

# Employee Assistance Program of St. Mary's Healthcare



## ▶ Handbook and Overview of Services for New Employees

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### **Highlights**

- Letter from the EAP team.
- Overview of EAP Services
- Contact Information
- Community Resources



*EAP of St. Mary's Healthcare*

*This handbook describes the benefits of your Employee Assistance Program (EAP), and explains how EAP works. Your employer has subscribed to EAP for you and your family to assure that there is help available for any personal problem which might affect your work or well-being.*

*No problem is too small or unimportant to take to EAP. In fact, we encourage you to contact EAP before a small problem becomes overwhelming. A phone call will put you in touch with us.*

*EAP is completely CONFIDENTIAL service, staffed by experienced, compassionate and professional counselors. When you contact us, you'll have an opportunity to talk with a member of the EAP Team about whatever is troubling you. The counselor will help you problem-solve, and will provide suggestions, reassurance, and when necessary referrals for additional assistance.*

*Feel free to call us at 843-0503 or 1-800-477-4143 whenever you have any questions or concerns.*

*Sincerely,  
The EAP Team at St. Mary's*

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## What is EAP?

The Employee Assistance Program (EAP) offers you and your family confidential, professional help to find solutions to problems affecting your job or personal well-being.

## Why have an EAP?

Sometimes personal problems can seem over-whelming. No matter how hard you've tried to master them they just don't seem to go away. You become preoccupied with them. Your work or personal life may begin to suffer. You may experience difficulties with concentration; mood swings; upsetting or troublesome phone calls at work; or unplanned absences from work.

Talking with a knowledgeable, objective person can be the first step in resolving problems. EAP gives you this opportunity. In a *confidential* setting, a counselor will assess your problem and help you determine how to begin to resolve it. You may have one, two or three appointments for this purpose. If additional help is needed, the EAP counselor will refer you to the most appropriate private practitioner or community agency.

## How does EAP help?

EAP counselors can offer direction and assist with a wide range of problems, including:

Family and marital problems  
Stress and anxiety  
Financial strains  
Eating Disorders

Alcohol and/or drug abuse  
Depression  
Personal concerns  
Gambling

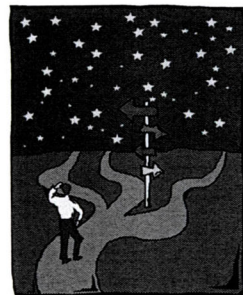
## Who can use EAP Services?

You or ANY member of your immediate family can use EAP Services.

## How many times can I see an EAP counselor?

Your Employee Assistance Program offers up to three visits for assessment, problem-solving, referral, and follow-up services to you and your immediate family members.

An EAP counselor will meet with you to determine the underlying sources of your concerns and to develop an action plan. This plan may involve referral recommendations to a therapist or agency with expertise in your area of need.



### ▶ **How much will EAP Cost?**

There is **no charge** for any EAP appointment. This is because your employer recognizes the importance of EAP services and has subscribed to them for you. If additional counseling or treatment is recommended, and if you accept a referral to an agency or private practitioner, your health insurance may cover a portion of those costs. The EAP counselor will review this with you to make sure that you will receive the best possible services at the most affordable rates.

### ▶ **Will anyone know if I use EAP?**

No one, including your supervisor or members of your family, will know that you have been to EAP unless you give us your written permission to release that information. The exceptions to your right to confidentiality occur when the EAP advisor has reasonable cause to believe that you or someone in the community may be at risk for child abuse, elder abuse, suicide or homicide. EAP counselors are required by law to report such situations to appropriate agencies.

### ▶ **How does EAP work?**

Basically there are three types of referrals that we receive at EAP. They are as follows:

1. Self Referral—You chose to contact EAP to assist you with solving a problem.
2. Suggested Referral— Your supervisor / employer suggests that you call EAP for assistance.
3. Mandated / Formal Referral—Your supervisor / employer requires you to call EAP for assistance.

