

# City and Borough of Sitka

## Employee's Guide to the Employee Assistance Program

### 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.

### 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 conflict 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 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 shop 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 an employee's 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, physical abuse, eating disorders, bereavement and other losses, etc.

## **What Is the Cost of the EAP?**

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

## **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 files. In the case of formal supervisory referrals, the only information given to the supervisor is whether the employee has come to the EAP appointment and if he or she is compliant with EAP recommendations. Neither the nature of the recommendation or the content of your sessions with the EAP counselor will be shared.

## **City and Borough of Sitka EAP Providers:**

Libby Stortz, LSCW:	747-7444
Neurobehavioral Consultants:	747-3743
Sitka Counseling and Prevention Services:	747-8994

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**Human Resources**  
**747-1816**