

# **Employee Assistance Program (EAP)**

Information and  
Services

August 2011



## What Is the EAP?

**T**he Postal Service™ EAP is a free, voluntary, and confidential program that offers assessment, referral, short-term counseling, and work/life consultation to postal employees and their families.

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

Work Stress	Grief/Loss
Coping with Change	Anger Management
Family Issues	Elder Care
Relationship Problems	Financial Concerns
Anxiety	Parenting Issues
Depression	Substance Abuse

The most valuable assets of the Postal Service are its employees. EAP services provide the opportunity for employees to better balance their work and personal lives, thereby increasing their job satisfaction and productivity.

### Confidentiality

All EAP counselors have a minimum of a master's degree in counseling or social work, as well as clinical experience in dealing with a wide range of personal and workplace concerns. 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 in these situations:

- As required by law (for example, when a person's emotional condition is a threat to himself, herself, or others; or if child or elder abuse is suspected).
- When a court order is issued upon a showing of good cause.

# Here's How the EAP Works:

## Easy Access to Services

Getting help is easy, convenient, and confidential. Just call 1-800-327-4968 (1-800-EAP-4YOU) to speak with an EAP representative at any time, 24 hours a day, 7 days a week, 365 days a year.

Crisis counseling is always available to ensure that you get the help you need, when you need it.

## Immediate Resources

Whether there is an immediate personal crisis or a need in the workplace, the EAP is ready to provide services to meet your needs. Counselors at the national service center are always available to talk with you by telephone about your concerns, or to help you schedule an appointment with an EAP counselor. The [www.EAP4YOU.com](http://www.EAP4YOU.com) website is also available. The website has lots of information on a variety of wellness topics and resources for employees and their families.

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*Life can present all of us with many challenges, some we expect, and some we don't. Either way, we can usually work them out. However, sometimes these challenges can affect our personal happiness, family relationships, and work performance. When things get overwhelming, anyone can benefit from seeking professional help.*

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**1-800-327-4968**  
**(1-800-EAP-4-YOU)**  
**TTY: 1-877-492-7341**

## Personalized Care

The EAP counselor will help you to:

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

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

**Develop a Plan.** The counselor helps you to develop your own individualized plan. 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 your choice.

## When to Call the EAP

The EAP is not just for crisis situations. It is a life-management tool, designed to help you sort through life's ups and downs.

Call the EAP when you need a new perspective on things or when you need help identifying your options and making informed choices.

You will gain maximum benefit from the EAP service by taking a proactive approach. Address your issues and concerns before they become bigger problems and interfere with your personal or work life.

[www.EAP4YOU.com](http://www.EAP4YOU.com)

## Frequently Asked Questions

### **Q. Who can use the EAP?**

**A.** Postal Service employees and their families, any legal dependent of the employee, and anyone living in the employee's household (except tenants or employees of the postal employee who live in the household).

### **Q. Does the employee have to make the initial contact for a family member?**

**A.** No. Family members may access the service on their own behalf. The EAP is a voluntary service for those who choose to use it.

### **Q. I have more than one personal concern, can the EAP help me deal with multiple issues?**

**A.** It is common to talk about more than one issue. The EAP counselor will help you clarify each problem, identify options, and make a plan.

### **Q. When can I call the EAP?**

**A.** You can call 1-800-EAP-4-YOU (1-800-327-4968) anytime, 24 hours a day, 7 days a week. You will always speak to an EAP representative when you call.

For the hearing impaired with TTY equipment, call TTY: 1-877-492-7341.

### **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 you need additional outside professional services, the costs are your responsibility. Check with your Federal Employee Health Benefit Plan or private insurance to see if they offer coverage. The EAP will work with you to identify the best available outside treatment services in line with your individual budget.

The EAP is a nationwide system designed to be available around the clock to help United States Postal Service employees and their families resolve personal problems that affect their health, family, or job.

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**Make the Call!**

USPS Employee Assistance Program

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