Frequently Asked Questions

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Q. When can I call the EAP?
A. You can call 1-800-EAP-4-YOU (1-800-327-4968) anytime, 24 hours a day, 7 days a week. You will always speak to an EAP representative when you call.
For the hearing impaired with TTY equipment, call TTY: 1-877-492-7341.

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The EAP is a nationwide system designed to be available around the clock to help United States Postal Service employees and their families resolve personal problems that affect their health, family, or job.

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Make the Call!

USPS Employee Assistance Program
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CONFIDENTIAL | PERSONAL | PROFESSIONAL
What Is the EAP?

The Postal Service™ EAP is a free, voluntary, and confidential program that offers assessment, referral, short-term counseling, and work/life consultation to postal employees and their families.

The EAP can help you resolve your personal concerns, so you can be your best at work and at home. The EAP is designed to help you identify and resolve personal, family, and workplace concerns. Among other things, the EAP can help you with:

- Work Stress
- Coping with Change
- Family Issues
- Relationship Problems
- Anxiety
- Depression
- Grief/Loss
- Anger Management
- Elder Care
- Financial Concerns
- Parenting Issues
- Substance Abuse

The most valuable assets of the Postal Service are its employees. EAP services provide the opportunity for employees to better balance their work and personal lives, thereby increasing their job satisfaction and productivity.

Confidentiality

All EAP counselors have a minimum of a master’s degree in counseling or social work, as well as clinical experience in dealing with a wide range of personal and workplace concerns. Your privacy is protected by strict federal and state confidentiality laws and regulations and by professional ethical standards for counselors. Information you share with the EAP may not be released to anyone without your prior written consent, except in these situations:

- As required by law (for example, when a person’s emotional condition is a threat to himself, herself, or others; or if child or elder abuse is suspected).
- When a court order is issued upon a showing of good cause.

Here’s How the EAP Works:

Easy Access to Services

Getting help is easy, convenient, and confidential. Just call 1-800-327-4968 (1-800-EAP-4YOU) to speak with an EAP representative at any time, 24 hours a day, 7 days a week, 365 days a year. Crisis counseling is always available to ensure that you get the help you need, when you need it.

Immediate Resources

Whether there is an immediate personal crisis or a need in the workplace, the EAP is ready to provide services to meet your needs. Counselors at the national service center are always available to talk with you by telephone about your concerns, or to help you schedule an appointment with an EAP counselor. The www.EAP4YOU.com website is also available. The website has lots of information on a variety of wellness topics and resources for employees and their families.

Life can present all of us with many challenges, some we expect, and some we don’t. Either way, we can usually work them out. However, sometimes these challenges can affect our personal happiness, family relationships, and work performance. When things get overwhelming, anyone can benefit from seeking professional help.

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Personalized Care

The EAP counselor will help you to:

- Clarify the Problem. The EAP counselor will help you clarify the issue for which you are seeking help. This dialogue ensures that your concern is being addressed.
- Identify Options. Together, you and the counselor will explore alternatives for addressing the problem. EAP counselors provide an objective point of view and can offer suggestions that you may not have considered.
- Develop a Plan. The counselor helps you to develop your own individualized plan. The plan may involve short-term counseling through the EAP or a referral to a helpful resource in the community. Family members may also be included in counseling as part of the action plan for problem resolution. In all cases, the decision of how to handle your concern and manage your life is your choice.

When to Call the EAP

The EAP is not just for crisis situations. It is a life-management tool, designed to help you sort through life’s ups and downs. Call the EAP when you need a new perspective on things or when you need help identifying your options and making informed choices.

You will gain maximum benefit from the EAP service by taking a proactive approach. Address your issues and concerns before they become bigger problems and interfere with your personal or work life.

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Employee Assistance Program (EAP)
Information and Services
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