

An Introduction to the EAP

Princeton Employee Assistance Program (EAP) is a comprehensive service of Penn Medicine Princeton Health offering a wide range of clinical services and programs. As your EAP, we provide **confidential** counseling and referral services to assist individuals in resolving a variety of personal and work-related problems. This benefit is provided to you and the adult members of your household as part of the benefit package offered by your employer, at no additional cost to you.

Princeton EAP has provided high quality EAP services for more than 30 years to employees and employers throughout New Jersey. We look forward to working with you and your workforce.

**Call us toll-free at
1.800.527.0035, or visit
www.princetonhcs.org/eap**



Princeton Employee Assistance Program

Clock Building
1000 Herrontown Road
Princeton, NJ 08540

1.800.527.0035
princetonhcs.org/eap



Penn Medicine Princeton Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, servicios gratuitos de asistencia del lenguaje están disponibles para usted. Llame al 1-609-853-7490.

请注意: 如果您讲中文, 您可以免费获得语言协助服务。请致电 1-609-853-7490。

Princeton Employee Assistance Program

Employee Assistance Program



Everyone faces difficult challenges from time to time.

When you run into a situation that you don't know how to manage, or it seems there are so many issues that you feel overwhelmed, what do you do?

About The Employee Assistance Program

EAP is an employer-sponsored counseling and referral program available to you and adult household members free of charge. It is designed to assist people who are experiencing personal, family or work related issues. We offer assistance so you can make the best decisions and choices. Our service is voluntary, **confidential** and personalized to each individual's needs and situation.

Providing counseling for employees who are managing difficult situations helps improve employee morale and performance and reduce absenteeism.

How We Can Help

Princeton EAP professional counselors will help you sort out the issues and develop a treatment plan so you can resolve the problems you are facing. If a referral to other services is indicated, the EAP Counselor will be available to assist you until the referral has been completed.

We Respect Your Privacy

Voluntary interactions with Princeton Employee Assistance Program are completely **confidential**. The EAP is legally required, however, to report cases of child abuse, elder abuse or instances when a person may be a threat to his or someone else's safety.

Program Concerns

You can speak with us about a wide range of problems and concerns, including but not limited to:

- Anxiety
- Depression
- Substance abuse
- Legal and financial concerns
- Family and relationship issues
- Sexual issues
- Stress
- Work-related stressors
- Work performance difficulties
- Parenting

Conflict Mediation Services

Conflict impacts organizations in a multitude of ways, all of them costly in terms of morale and productivity. Princeton EAP offers the following services to address conflict in the workplace.

- 1. Cost of Conflict Calculator**-Learn about the concrete cost of conflict within the organization with this online conflict calculator.
- 2. Third Party Resolution**-This is available to organizations that are clients of Princeton EAP. This service is used when conflict is negatively impacting the business. A certified conflict mediator will conduct sessions to help employees resolve the conflict.
- 3. Conflict Dynamics Profile**-This is an online instrument administered to a leader within an organization. A certified conflict mediator will meet with the leader to discuss results of the assessment and explore strengths and opportunities for development. Your Employee Assistance Program is a great place to turn to for help to speak with an objective professional when personal difficulties are complicating your life.



Additional Services

Management Consultations

Managers and supervisors often find themselves facing new challenges in their roles as leaders. Princeton EAP can provide training and guidance for managers and supervisors on how to effectively use the EAP as a management tool to help a troubled employee. Consultations are available for any situation a supervisor, manager or HR representative may encounter in the workplace.

Traumatic/Critical Incidents

EAP provides Critical Incident Responses (CIRs) to help employees who have been involved in any traumatic or critical situation. Examples of a critical or traumatic incident may include a hostage situation, a suicide, or a natural disaster.

Counseling at Your Fingertips!

Program staff is available Monday - Friday 8:30 a.m. until 5 p.m. to answer your call or schedule an appointment. **Twenty-four hour service** is also available for crisis/emergent situations. Professional help for you or your adult household members is as close as your phone. The toll free number is **1.800.527.0035**.

For more information, call Princeton Employee Assistance Program at 1.800.527.0035 or visit www.princetonhcs.org/eap.
