



# EMPLOYEE ORIENTATION

**HelpPeople**<sup>SM</sup>  
*Employee Assistance Program*

# What is the HelpPeople Employee Assistance Program?

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- A benefit sponsored by your employer
- Voluntary
- Free
- Confidential
- Covers all employees and the household members



# SERVICES

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- Counseling Services
  - Assessment – identifying/validating the concern
  - Short-term counseling – Develop an action plan
  - Referral – identify resources, assist in facilitating the referral
- Educational Literature/Website articles
- Wellness workshops
- Critical Incident Stress Management
- Bereavement Sessions
- Crisis/Transition Meetings



# EAP STAFF

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- Masters level counselors with diverse background areas, and various certifications and licenses
- 7 counselors
  - 3 SAP's - Substance Abuse Professionals
- 1 intake counselor who schedules appointments

**A network of EAP affiliates throughout the country, depending on where you are located**

# COMMON REASONS FOR UTILIZATION

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- Marriage / family
  - Single parenting, blended families, eldercare
- Emotional issues
  - Grief, anger
- Alcohol / drugs
- Job / career
- Stress Management

**\*\* Anything that you need support and help for!**



# WHAT HAPPENS WHEN YOU CALL THE EAP?

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- You will speak with an EAP counselor, who will ask for your name, company sponsoring HelpPeople and a telephone number
- You may provide as much or as little information as you wish – all information is confidential
- The EAP counselor will:
  - Schedule an appointment for you at your earliest convenience
  - Provide traveling directions

# OFFICE LOCATIONS & HOURS

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- **Syracuse, NY:** 600 East Genesee St., Suite 325:  
Monday - Friday, 8:30 am – 5:00 pm (*must call*)  
Monday –Thursday, evening appointments (*must call*)
  
  - **Fulton, NY:** 163 S. First St.:  
Wednesday afternoons & evenings (*must call*)  
Thursday evenings (*must call*)
- \* **Employees outside of Central New York will be referred to an EAP who is part of the HelpPeople network**
- \* **An EAP counselor can be accessed for emergency situations 24/7**

# EAP on the Web

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You are invited to access our website at:

[www.crouse.org/helppeople](http://www.crouse.org/helppeople)

Information about HelpPeople, general life issues, health & wellness, and links to other websites.

You may also contact us through the website to schedule appointments using email





# HOW TO REACH US

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**Monday- Friday  
8:30am - 5:00pm**

**315- 470 - 7447**

**or**

**1- 800-777- 6110**

**or**

**[www.crouse.org/helppeople](http://www.crouse.org/helppeople)**

**(HelpPeople website)**

