPERVISOR TRAINING.** This training includes useful information about when and how supervisors refer employees to the EAP, documentation, crisis management, privacy and confidentiality.
- **WORKSHOPS.** Educational seminars provide helpful information on behavioral health topics, problem solving methods, and healthful ways of living. Seminars are available on conflict resolution, substance abuse, balancing family needs, time and stress management, managing employees with performance problems, dealing with sexual harassment, coping with transition, and more.

---

## *Risk Management Consultation*

Counselors provide guidance to supervisors and managers so they can effectively identify, interact with and refer troubled employees to the EAP.

## *Critical Incident Stress Management (CISM)*

Professionally trained CISM counselors assist in managing traumatic situations such as threats, acts of violence, natural disasters, death or injury. Immediate management consultations, CISM services and follow-up services with the organization and individuals are provided as appropriate.

## *Services for Special Populations*

Customized services are designed to meet specific needs:

- **INTERNATIONAL EMPLOYEE ASSISTANCE PROGRAM** services support employees and their families abroad.
- **LAW ENFORCEMENT ASSISTANCE PROGRAM (LEAP)** services provide specialized assistance to meet the unique needs of law enforcement personnel.

## *Confidentiality*

Information about a person's use of EAP services is confidential. Protection, provided by both state and Federal laws, includes the Privacy Act of 1974 and Confidentiality Regulations (42 CFR 1A2). However, as required by law, counselors report life-threatening situations, such as child or elder abuse or threats of serious harm to themselves or others.

## *Program Promotion and Utilization*

Newsletters, brochures, wallet cards, posters, EAP manuals, and electronic messages promoting the EAP are routinely provided. Managers receive quarterly reports describing what services have been provided and how many employees use them.

## *FOH Professional Staff*

FOH's staff of EAP professionals provide added value through professional guidance and oversight of services including:

- Consultation with agency leaders to ensure that the EAP is most effectively serving their workforce.
- Ensuring that FOH counselors understand Federal needs, operations, and organizational cultures.
- On-site quality assurance reviews, including analyses of on-site counselor procedures, facilities, and actual case reviews to ensure top quality counseling services.

**F**or over half a century, FOH has delivered high quality occupational health services to Federal managers. FOH's knowledge of the Federal workplace, combined with strategic partnerships with professional health, environmental and safety organizations, enables FOH to help other Federal organizations maintain a safe and healthy workplace. FOH has created a team of professionals that is unparalleled in its ability to work within the Federal structure, yet remains as flexible and innovative as any private sector provider.

Through convenient interagency agreements, FOH's Clinical Services, Wellness/Fitness Programs, Environmental Health Services, and Employee Assistance and Work/Life Programs can provide your agency with a comprehensive occupational health program that saves you time and money. Our ability to customize services enables you to integrate components of our services with existing programs, enhancing their impact and ensuring that your agency meets its obligation to provide a safe and healthy workplace.

Make Federal Occupational Health your partner in building a healthier, more productive work force. For more information, please visit us at [www.foh.dhhs.gov](http://www.foh.dhhs.gov) or call us today at **1-800-457-9808**.

Because you need a healthy work force. And we can help you build one.

*healthy bodies* ❖ *sound minds* ❖ *a safe place to work*