

EAP

EMPLOYEE ASSISTANCE PROGRAM

For Supervisors and Managers



Licensed therapists at EAP offer consultation, services and support to improve your team's well-being.

EAP provides services to employees of City & County of San Francisco, San Francisco Unified School District, San Francisco Superior Court and San Francisco City College.

EAP therapists can help you:

- Improve work team relationships
- Communicate effectively
- Resolve conflicts between employees
- Manage difficult emotions
- Find more satisfaction in your job
- Support your team during critical incidents

WORKSITE SERVICES

EAP@Work Seminars

EAP can bring the following seminars to your location, following an initial consultation to determine your needs. EAP@Work seminars are approved by DHR for City & County employees to attend during work time.

- Communication and Conflict Resolution
- Stress Management
- Dealing with Difficult People
- Preventing Burnout
- Substance Abuse/Chemical Dependency

Non-Violent Crisis Intervention Training

EAP offers Crisis Prevention Institute's 8-hour on-site training for employees who deal with potentially difficult citizens, clients or customers. This training helps staff recognize when someone is escalating, how to effectively intervene during each stage of escalation as well as get out of dangerous interactions while maintaining safety. Trainings can be hosted at the workplace or at the Wellness Center.

Critical Incident Response

A critical incident is an event stressful enough to overwhelm one's usually effective coping skills affecting

not only the employees involved, but the entire team. EAP counselors are trained in critical incident response and come on-site to help employees discuss the event, provide guidance and resources.

Crisis Response Package

Designed for work groups which experience high levels of sustained stress, this combination of services for supervisors and employees includes Psychological First Aid, Critical Incident Stress Debriefings and follow up Stress/Resiliency Groups for continued coping.

Grief Support

It can be hard to know what to say or do when a coworker passes away. Contact EAP for consultation and resources which can include on-site counseling services.

EAP Orientation

Do your managers, supervisors and employees know what the EAP has to offer? EAP can provide a brief orientation to employees or supervisors about the variety of EAP and Well-being services available. Call EAP to schedule.

CONSULTATION

One-on-One

Confidential consultation is available by phone on an as-needed basis or in person by appointment for issues such as:

- Conflict among coworkers
- Team transitions
- Life stress affecting employee performance
- Substance abuse
- Mental health concerns
- Domestic violence
- Low morale and workplace crisis events

During the consultation an EAP counselor will help identify interventions for successfully resolving your employee and organizational concerns. The goal is to expand your knowledge, increase your confidence and provide support in determining the best approach for your specific situation.

Referring an Employee to EAP

Problems at home can become problems at work, resulting in increased absenteeism, decreased concentration, poor performance and difficult interactions with coworkers or customers. If you are concerned about an employee and want to make a referral, call EAP for a consultation to get the support and guidance you may need.

CONTACT EAP: 1-800-795-2351

Call to schedule an appointment:

1-800-795-2351
9:00am–5:00PM
Monday–Friday

EAP office location:

Health Service System Wellness Center
1145 Market Street, 1st Floor
San Francisco, CA 94103

The EAP office is easily accessible by public transportation. Take BART or MUNI to Civic Center station.

City & County employees may use sick or personal time for EAP counseling. See myhss.org/downloads/wellness/DHR_Encouraging_Wellness_Activities.pdf to review the type of time that can be used by City & County employees for various EAP activities.