



FEDERAL OCCUPATIONAL HEALTH

Employee Assistance Program

The Federal Occupational Health (FOH) Employee Assistance Program (EAP) helps Federal employees and managers develop the knowledge, skills, and confidence needed to manage life challenges.

In what way does FOH's EAP help employees?

Master's level, credentialed counselors help employees with issues like stress, relationship difficulties, substance misuse, and other health problems. These issues, if left unresolved, can affect employee wellness, productivity, attendance, safety, and morale.

How does the EAP help managers?

Managers often deal with challenging or difficult situations and can benefit from impartial, experienced guidance. FOH's EAP professionals provide information, expert advice, and coaching to help managers respond effectively to employee and organizational concerns.

How can employees access the EAP?

Employees and their family members, both nationally and abroad, can contact our Service Center 24 hours a day, 365 days a year. Our expert staff answers calls immediately and treats each caller with the care and discretion they deserve. Employees can also visit the EAP Web site at FOH4You.com, where they will find interactive tools and resources on a wide range of topics.

When there is a crisis or traumatic event, how does the EAP help?

Available day or night, FOH's Critical Incident Stress Management (CISM) services are designed to minimize the potential impact of a crisis or traumatic event. Our specialized response team, which has more than 30 years of Federal crisis response experience, helps managers develop crisis preparedness and response plans and responds immediately should a crisis occur.

Can the EAP help with legal and financial matters?

The FOH EAP includes consultation with financial experts and licensed attorneys. Services include living will preparation, health care power of attorney, estate planning, education funding, retirement planning, and investment strategies.

How does the EAP help employees that have alcohol or drug related concerns?

Licensed counselors facilitate group discussions with a focus on education, prevention, and early intervention. In addition, employees with alcohol or drug-related concerns can access our innovative on-line program, Connect4Health.

What are the benefits?

- **Seasoned** and caring professionals
- **Increased** employee morale and reduced absenteeism
- **Support** available 24 hours a day, 7 days a week, 365 days a year

"When my agency reorganized, I lost half of the staff in my department. The EAP was an extremely helpful resource during this time of change. The counselor coached me on the most effective ways to address resistance to change and boost morale. The immediate availability of a counselor and the excellent coaching that I received was very valuable."

Federal Human Resources Manager

Fast Facts

- **Excellence** – FOH EAP users report 99 percent satisfaction with counseling services, while 99.5 percent indicate they would recommend the program to others.
- **Accessibility** – Professional counselors are located in more than 80 Federal office buildings nationwide, and a network of providers is available across the U.S. and abroad.
- **Experience** – FOH has more than three decades of EAP and crisis response experience.

We care, just call.

800.457.9808

www.FOH.hhs.gov/FS

