

An Introduction to the EAP

Princeton HealthCare System, located in Princeton, NJ, is a comprehensive healthcare system offering a wide range of clinical services and programs. The Princeton HealthCare System Employee Assistance Program (EAP) provides confidential counseling and referrals to help you resolve personal and work-related problems. These services are provided to you and the members of your household at no charge as part of the benefit package offered by your employer.

PHCS has provided EAP services for more than 25 years to area employees and employers.

When you don't know what to do next, EAP can help.

**Call us toll-free at:
1.800.527.0035.**

Traumatic/Critical Incidents
EAP provides Critical Incident Stress Debriefing and Counseling (CISD) to help employees who have been involved in any traumatic or critical situation. Examples of a critical or traumatic incident may include a hostage situation, a suicide, or a natural disaster.

Workplace Consultations
Managers and supervisors often find themselves facing new challenges in their roles as leaders. EAP can provide training for managers and supervisors on how to effectively use EAP as a management tool to help a troubled employee. EAP is available for consultation on any situation a supervisor, manager or HR representative may encounter in the workplace. Examples of issues for which EAP can provide assistance can include: drugs in the workplace, employee performance problems, harassment in the workplace, conflict in the workplace.

**Princeton HealthCare System
Employee Assistance Program**

Redefining Care.

1.800.527.0035 | www.princetonhcs.org
Clock Building | 1000 Herrontown Road | Princeton, NJ 08540

- University Medical Center at Princeton
- Princeton HomeCare Services
- Princeton House Behavioral Health
- University Medical Center at Princeton Surgical Center
- Princeton Rehabilitation Services
- Princeton Fitness & Wellness Center
- Princeton HealthCare System Foundation

Employee Assistance Program



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Facing Problems

Everyone has problems. We each face and solve personal problems every day. That's just part of life.

Sometimes we run into a situation that we don't know how to solve. Sometimes it seems there are so many problems that we feel overwhelmed. Sometimes the stress of day-to-day living seems to get out of hand. What do we do then?

The Employee Assistance Program

EAP is a confidential counseling and referral program available to you and your household members without charge. It is designed to assist persons who are experiencing personal, family or work related problems.

What Will the Employee Assistance Program Do?

The EAP's professional counselors will help you sort out the issues and develop a plan to solve the problems you are facing. If additional expertise is needed, the program counselors will help you get the help you need. This might involve referral to other professional resources in the community. Our staff will assist you until a successful referral is completed.

Confidentiality

Your contact with the Employee Assistance Program is completely confidential. However, legal steps will be taken in cases when one's life is in danger. Records from this program are not available to anyone without your written permission.

What Does the Program Cost?

The Employee Assistance Program is provided without charge to you as part of your benefit package.

If a referral to a professional in the community is necessary, any professional fees would be your responsibility. In many cases, your health insurance will provide coverage, and your EAP counselor will work diligently to refer you to resources compatible with your existing benefits.

Counseling at Your Fingertips!

Our program staff is available Monday - Friday 8:30 am until 5:00 pm to answer your call or schedule an appointment. Twenty-four hour service is available for crisis/emergent situations. Professional help for you or household members is as close as your phone. Just call toll free **1.800.527.0035**.

Program Concerns

The Employee Assistance Program addresses a wide range of problems and concerns. For example:

Personal

- Alcohol Abuse
- Drug Abuse
- Physical Health
- Mental Health
- Legal Issues
- Sexual Issues
- Relationships
- Stress
- Suicide Risk
- Depression
- Anxiety
- Medical Information

Work

- Attendance
- Performance
- Discrimination
- Sexual Harassment
- Retirement
- Termination
- Conflicts
- Peers
- Subordinates
- Management
- Career Change
- Downsizing Issues

Family

- Marital
- Separation/Divorce
- School Problems
- Aging
- Health Issues
- Child Rearing
- Teenage Issues
- Financial Problems
- Domestic Violence

Your Employee Assistance Program is a reasonable place to turn to for help when personal difficulties are overtaking your life.

Many people need help occasionally. That's why your employer is providing you with access to skilled professionals who staff the EAP.

EAP

Voluntary

When you seek help through EAP, you receive professional advice but the decisions you make are yours.

Confidential

All EAP services are completely confidential.

Personal

When you seek help, the EAP's counselors work with you and for you.

