

EMPLOYEE ASSISTANCE PROGRAM



UNITED STATES
POSTAL SERVICE

The most valuable asset of the U.S. Postal Service is its employees. Both the employees and the organization benefit when employees have access to services that will help to maintain and enhance the quality of their lives.

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.

In response to this need an Employee Assistance Program (EAP) is provided by the U.S. Postal Service, through an agreement with the Region V, U.S. Public Health Service, for its employees and their families.

*For information or assistance 24 hours
a day, 7 days a week call:*

**1 - 800 - EAP - 4 - YOU
(1 - 800 - 327 - 4968)**

SOME FREQUENTLY ASKED QUESTIONS:

WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM?

The EAP is a counseling and referral service staffed by master's-degree trained mental health professionals and designed to help you with your personal, job or family problems. It is a formal, non-disciplinary program that is free, voluntary and confidential.



WHAT KINDS OF PROBLEMS DOES THE EAP HELP RESOLVE?

Our professional counselors are prepared to assist you with virtually any issue or problem which can affect your work performance or personal health. Some of the most common concerns brought to the EAP include:

- Emotional
- Marital
- Family
- Alcohol or
Other Drug Abuse
- Job Related Problems
- Legal/Financial
- Other Problems

WHAT CAN I EXPECT FROM THE EAP?

A telephone call is all it takes to make an appointment with an EAP counselor. The counselor will meet with you in a confidential setting and:

- Help you assess the problem
- Meet with family members, as needed
- Provide short-term counseling, as appropriate
- Assist you in selecting other professional services and resources within your community, as necessary
- Follow-up to ensure that you receive quality services

HOW MUCH WILL THE EAP COST ME?

There is no cost to employees who receive counseling and other services provided directly by the EAP counselor. If additional outside treatment or professional services are needed, the costs are your responsibility if not covered by your Federal Employee Health Bene-

fits Plan or private insurance. The EAP counselor will work with you to identify the best available outside treatment program and services in line with your individual finances.

I S THE EAP CONFIDENTIAL?

Yes, your privacy is protected by strict confidentiality laws and regulations and by professional ethical standards for counselors. The details of your discussions with the counselor may not be released to anyone without your prior written consent. Participation in the EAP will not jeopardize your job or career.

W HEN IS THE BEST TIME TO CONTACT THE EAP?

Don't wait too long! The sooner you seek help, the sooner your problems can be addressed. Problems left unresolved often can lead to more serious situations with a greater risk that your health or job performance will be jeopardized. If you take advantage of the help and support offered through the EAP and address your problems before they become serious, you and the U.S. Postal Service both will be winners!



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with the:*

**U.S. PUBLIC HEALTH SERVICE
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