



Employee Assistance Program

Personal and family problems can diminish your health, your happiness, and your ability to be at your best for yourself and your family. With the help of your Employee Assistance Program (EAP), provided by Federal Occupational Health, you can resolve these problems and become happier, healthier, and even more effective at home and at work.

Convenient Access by Phone or on the Web

Employees need only call 800-222-0364 or (888) 262-7848 (TTY) from anywhere in the United States to receive immediate assistance, 24 hours a day, 365 days a year. You can also obtain information and resources online at FOH4You.com. At the FOH4You.com site, you will have easy access to educational materials, self-assessment tools, and specific information on available EAP services.

Counseling Services

Licensed or credentialed professional counselors provide face-to-face, short-term counseling to employees and family members. Counselors can also provide referrals to community resources based on client needs, health insurance coverage, and financial resources.

Financial and Legal Services

FOH's EAP includes free consultation with financial experts and licensed attorneys to provide assistance with your legal and financial questions. Services include help with living will and health care power of attorney, housing or real estate matters, estate planning, education funding, retirement planning, and investment strategies.

Health and Wellness Presentations and EAP Orientations

We can make health and wellness presentations and EAP orientations support both supervisors and employees. The employee orientation sessions discuss the features and benefits of the EAP, how the EAP functions, and how to access and use the EAP. Health and wellness presentations include such topics as conflict resolution, substance abuse prevention, balancing work and life, time and stress management, and more.

Supervisor and Risk Management Consultation

EAP counselors provide guidance and consultation so that supervisors and managers can effectively identify, interact with, and refer employees with performance or conduct issues to the program. FOH counselors are available 24/7 to discuss performance concerns and the appropriate EAP intervention.

Critical Incident Response

Exposure to threats, acts of violence, natural disasters, injury, or death calls for immediate response. EAP's professionally trained critical incident stress management (CISM) counselors assist in management consultations, CISM services, and follow-up with the organization and individuals as provided as appropriate.

What are the benefits?

- Available 24/7 – you can call the EAP 24 hours a day, 7 days per week, 365 days a year
- The EAP is a professional service that provides problem solving, coaching, information, consultation, counseling, resource identification, and support to all employees
- The EAP works in partnership with managers to complement and enhance your strengths
- The program helps improve productivity, morale, and employee motivation by providing timely support to both managers and employees
- The EAP is designed to help you with any concern or issue
- The resources of the EAP are available for you, as a manager and an employee, whether you have a personal issue or a management-related concern
- The EAP is completely confidential in accordance with state and Federal laws

“A popular employee died suddenly on the job. My section was devastated. I contacted FOH’s EAP and they sent a counselor to meet with our group. The counselor was great. He helped our people really deal with this loss. I don’t know what we would have done if he were not there. I highly recommend this service.”

Federal Manager

800.222.0364 / 888.262.7848 TTY
www.FOH4YOU.com



Employee Assistance Program Overview

Information on Employee Assistance Program (EAP) Services and Benefits.

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Health and Wellness Presentations and EAP Orientations

We can make health and wellness presentations and EAP orientations support both supervisors and employees.

Health and wellness presentations include such topics as conflict resolution, substance abuse prevention, balancing work and life, time and stress management, and more.

The employee orientation sessions discuss the features and benefits of the EAP, how the EAP functions, and how to access and use the EAP. The supervisor orientation includes useful information about when and how supervisors refer employees to the EAP, documentation, crisis management, privacy, and confidentiality.

Supervisor and Risk Management Consultation

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program. FOH counselors are available 24/7 to discuss performance concerns and the appropriate EAP intervention.

Critical Incident Response

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Confidentiality

The EAP is confidential in accordance with both state and federal laws, including the Privacy Act of 1974 and applicable Confidentiality Regulations (42 CFR 1A2). However, when clients disclose life-threatening situations, such as child or elder abuse, or threats of serious harm to themselves or others, counselors must report these disclosures as required by law.

For more information call **1-800-222-0364** (1-888-262-7848 TTY), or visit our website at **www.FOH4You.com**.

EAP

We care, just call.

1-800-222-0364
1-888-262-7848 (TTY)
www.FOH4You.com





FEDERAL OCCUPATIONAL HEALTH

Work/Life Program

Federal Occupational Health's (FOH) Work/Life program, WorkLife4You, helps employees better manage their work and personal responsibilities and reach higher levels of personal achievement and satisfaction – both on and off the job.

What are the benefits?

- **Improved** work/life balance
- **Complete** confidentiality
- **Available** 24 hours a day, 7 days a week, 365 days a year

“Without your service, I would have agonized over finding day care for my infant and I probably would not have gone back to work!”

Federal Employee

“I was anxious to find a new nursing home for my father. WorkLife4You allowed me to focus on the nursing homes that met his needs. The program helped to alleviate my anxiety, plus it saved me a lot of time.”

Federal Employee

Fast Facts

- **Support** – 54% of Federal government employees report having child care and/or adult dependent care needs (U.S. Office of Personnel Management).
- **Results** – On average, WorkLife4You saves employees more than 11 hours per request, which translates into significant productivity gains.
- **Satisfaction** – Overall 95% satisfaction rating from program participants.

We care, just call.

800.457.9808

www.FOH.hhs.gov/FS

How can a Work/Life program benefit my Federal agency?

A Work/Life program can boost your agency's productivity by providing employees with the resources and tools they need to effectively manage their responsibilities at work, at home, and in their communities.

How can employees access WorkLife4You?

Employees can call 24 hours-a-day to speak with bachelor's and master's-level work/life specialists. Program specialists have expertise in numerous fields including child development, gerontology, education, finance, and law, and will provide personalized guidance to meet each employee's specific needs.

Can this program help employees manage caregiving obligations?

FOH's WorkLife4You program provides employees with trusted child and elder care resources; emergency backup care options; caregiver counseling and education; and transportation resources. In addition, our Geriatric Care Management program provides in-home care assessments, facility reviews, post-hospitalization assessments, and coordination of continued care.

What online resources does WorkLife4You provide?

WorkLife4You.com is the FOH Work/Life program's customizable, interactive, and user-friendly Web site. Employees and their family members can instantly access work/life balance tips and checklists, seminars and Webinars, podcasts and videos, health encyclopedias and medical animations, child development trackers, and searchable databases. Online discussion groups on parenting, adult caregiving, and career development are also available.

What support for financial and legal concerns does WorkLife4You offer?

WorkLife4You provides access to financial planning professionals who can help employees with budget, credit, debt management, mortgage, bankruptcy, and foreclosure issues. Licensed attorneys provide consultation and prepare documents for legal issues such as divorce, estate planning, and living wills.



**FEDERAL
OCCUPATIONAL
HEALTH**