

Center for Work and Family
www.ucfs.org

Your Employee Assistance Program
Effective, Confidential, Professional, Easy To Access

What is the Employee Assistance Program?

Very Simply, It is assistance to employees. This program provides confidential, professional assistance to help employees and their families resolve problems that affect their personal lives or job performance. Besides being confidential, the program is voluntary – it is designed to allow the employee or family to seek help on their own. Your employer has retained The Center for Work and Family to provide these services.

How does someone seek help?

The employee or the family may initiate the request for help. Simply call **(860) 437-2188**, identify your employer and an appointment will be scheduled. Confidentiality is assured. The discussion of the problem is strictly between you and your counselor. Neither your employer nor anyone else will have any knowledge of your request for help. If the need is indicated, your counselor may encourage other members of your family to participate.

What is the cost?

Your EAP allows a certain number of assessment and/or treatment sessions. These are provided at no cost to you or your family.

Why is a program like this needed?

Progressive organizations are providing EAP to their employees because they care about their employees and because it's good business. After all, as an employee, you are the most important resource your company has.

What kinds of problems are dealt with?

The EAP deals with human problems – the kind that affect an employee's personal well-being and his/her ability to perform on the job. These problems may include marital or family difficulties, financial or legal problems, stress and emotional difficulties, or problems caused by alcohol, drugs, or gambling.

But aren't those private problems?

You may ask, what right does an employer have to interfere? Certainly these are personal problems, that is, until they begin to have an effect on the employee's performance on the job. Sometimes these problems can affect the morale of fellow workers and the overall effectiveness of the organization. The intent of the EAP is to prevent that from happening. It's an offer of a helping hand – not an attempt to pry or punish. The program is strictly confidential and voluntary. Your employer sponsors the EAP, but does not get involved in the evaluation process.

What about family problems?

The program applies to the spouse or family. This program is also made available to the family because an employee's personal well-being and work performance can be affected by the problems of a spouse or a dependent. Hopefully, family problems can be corrected before they affect the employee's performance at work.

Is the EAP a resource to supervisors and managers?

Supervisors can consult with the EAP staff on a case-specific basis to help them deal with a variety of employee issues including absenteeism, tardiness, poor job performance or conflict with co-workers. Supervisors may formally refer an employee to the EAP to determine if personal problems may be interfering with that person's job performance. Supervisors will be notified if the client made and kept his/her EAP appointment. No other specific information is released without the consent of the employee.

Who will pay the cost if more counseling or other services are needed?

The employee's health insurance and/or other benefits will be considered. If services not covered by insurance are necessary, your counselor will try to help minimize the cost by making referrals to the most appropriate provider. These costs will be the employee's responsibility, but many times services are available which base fees on the individual's ability to pay. When applicable, sick leave, vacation time, or leave of absence may be used.

If the program is confidential how will success be evaluated?

Periodic reports will be given to your employer on the number of employees using the program. No names or identifying information will be included in this employer report. If the employee wants the employer notified of his/her progress in resolving problems, or if special considerations need to be made that affect work, such as a leave of absence, this can be discussed with the counselor.

Who do I contact for more assistance?

Center for Work and Family
(860) 437-2188
(800) 782-6935
21 Chicago Avenue
Groton, Connecticut 06340

Office Locations:

Groton
Norwich
New London
Colchester