

KEEP  
CALM  
AND  
CALL  
EAP

EAP

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EMPLOYEE  
ASSISTANCE  
PROGRAM

“EAP understands the unique environment and requirements of working for the Agency and can therefore provide assistance with an insider’s perspective.”

“EAP was there for me, when I could not face my workday and couldn’t see a path forward. I was treated with respect and kindness, and I walked away with a much clearer focus on how to address the issues I was facing.”

“I would say that when someone is dealing with a difficult issue, the EAP can certainly make a difference.”

“It’s great that we have these services available to us, right here at work. These are good people and they’ve helped more people than you might realize.”

A RESOURCE FOR FAMILY MEMBERS



703-374-8000

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## PURPOSE OF THE EMPLOYEE ASSISTANCE PROGRAM

Mental health and financial stability are critical to the well-being of employees and their family members. While our workforce is a select and resilient group no one is immune to stressful events in life. Further, it is recognized that our employees, and by association their family members, are often exposed to demanding work and living conditions. The organization developed the Employee Assistance Program (EAP) to ensure that employees and family members have access to professional help when needed. Seeking help often improves work, emotional well-being, relationships, and prevents crises from occurring.

The EAP is a free, confidential program developed to help employees and their family members manage mental health, addiction, and financial issues. The EAP Staff includes licensed psychiatrists, clinical psychologists, and social workers as well as accredited financial counselors. These providers offer short-term intervention and expert referral services to the community.

EAP records are maintained in accordance with HIPAA laws and the Privacy Act, and do not become part of an employee's security or personnel file. Moreover, organizational policy stipulates that job security, promotional opportunities, and career assignments will not be jeopardized solely because an individual seeks assistance from the EAP.

## SERVICES OFFERED

Help comes in a variety of forms:



Phone consultations for basic questions, guidance, and community provider information.



Short-term individual services for employees and immediate family members who are experiencing personal, family, job, addiction, or financial problems.



Expert referral services for longer-term treatment and/or specialized care.



Resource materials on a variety of individual, family, addiction, financial, and organizational issues.



Crisis support is available during normal business hours. If assistance is needed after normal business hours contact 9-1-1.

## ACCESS TO EAP

Employee's spouses may utilize the EAP with or without the employee's knowledge or presence, and can contact the EAP directly to set up an appointment. EAP providers do not typically offer treatment for children but are able to provide referral information to local community providers. Employees do not need to take their personal leave to attend EAP appointments during the work day. Visits with outside community providers during scheduled work time do require the use of an employee's leave.

There are no fees for EAP services. Personal costs are incurred only if outside professional treatment is required. EAP professionals can offer referrals to providers who participate in an employee's health insurance plan to keep costs to a minimum.

### HOW TO GET HELP

Employees and family members are encouraged to call at the first sign of a developing problem.



Contact us at (703) 374-8000 for assistance.



Normal business hours are:  
Monday – Friday  
8:30 am – 5:00 pm.

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## TYPES OF SERVICES

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