



# Welcome to your EAP!

Pennsauken Township is proud to offer Employee Assistance Program (EAP) services to all employees and their immediate family members. Our new service provider is **Cooper EAP**.

At some time, everyone encounters a personal problem that may seem overwhelming, but often can be resolved with a little assistance. This program is designed to help you, and those who are important to you, deal with personal problems. This strictly confidential, free, and voluntary program is offered to both you and your immediate family members for self-referrals. We encourage you to use the program when the need arises.

We believe that you, our employees, are our greatest asset and are vital to the success of our organization. Your health and well-being is important to us!

This web-based training provides you with real time information about your new benefit.

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There is no waiting period, you are eligible for EAP benefits immediately.

All employees and their immediate family members (spouse, life partner, significant other (*living with the employee*) and children up to the age of 26 years (*considered a dependent*) are entitled to EAP benefits.

Spouses, Life partners, significant others and children between the ages of 18 and 26 years will be required to call and schedule their own appointment.

Parent/child consultations will be required for children 12 years of age or younger.

The EAP offers short-term solution-focused counseling to assist you with problem-solving, establishing better coping strategies, or just listening when you need an ear.

The EAP is staffed by licensed clinical social workers (LSCW).

Sessions are 50 minutes (which is considered a clinical hour) and are confidential.

- Up to 5 **FREE** visits (per problem), per year\*, per person and referral to an in-network provider after the 5<sup>th</sup> session, if necessary.
- 24/7 telephone access to a mental health professional.

\* The year begins on the DATE OF YOUR FIRST APPOINTMENT and is not a *calendar* year (January – December).

Cooper University Health Care EAP complies with all HIPAA regulations. No information will be shared with anyone at any time without the client's **written** consent.

In cases where it is evident that the client is a danger to him/herself or another person or there is the suspicion of abuse to a vulnerable population and we are required to report by law.

EAP records are confidential and **DO NOT** become part the employee's human resource file.

This policy pertains to voluntary, supervisory AND mandatory usage of the program.

- Self
- Work Performance
- Mandatory

We encourage you to be **proactive** and seek assistance **BEFORE** a problem begins to affect your work.

All you need to do is call the EAP directly to complete an intake and schedule an appointment. The telephone number is

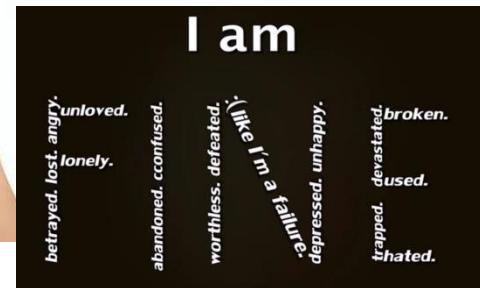
**856.342.2280**

**This process is completely confidential.**

- Supervisors are responsible for detecting and attempting to correct unsatisfactory work performance. An employee can be referred by his/her supervisor if there is a work performance issue.
- You do not have to call the EAP if you are referred by your supervisor, you DO however have to come in every day and perform your job duties at a satisfactory or higher level.
- The EAP will ask you for permission to let your supervisor know that you have followed through with the referral and scheduled an appointment. [It is your decision to provide the EAP with consent](#). If you provide consent, the EAP will contact your supervisor and inform them of the date and time of your appointment. If you do not provide consent, the EAP [will not provide information](#) to your supervisor and will be unable to confirm or deny contact by you.
- You are not restricted to the 5 sessions when referred for a work performance issue and will be seen until the problem is resolved.

- In rare occasions, an employee can be mandated to the EAP by Human Resources or their designee if the employee is in jeopardy of being terminated. *An example of this may be an employee violating the Drug-free Workplace policy.*
- *If mandated to contact the EAP it is in your best interest to sign a release of information allowing the EAP to communicate your compliance with Human Resources or their designee.*
- **If you do not provide consent, the EAP will not provide information to anyone and will be unable to confirm or deny contact by you.**
- You are not restricted to the 5 sessions when mandated to EAP will be seen until the problem is resolved.

- Anxiety
- Depression
- Conflict resolution
- Co-worker conflict
- Grief and loss
- Intrapsychic Distress
- Marital and family problems
- Psychiatric disease or distress
- Relationship with a supervisor
- Stress management
- Vocational issues
- Substance Use Problems



If you seek assistance BEFORE there is a problem you are able to maintain your confidentiality.

If you violate Pennsauken Township's drug-free workplace policy your employer is already aware that you were impaired while at work.

The following confidential services are available to you and/or your immediate family member:

- Initial evaluation and development of personalized treatment plan
- Referral to in-network treatment facility
- Case management with treatment facility
- 1 year post treatment monitoring
- **You are not restricted to the 5 sessions**

To speak with a counselor and schedule an appointment, dial:

856.342.2280



Camden County College - Blackwood	3:00 p.m. - 8:00 p.m.
Camden – Sheridan Pavilion	9:00 a.m. - 5:30 p.m.
Cherry Hill – 1103 Kings Hwy. N.	9:00 a.m. - 7:00 p.m.
Thorofare – Grove Avenue	3:00 p.m. - 8:00 p.m.
Voorhees – Main Street Complex	9:00 a.m. - Noon
Willingboro – JFK Boulevard	3:00 p.m. - 8:00 p.m.

**We offer in-person and virtual sessions to our clients via Webex (a HIPAA compliant software platform).**

**For in-person session a mask MUST be worn during the entire session.**

**Clients will be required to complete a Covid-19 questionnaire.  
We will continue to offer virtually sessions to our clients.**

# The EAP is not a crisis center.

We offer 24/7 on-call for clinical emergencies.

In an emergent situation you can reach the on-call counselor by calling the hospital and asking operator to page the EAP counselor on-call for you.

856-342-2000

The EAP offers coaching for skill development such as improving emotional intelligence, dealing with conflict more constructively, improving communication skills, etc.

Coaching is future oriented and the agenda is established by the client.

The coach works with you to reach your goals.



The EAP offers mediation for the resolution of workplace conflict.

When two co-workers are at odds with each other this can create a business problem and it is in the best interest of both employees and the company to resolve the issue.

Mediation is NOT counseling and is not subject to the same confidentiality standards.



The EAP offers critical incident stress management interventions and psychological first aid for any type of event that is outside the realm of normal work duties.

Critical incident stress management interventions are designed to help the individuals begin the process of healing by allowing the opportunity to talk about the event in a **supportive and confidential environment**.

Critical incident stress management interventions are NOT counseling.

EAP staff are members of CIRT (Critical Incident Response Team).





The EAP offers referrals to resources such as self help groups, support groups, debt consolidation specialists, elder or child care referrals, etc.





Do you have questions?  
Would you like to make an appointment?

Help is only a phone call away

856.342.2280