EAP is open Monday–Friday from 8:00 a.m.—4:30 p.m. EAP does incorporate a confidential voice mail system for those calls that come in after work hours, on weekends or holidays. For emergencies, callers may call the St. Mary's Healthcare Hotline at 842-9111.

EAP staff will make every effort to accommodate the needs of employees. We can meet clients at 3 St. Mary's Healthcare locations: Amsterdam, Johnstown, or Canajoharie.

### ▶ **What other services does EAP offer?**

Your EAP is committed to your well-being. In order to insure that all employees benefit from EAP, we provide the following services to you and your organization:

1. Payroll Stuffers that offer valuable resources and information.
2. Training opportunities for new employees and supervisors.
3. In-service programs that offer employees the opportunity to learn how to cope with work related situations, such as: Stress, downsizing, work-place violence and anger management.

## Who should I call? Where do I go?

In order to see an EAP counselor, call:  
843-0503 or 1-800-477-4143 to schedule an  
appointment.

The addresses & numbers below are provided for your reference and direction to an EAP office nearest to you. Please note that there are NO EAP staff on duty at the Canajoharie or Johnstown clinics, however appointments can be scheduled at those facilities for your convenience.

### **EAP of St. Mary's Healthcare At Amsterdam**

Located across the street from St. Mary's Hospital Main Campus.  
430 Guy Park Avenue  
Amsterdam, NY 12010  
843-0503 or 1-800-477-4143  
Staff: Barbara Epting

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### **Canajoharie Family Health Center**

101 W Main St,  
Canajoharie, NY 13317  
673-2573  
Must call 843-0503 or 1-800-477-4143 to schedule an appointment.  
**No Walk ins.**

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### **Johnstown Family Health Center**

700 S Perry St,  
Johnstown, NY 12095  
762-3161  
Must call 843-0503 or 1-800-477-4143 to schedule an appointment.  
**No Walk ins.**

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## Community Resources

**St. Mary's Mental Health  
Clinic Hotline**  
842-9111

**Narcotics Anonymous (NA)**  
Call St. Mary's Hospital Hotline @  
842-9111  
Or 1-800-821-4357

**Domestic Violence  
Montgomery County**  
General Info: 842-3489  
Hotline: 842-3384

**Eating Disorders**  
1-800-931-2237

**Overeaters Anonymous**  
292-0666

**Consumer Credit Counseling**  
482-2227

**Child Abuse Hotline**  
Emergency: 1-800-342-3720  
General Info: 474-9516

**Runaways Toll Free Hotline**  
1-800-231-6946  
1-800-621-4000

**Alcoholics Anonymous (AA)**  
For Fulton & Montgomery  
736-2644

**AI Anon—AI Ateen**  
Fulton & Montgomery  
518-292-0577  
Option #5

**Domestic Violence  
Fulton County**  
General Info: 725-4310  
Hotline: 725-5300

**Suicide Crisis Hotline**  
1-800-SUICIDE (800-784-2433)  
Trained volunteers are there and  
ready to listen.

**Rape, Abuse, Incest Crisis**  
843-0945  
Nat'l Hotline: 1-800-656-HOPE

**Gamblers Anonymous**  
292-0414

**Legal Aid Society**  
**842-9466**  
Free legal services including public  
assistance, SSI disability,  
unemployment insurance, housing.

