

Employee Assistance

**Southcoast
Hospitals
Group
Employee
Assistance
Program.**

An important
employee
benefit
for you and
your family.

**Employee
Assistance
Program**



SOUTHCOAST
HOSPITALS GROUP

Employee Assistance Program

363 Highland Avenue
Fall River, MA 02720

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New Bedford, MA 02745

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Wareham, MA 02571

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SOUTHCOAST
HOSPITALS GROUP

QUESTIONS & ANSWERS FOR EMPLOYEES

Southcoast Hospitals Group Employee Assistance Program, commonly referred to as EAP, is a confidential resource offered by the employer. The EAP provides assistance with personal problems affecting job performance and other areas of the employee's life. It is available to the employee and his or her immediate family members.

Sponsored by the employer and provided by Southcoast Hospitals Group Employee Assistance Program, the EAP is staffed by professional licensed counselors who can be reached for information or an appointment at 508-679-7171, 508-990-3772, or 888-543-4120.

EAP sessions are scheduled Monday through Friday by appointment. Emergency service is available 24 hours a day, seven days a week.

What types of problems can be addressed by EAP?

EAP provides guidance to employees and their immediate family members who are faced with emotionally difficult life situations. Clients are most frequently seen for situations involving alcohol and/or drug abuse, marital difficulties, financial concerns, parenting issues and stress management. When ignored or left unresolved, these problems may become worse and jeopardize functioning in both the work environment and personal life of the employee.

Why is my employer providing this service?

Employees are a company's greatest asset. Frequently, however, individuals don't know how or where to get help with a problem. The Employee Assistance Program helps the company protect its valuable human resources by assisting employees with personal problems which may impact on job performance.

What about confidentiality?

All appointments that are made are confidential. A supervisor may recommend that an employee seek services from the EAP for personal problems. No information regarding the employee's EAP assessment and counseling sessions will be reported back to the supervisor unless the employee gives written authorization. The program is voluntary and strictly confidential.

What is reported back to my employer?

No names or other identifying information is reported back to the employer. Periodic reports will be given to the employer on the number of employees using the program. Written authorization from the employee is needed if he or she wants the employer notified of progress or if special considerations related to work are needed.

What about work-related problems?

Work-related problems will continue to be handled through existing supervisory channels and organizational policies. EAP is available to deal with those problems that affect job performance and fall outside of the scope of these procedures.

How much does EAP cost me?

There is no charge for an informational phone call, initial assessment visit, and follow-up visits. EAP fees are paid by the employer and offered to the employee and his or her family members as a benefit of employment. Long-term counseling expenses and other treatment and assistance outside of the EAP benefit may be covered by the employee's insurance.