

When is EAP Right for Me?



Understanding and Accessing Your Employee Assistance Program

♦ Why is EAP Important?

Most people experience some personal or emotional problems at one time or another. Usually people can handle these problems on their own. But sometimes, in spite of the person's best efforts to handle the situation, it continues or gets worse. When this happens, the problem can affect job performance. There might be time and attendance problems, low productivity, or trouble getting along with co-workers and supervisors. Eventually, there can be disciplinary actions and threats to job security. But, if an employee gets in touch with EAP in the early stages, chances are that help can be arranged before the problem gets out of hand.

♦ How Does It Work?

EAP is free, confidential and voluntary. This means that there is no charge for your meeting with an EAP Counselor. It means that your problems are not discussed with supervisors, personnel officers or union leaders. The voluntary nature of the program means that the decision to participate in EAP is strictly up to you. A supervisor may recommend that an employee seek help from EAP, but the employee is not required to do so.

♦ Who is the EAP Counselor?

The Counselor is a trained and experienced qualified mental health professional, with a degree in Social Work or Counseling. The EAP Counselor is bound by the EAP policy of total confidentiality

♦ When is EAP Available to Me?

Your EAP provides services 12 months a year and is here for you during school vacations and throughout the summer. Both daytime and evening hours are available by appointment.



One of the primary functions of the Employee Assistance Program (EAP) is to provide crisis intervention, assessment and referral services to employees, retired employees and their immediate family. Throughout the years, individuals, couples and families have come to get assistance with many different types of problems. Problems that, to some degree, were affecting the quality of their lives and/ or the lives of people they care about. Additionally, individuals have come to the EAP to receive guidance in getting assistance for a coworker that they are concerned about. Supervisors and union reps also often utilize the program to explore effective mechanisms for referring employees who are experiencing difficulties that affect their job performance.



As you are deciding to take steps to seek assistance for issues that are affecting you professionally and/or personally, questions you might be asking are:

- ♦ How can anyone help me?
- ♦ What should I expect?
- ♦ Where do I start?

All of these questions are normal and important. These questions can take on a more powerful meaning when there is a sense of urgency and need. They can impact the decision to get help. Through neutral and confidential assistance, your EAP can assist you by helping to:

Explore fully the presenting concerns and the factors that are influencing your emotional, physical and mental well-being.

- Clarify the options available to address your specific needs.
- Prioritize the steps necessary to address and resolve your concerns
- Advocate for quality and affordable assistance.

♦ Can EAP Help Me with This?

Below is a list of some types of problems for which individuals have sought assistance at the EAP over the years. Following a thorough assessment by an EAP counselor, a customized referral will be made to a service or a private practitioner prescreened by the EAP counseling staff. At times, the EAP counselor may determine that the presenting issue can be resolved in a brief counseling format, which will be provided at the EAP office.

Adjustment problems	Incest
Addiction	Infertility
Aging	Kleptomania
Alcoholism	Learning disorders
Alzheimer's disease	Loss and separation
Anorexia	Manic depression/ bipolar disorder
Anxiety	Marital conflict
Attention deficit disorder	Medical problems (emotional issues)
Bereavement	Mental health
Bulimia	Mid-life issues
Career counseling	Obsessive compulsive disorder
Child abuse/neglect	Panic disorders
Children of alcoholics	Parenting
Children's Issues: peers/school	Phobias
Codependency	Postpartum depression
Communication	Post-traumatic stress/PTSD
Compulsive spending	Pre-marital counseling
Compulsive overeating	Psychiatric
Crime Victims	Relationship issues
Dementia	Self esteem
Depression	Sexuality
Developmentally disabled	Sexual harassment
Domestic violence	Sexual violence
Dyslexia	Stress
Eating disorders	Substance abuse
Exhibitionism	Suicide: adults/children
Family conflict	Trauma
Gambling	Work-related problems
Health problems (emotional issues)	
Hyperactivity	

♦ What About This?

Adoption	Nursing home placement
Budgeting	Nutrition
Child custody	Public transportation resources
Debt counseling	Rehabilitation: Psychiatric
Divorce	Respite
Financial planning	Runaways
Home health care	Sleep disturbance
Homelessness	Smoking cessation
Hospice care	
Legal assistance	
Mediation	
Menopause	
Nursing care	

Although the EAP does not directly provide the services listed above, individuals seeking assistance with these types of situations will receive a thorough assessment from the EAP counselor to assist in making an appropriate referral to a professional who specializes in providing that type of service.

♦ What if I Need a Medical Referral

Typically, when individuals seek assistance from the EAP for issues related to medical problems, they generally are in need of help to cope with the illness or to deal with the issues related to caregiving. The EAP does not provide direct referrals to dentists or medical doctors (other than psychiatrists). However, if an individual requests a direct referral for medical services, the EAP can help facilitate a connection with a resource that can begin the process of helping to locate a referral.

♦ **What if My Problem is not Listed?** It is likely that the EAP can assist you. If you do not see your problem or issue listed, please call one of the offices for assistance.

♦ Is EAP Confidential?

The confidentiality of every individual who uses the program is strictly upheld. The EAP acknowledges the right of all people to obtain quality, professional services in an environment that fosters respect, support and dignity. Give us a call. We can help!

♦ Additional Information

If you would like additional information regarding your EAP, you can call (631) 289-0480 or visit our website: www.esboces.org/EAP and visit the EAP orientation PowerPoint presentation on the welcome page.

Medford Office

1741 D North Ocean Avenue
Medford, NY 11763
631-289-0480

Commack Office

154 Commack Road, Suite 210
Commack, NY 11725
631-218-5445

Hampton Bays Office

188 W Montauk Hwy, Suite. E1
Hampton Bays, NY 11946
631-728-2008

www.esboces.org/EAP 1/26/24

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