

Getting to Know Your EAP

Occasionally, everyone has problems that become hard to handle alone. That's why USPS offers an Employee Assistance Program (EAP). The EAP is a confidential, pre-paid assessment and counseling service designed to provide you and your family with assistance in managing everyday concerns. To help you understand how the EAP can help you to be at your best, we have addressed some of the most commonly asked questions about the program.

Who can use the EAP?

Services are available to you, your spouse, others in your household as well as legal dependents. What are some typical concerns for which people contact the EAP?

People use the EAP for a wide range of issues, including:

- » Job or work stress
- » Parenting issues
- » Alcohol or drug dependencies
- » Burnout
- » Marital or relationship problems
- » Anxiety or depression
- » Anger management
- » Coping with change
- » Self-esteem issues
- » Grief or bereavement



Is the EAP really confidential?

All EAP records and services are treated with the strictest confidence. The personal information that you share with your counselor is confidential, unless you sign a release of information or if the law requires disclosure.

When should I contact the EAP?

You should call the EAP any time you need help working out a personal problem. The philosophy of the EAP is that problems are most effectively handled before they become serious. The key is to get assistance as soon as a problem begins affecting your work or personal life.

How much does using the EAP cost?

You and your household members can access short-term counseling services through the EAP at no charge. USPS has pre-paid the cost of this service. In many cases, problems can be resolved within the scope of the assistance provided by the EAP. However, if the situation requires help beyond the scope of the EAP, your counselor will work with you to find an affordable solution. If you use any resources outside of the EAP, you will be responsible for any associated fees. The decision to use outside resources is left up to you.

Resources Are Available

Additional information, self-help tools and other resources are available online at www.EAP4YOU.com. Or call us for more information, help, and support. Counselors are available 24 hours a day, seven days a week to provide confidential assistance at no cost to you at 1-800-327-4968 TTY: 1-877-492-7341.

Make the Call!

USPS Employee Assistance Program
1-800-327-4968
(1-800-EAP-4-YOU) TTY: 1-877-492-7341
www.EAP4YOU.com

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