

WHAT IS THE EAP?

The Employee Assistance Program (EAP) is a confidential assessment, brief counseling, and referral service available to all employees and their family members. It is designed to assist in the identification and resolution of any personal problem that may be affecting you, your family, or your job.

“How you think about a problem is more important than the problem itself...so always think positively.”

--Norman Vincent Peale

Do you see a glass half empty or half full?
Sometimes perceptions are everything.

WHY USE THE EAP?

We all have problems from time to time, and usually we can cope with them on our own. Sometimes, however, we need outside help. Such help may be needed to avoid job performance problems, resolve conflicts at home, or to establish a useful strategy for other problem resolution. The Employee Assistance Program is a benefit provided by your employer and staffed by professionals who are experienced in providing tools to assist individuals with solving personal problems. Their job is to assist you in identifying and resolving your concerns through a supportive process.

Should a referral be necessary, the EAP staff will assist you in planning and obtaining the referral resource suitable to your needs. The program is confidential, convenient, and easy to access. A routine appointment will be provided in 24 to 48 hours. When necessary and possible, a same-day appointment will be offered.

HOW DO YOU USE THE EAP?

An employee or family member may contact the EAP by telephone. You are encouraged to contact the EAP as early as possible in the development of a personal problem. The majority of clients seek our services on their own; this is a self-referral. Your supervisor may suggest you seek help if declining job performance is noticed. Your union steward or other union representative can advise you to use the EAP. Your physician or other health care provider may suggest the EAP to you. In any case, the program is always voluntary, private and confidential.



Information is never released without your written permission and is not included in your personnel or medical records.

Participation in the Employee Assistance Program will not jeopardize your present job or future opportunities.

WHO MAY USE THE EAP?

Any employee or immediate family member may use the EAP. It makes no difference how long you have been employed or what job you have. If you have a personal problem that could affect your work, health, or personal life, call the EAP.

WHAT KINDS OF PROBLEMS DO WE SEE?

A variety of problems can have a negative effect on personal well-being and job performance. Thus, any problem can be brought to the EAP. It could be simple or complex. Here are some broad categories:

- Marital/family disagreements
- Stress or emotional problems
- Drug/alcohol abuse or dependency
- Financial and legal difficulties
- Occupational dissatisfaction
- Health management

Other problems the EAP can help with involve legal matters, child care, elder care, career issues, physical abuse, eating disorders, bereavement and other losses, etc.

“Courage doesn’t always roar. Sometimes courage is the quiet voice at the end of the day saying, “I will try again tomorrow.”

--Mary Ann Radmacher

Are you struggling to get through the day?
Contact the EAP.

WHAT IS THE COST OF THE EAP?

There is no cost to you or your family member for the EAP service. If you are referred to an outside resource or service, the cost may be offset by your insurance.

HOW DOES THE EAP WORK?

To make a confidential appointment simply call 860-679-2877 or (Connecticut toll-free) 800-852-4392. We encourage you to call between 8:00 a.m. and 5:00 p.m., Monday through Friday. If office hours are inconvenient, leave a voice message or send an email at any time about when and how to reach you. We will respond to your message as soon as possible.

The EAP is located in The Exchange across the street from the UConn Health Center in Farmington, Connecticut. Other convenient affiliate locations are located throughout the state. Day and evening appointments are available, as well as during lunch or before or after a shift. You will decide what you want to do and what source of assistance, if any, you will use.

THE EAP IS CONFIDENTIAL

The EAP is completely voluntary, private and confidential. Information is never released without your written permission or as deemed necessary by law. The EAP records are kept separate. They are informal and not a part of your medical or personnel file. In the case of formal supervisory referrals, the only information given to your supervisor is whether you have come to the EAP appointment and if you are compliant with EAP recommendations. Neither the nature of the recommendation nor the content of your sessions with the EAP counselor will be shared.

DIRECTIONS

From points east and west of Farmington, take I-84 to Exit 39. Turn right at the first traffic light onto Route 4 East (Farmington Ave.) Stay in the left lane for 0.6 miles through two sets of lights. At the third light, turn left to enter The Exchange office complex, located directly across the street from the University of Connecticut Health Center main campus entrance. The Exchange consists of four interconnected buildings arranged in a horse shoe pattern. Each Building is labeled with a number. UConn Health Center's offices are in Building 4 at the opposite end from the main restaurants. There is a large sign for the A.J Pappanikou Center for Developmental Disabilities next to the entry door for Building 4. The EAP is located in Building 4, Suite 262, on the 2nd Floor.

To make a confidential appointment simply call:

860-679-2877

or

800-852-4392

(Connecticut toll-free)

Employee Assistance Program
The Exchange, Suite 262
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<http://eap.uchc.edu>



University of Connecticut

EMPLOYEE ASSISTANCE PROGRAM

EAP

GUIDE FOR FACULTY AND STAFF

A service provided by the:
UNIVERSITY OF CONNECTICUT HEALTH CENTER