**Parents Anonymous**  
374-3394


**MISSION STATEMENT**  
**of the**  
**Employee Assistance Program of St. Mary's**  
**Healthcare**

*We believe that employees are an organization's most valuable asset, and that every reasonable effort should be made to ensure their well-being.*

*We recognize that personal problems may detract from people's abilities to perform their jobs effectively. Among these are: physical illness, emotional distress, family and marital difficulties, excessive use of alcohol, substance abuse, and legal and financial concerns.*

*We believe that the Employee Assistance Program provides an opportunity to find solutions to such problems, through **confidential** assessment, problem solving, and, when needed, referral to treatment or additional services. We believe that many conditions, including mental illness, alcoholism, and substance abuse, are diseases which respond favorably to treatment.*

*We believe that the Employee Assistance Program makes it possible for troubled employees to regain a fully satisfactory level of job performance and well-being.*



**EAP of St. Mary's Healthcare**

430 Guy Park Ave  
Amsterdam, NY 12020

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Phone: 1-800-477-4143



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# Employee Assistance Program

*A Service of St. Mary's Healthcare*



430 Guy Park Ave./Amsterdam/ New York 12010

(518) 843-0503 / 1-800-477-4143

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## EMPLOYEE ASSISTANCE PROGRAM....

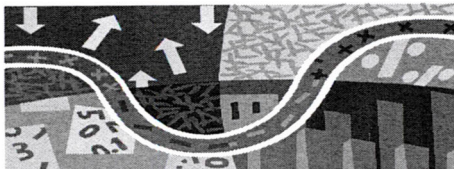
a cost effective, proven method of supporting valued employees and promoting a healthy state of mind and well-being.

"Troubled employees who seek help early are more likely to solve their problems and remain with us as valuable workers. St. Mary's EAP makes that possible."

***Taylor Made Group, Inc.***

"EAP is a benefit that CHC has for its employees that helps us preserve our employees. Everyone has times of crisis in their life, and just knowing we have EAP to offer them helps them objectively work out a plan and remain a valued employee."

***Community Health Center***



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**St. Mary's Hospital** has been providing Employee Assistance Program (EAP) services to local employers since 1983. Our EAP assists companies in addressing productivity issues by providing early intervention services for areas of distress in employee's lives.

As an employer, you know that people are sometimes troubled at work by serious problems that are unrelated to their jobs. Family and relationship problems, alcohol and drug abuse, emotional stress and other personal worries can noticeably affect a person's ability to work effectively. These problems often show up in the work place in the form of: absenteeism, inconsistent work quality or poor relations with coworkers.

EAP gives both the employee and the employer a resource for dealing with these situations. Our staff is able to provide immediate help—with the results often being: improved attendance, increased productivity and better morale. We understand that employees are a company's most valuable asset. Our goal is to assure their well being and promote positive work-life balance.

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## EMPLOYEE ASSISTANCE PROGRAM

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*Provides the Following Services*

- ◆ **Assessment and Referral**
- ◆ **Supervisory Training/Consultations**
- ◆ **Employee Orientation/Education**



*Employees who were more favorable toward their organizations efforts to support work-life balance also indicated a much lower intent to leave the organization, greater pride in their work, a willingness to recommend it as a place to work, and higher overall job satisfaction. Kenexa Research Institute 2007*

## ***Local, knowledgeable, dedicated...***

While several companies offer EAP services, many are national providers with "high tech" services that involve telephone and web based communication.

The Employee Assistance Program of St. Mary's is proud to offer local services. This includes real dedicated professional who understand the intricacies of our unique communities. We are available to you and your employees when you need us.

We take pride in learning about your specific workforce, and tailoring what we do, to your needs.

And the provision of EAP services is all we do, and not a secondary priority. This means you contact us directly, and will not encounter a

situation where someone that has other duties needs to be "located" each time an inquiry is made. Our EAP is designed to be your Human Relation Departments partner, and involved onsite when an organization calls.



*We believe that employees are an organizations most valuable asset, and that every reasonable effort should be made to ensure their well being. We believe that the Employee Assistance Program makes it possible for troubled employees to regain a fully satisfactory level of job performance and well-being.*

## **For More Information Contact**

EAP  
St. Mary's Hospital  
430 Guy Park Ave.  
Amsterdam, NY 12010

Phone: (518) 843-0503  
1-800-477-4143  
Fax: 841-7480  
E-mail: [eptingb@smha.org](mailto:eptingb@smha.org)