



# FEDERAL OCCUPATIONAL HEALTH

EMPLOYEE ASSISTANCE PROGRAM

Employee Orientation



Federal  
Occupational  
Health

# OBJECTIVES

- Define the Employee Assistance (EAP) and WorkLife Programs
- Discuss the range of services offered to federal employees and immediate family members
- Explain confidentiality
- Review how to access services

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# **EMPLOYEE ASSISTANCE PROGRAM SERVICES**

# EMPLOYEE ASSISTANCE PROGRAM

## DEFINITION

Confidential assessment, referral, and short-term consultative services available to all employees who may be experiencing personal difficulties that negatively affect overall well-being or work performance.



# TRUE OR FALSE?

- Everyone has personal concerns
- People think problems must be big before asking for help
- Assistance is a phone call or click away
- Help is confidential



# CONFIDENTIALITY



- Private, voluntary discussions
- Authorization to Use and Disclose (AUD) forms
- No identification of individuals in agency reports
- Confidentiality in accordance with federal and state laws

# OVERVIEW OF RESOURCES

- In-person, virtual, and telephonic assessment
- Short-term, problem-solving counseling and consultation
- Referrals to community resources
- Legal and financial services
- Group services
- 24/7/365 telephonic support
- Website resources



# SHORT-TERM COUNSELING

## Can help with:

- Challenging relationships
- Emotional reactions and regulation
- Stress and anxiety
- Depression
- Grief
- Workplace problems
- Family concerns
- Alcohol and drug abuse issues





# WHAT YOU CAN EXPECT

- Highly qualified, licensed professionals
- Private, in-person, virtual, or telephonic sessions
- Clinical assessment to:
  - Clarify the problem
  - Identify options
  - Develop a plan
- Referral to appropriate resources if needed
- Follow-up



# LEGAL AND FINANCIAL SERVICES

## Telephonic connection to legal\* and financial advice

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Online access to legal forms and information

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Local in-person attorney services

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Simple will preparation

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Identity theft solutions

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Budgeting and financial planning

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Saving and investment strategies

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Determining retirement needs

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Identifying a local financial planner

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Selecting which credit card to pay off first

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\*Legal advice cannot be provided on employment matters

# GROUP SERVICES

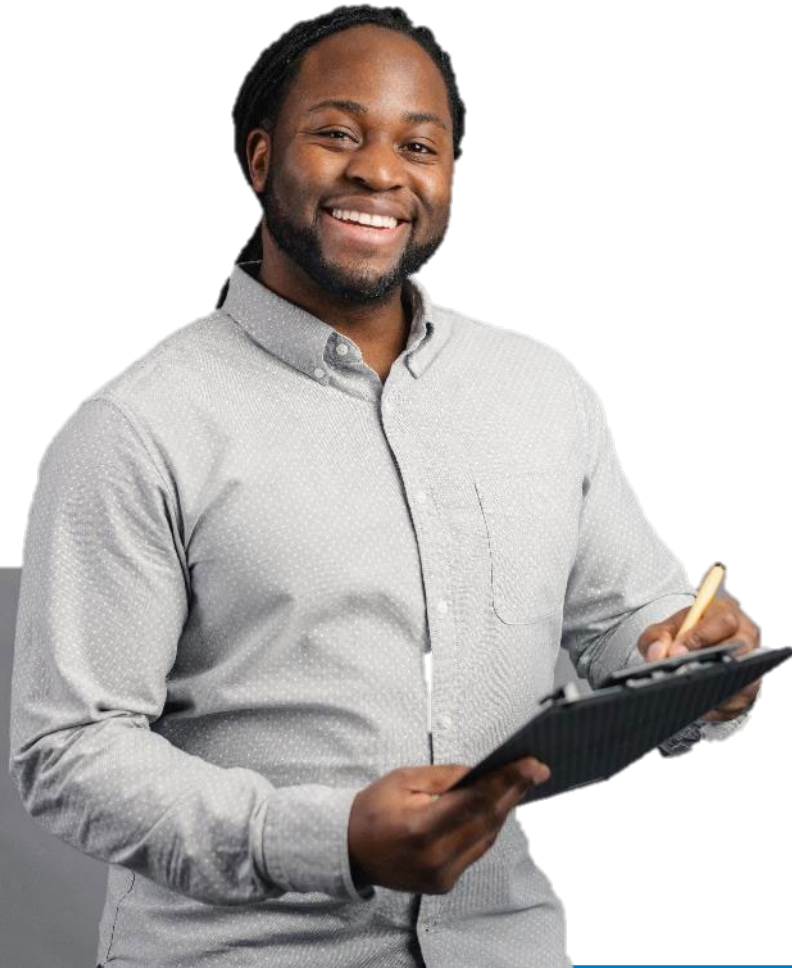
**When requested by a manager, the EAP can provide:**

- Critical incident response services for crises in the workplace
- Grief support following a loss in the workplace
- Program orientations
- Health and wellness presentations



# ACCESSING PROGRAM SERVICES

# WE CARE, JUST CALL



- Prepaid agency benefits for employees and their immediate family members
- Early identification of personal problems that affect productivity and quality of life
- Improved wellness and work performance
- Voluntary, confidential services available any time, day or night

# ACCESS IS EASY

## 800-222-0364

- Lines are answered 24 hours a day, seven days a week, 365 days a year
  - Even on holidays
- Always reach a live person
  - There's no voicemail or call menu
- Consultants will help you obtain needed resources

## FOH4You.com

- Interact with specialists
- Search for providers nationwide
- Access live and on-demand webinars
- Browse tips, videos, in-depth articles and newsletters, and more

# THANK YOU



## Behavioral Health Services Employee Assistance and WorkLife Programs

24 HOURS A DAY

**800-222-0364**

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