

## *Living Healthy Working Well*

### **How** to Contact the EAP

Postal employees and their families are requested to make a toll-free call to **1-800-EAP-4-YOU** any time of the day or night! *A person will always be there* to answer your call and provide the service that you need. The EAP4YOU Service Center located in St. Louis is the core of a nationwide system designed to respond to the daily and special needs of employees and their families. Postal employees are also requested to channel ALL concerns of an emergency nature through the Service Center because the full resources of the EAP can be mobilized from this central position. It is the first and last number that you need to know for the Employee Assistance Program.

**1-800-EAP-4-YOU**

(1-800-327-4968)

TTY: 1-877-492-7341

Personal · Private · Professional

U.S. Postal Service EAP

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**Make the Call!**



*Employee  
Assistance  
Program*

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## Your EAP Provides:

### **Easy** access to services

Getting help is easy, convenient and confidential. Just call 1-800-EAP-4-YOU to speak with a live person at anytime. Our intake specialists and professional counselors are available 24 hours a day, seven days a week to discuss your concerns. Crisis counseling is always available to insure that you get the help you need when you need it.

### **Immediate** resources

Whether there is an immediate crisis in the workplace or the need for a resource address close to you, the EAP is ready to provide services to meet your needs.

### **Personalized** care

The Employee Assistance Program representative will help you:

**Clarify The Problem.** The EAP representative will help you clarify the issue for which you are seeking help. This insures that your concern is being addressed.

**Identify Options.** Together, you and the representative will explore alternatives for addressing the problem. EAP counselors provide an objective point of view and can offer suggestions that you may not have been considering.

**Develop a Plan.** An individualized plan is then developed. The plan may involve short-term counseling through the EAP or a referral to a helpful resource in the community. Family members may also be included in counseling as part of the action plan for problem resolution. In all cases, the decision of how to handle your concern and manage your life is up to you.

### **Confidentiality**

Your privacy is protected by strict federal and state confidentiality laws and regulations and by professional ethical standards for counselors. Information you share with the EAP may not be released to anyone without your prior written consent, except as required by law (e.g. when a person's emotional condition is a threat to him or herself or others, or there is suspected abuse of a minor child, and in some states, spousal or elder abuse).

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*At varying times in each of our lives we must face personal problems. Some problems are more easily resolved than others, but many can best be solved with professional assistance.*

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The EAP can help you resolve your personal concerns, so you can be your best at work and at home. Among other things, the EAP can help you with:

Work Stress	Family/Parenting Issues
Relationship Problems	Anxiety or Depression
Anger Management	Alcohol or Drug
Coping with Change	Dependencies
Grief or Bereavement	

The Employee Assistance Program is provided by the USPS for its employees and their families.

## Frequently Asked Questions

**Q. Who can use the Employee Assistance Program?**

**A.** Services are available to USPS employees and their families.

**Q. When can I call the Employee Assistance Program?**

**A.** You can call 1-800-EAP-4-YOU anytime, 24 hours a day, seven days a week—from wherever you are. You will always speak to a live person when you call.

**Q. How much will the EAP cost me?**

**A.** There is no cost to employees who receive counseling and other services provided directly by the EAP. If additional outside professional services are needed, the costs are your responsibility if not covered by your Federal Employee Health Benefit Plan or private insurance. The EAP will work with you to identify the best available outside treatment services in line with your individual finances.

**Q. Is the program just for workplace problems?**

**A.** No. You can use the EAP to help you deal with any number of concerns, big or small, whether or not they have a direct impact on your work environment.

**Q. Can I call even if my concern isn't a crisis?**

**A.** Yes. The Employee Assistance Program is a life management tool, designed to help you sort through whatever is happening in your life. Call your program when you need a new perspective on things. Call when you need help identifying your options and making informed choices. Program services have been provided to help you live healthy and work well.