



# Employee Assistance Program

*Navigating life's transitions*

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*Office of Research Services  
Division of Occupational Health and Safety*

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## *Getting to know the* EMPLOYEE ASSISTANCE PROGRAM

### Free and Confidential Services

As one of the nation’s premier health research agencies, the National Institutes of Health (NIH) is committed to improving the health of our citizens. Consistent with this mission, NIH is dedicated to fostering the wellness of its employees. NIH provides its workforce with a full service Employee Assistance Program (EAP), staffed by professionals with licensure and certification in workplace wellness and behavioral health. EAP is free to all members of the NIH workforce and their immediate family members.

EAP provides personalized consultation, short-term counseling, referral and follow-up services to enhance personal and professional wellbeing. EAP is an ideal first stop for access to the vast resources of the NIH and the outside community. We also offer training and support to workgroups to address issues that impact the work environment. EAP services are strictly confidential.

*This brochure contains examples of client scenarios at EAP. Due to our strict confidentiality policy, these examples are not derived from information shared with us by actual EAP clients.*



*I generally like my [NIH] job and my coworkers. I was conflicted because I felt it was time to move on to new challenges.*

*At EAP we confidentially discussed my current position, my strengths and career goals, as well as how to navigate a work conflict...*

*The EAP Consultant helped me identify communication strategies to improve my current job situation while also taking initiative to explore other options.*

*I'm now more satisfied in my current job and see other possibilities that weren't clear before.*

## WORKING EFFECTIVELY

### *Give your career a boost*

Are you seeking more satisfaction in your work? Perhaps you could be better organized, more focused and productive. EAP can partner with you to target the most effective strategies for change, help you develop a plan and provide support to reach and sustain your career goals, ultimately increasing work satisfaction.

#### **We provide consultation on issues including:**

- ✓ Assertiveness Skills
- ✓ Being a New Manager
- ✓ Career Transition
- ✓ Communication Strategies
- ✓ Managing Conflict
- ✓ Return to Work
- ✓ Time Management
- ✓ Workplace Etiquette

*I am so lucky to still have my mother, but now she needs more help than I can give.*

*My work life is taking more and more of my time and energy, and I don't want that to impact my family or marriage.*

*The EAP Consultant listened and helped me establish a starting point for change.*

*Consulting with EAP allowed me to recognize and establish healthier boundaries between my work and family life.*

### ***Life can pull you in many directions***

Your wellbeing, health and happiness depend on balancing your responsibilities at work and at home. Improving your work/life balance can be a challenge as issues can occur unexpectedly and generate added stress in your life. EAP can provide strategies and resources to help you define priorities, improve assertiveness skills, make tough decisions and identify personal goals that can enhance the balance in your life.

#### **We provide consultation on work/life issues including:**

- ✓ Assertiveness Skills
- ✓ Caregiver Issues
- ✓ Family and Significant Relationships
- ✓ Financial Stress
- ✓ Parenting
- ✓ Stress Management
- ✓ Time Management

*I called EAP when I had a lot on my plate as a supervisor and wanted to discuss a workplace issue.*

*I've found it difficult to clarify my needs to a particular employee, who is very talented but has not seemed responsive to my previous efforts.*

*The EAP Consultant helped me outline and apply strategies to manage this situation, as well as give me techniques to maintain focus while juggling my various supervisory roles.*

### ***EAP has tools for supervisors***

EAP is a resource for supervisors to enhance management skills, strengthen the workforce, increase worker productivity and promote workplace safety. As a supervisor you may become concerned with changes in an employee's performance or conduct that could be related to personal or professional challenges. Take advantage of EAP's services to increase your staff's productivity, enthusiasm and wellbeing.

#### **EAP provides supervisory consultation on issues including:**

- ✓ Absenteeism
- ✓ Conduct
- ✓ Employee and Supervisory Workshops
- ✓ Loss of an Employee
- ✓ Morale
- ✓ Organizational Change
- ✓ Presenteeism
- ✓ Productivity
- ✓ Reorganization
- ✓ Work Performance
- ✓ Workplace Conflict
- ✓ Workplace Violence/Trauma

*I was contemplating whether to go to graduate or medical school.*

*The EAP Consultant helped me explore and prioritize the numerous factors involved, without ever telling me what I should do.*

*The Consultant served as a valuable sounding board and an objective advisor, aiding me in drawing my own conclusions.*

*With EAP's assistance I came to a decision I'm comfortable with.  
I already have the wheels in motion!*

## LIFE'S TRANSITIONS

### ***EAP helps you navigate life's transitions***

Adapting to transition is a normal part of life. Change has become so rapid today that navigating personal or work-related transitions can be increasingly complex. Rapid change naturally increases anxiety and stress. EAP Consultants are here to assist you in working through challenging circumstances and emotions at any stage of your professional or personal life.

#### **EAP provides consultation on a variety of transitions including:**

- ✓ Career Transition
- ✓ Family Transitions (birth, marriage, school, work)
- ✓ Grief and Loss
- ✓ Human Development and Aging
- ✓ Relocation Stress
- ✓ Retirement-Life Planning

*My work life was on track, but I had some questions about a sensitive situation at home.*

*I'd begun to suspect that my husband's behavior was adversely impacting our relationship, his health, job performance, and our family's financial wellbeing.*

*EAP provided a confidential and supportive environment to discuss my concerns and strategize a plan for our family to stay well.*

## HEALTH AND WELLNESS

### *There are many dimensions to a healthier you*

We all possess an abundance of personal and professional potential waiting to be unleashed. EAP takes a holistic view of the individual, helping you to examine lifestyle choices so you can maximize your physical, emotional and occupational wellbeing. Our Consultants collaborate with you to establish a commitment toward change, set specific goals and suggest appropriate resources to meet your needs.

#### **We provide consultation on issues including:**

- ✓ Addictions (chemical and behavioral)
- ✓ Assertiveness and Communication Skills
- ✓ Financial Wellness
- ✓ Mental Health
- ✓ Motivation Enhancement
- ✓ Personal Etiquette
- ✓ Self Care
- ✓ Stress Management

## Resources

**Critical situations often involve timely intervention by multiple NIH offices. If an emergency involves imminent risk to you or someone else call 911 immediately.**

EMERGENCY ON NIH MAIN CAMPUS	
From Office Phone	911
From Mobile Phone	301-496-9911
TTY	301-496-0063
EMERGENCY OFF MAIN CAMPUS	
From Office Phone	9 + 911
From Mobile Phone	911
NON-EMERGENCY ON MAIN NIH CAMPUS	
Employee and Labor Relations	(301) 402-9203
Fire and Rescue	(301) 496-2372
NIH CIVIL (workplace violence prevention program)	(301) 402-4845
Occupational Medical Service	(301) 496-4411
Occupational Health and Safety	(301) 496-2960
Police	(301) 496-5685
Radiation Safety	(301) 496-5774
<b>NIH RADIO:</b> 1660 AM within 5 mi. of campus or <a href="https://dttts.ors.od.nih.gov/radio.htm">dttts.ors.od.nih.gov/radio.htm</a>	
<b>Highway Advisory Radio (Emergency Warning Systems)</b>	

## *Immediate attention is available*

A crisis can occur unexpectedly and have a traumatic impact on our lives. The EAP Consultants have specialized training to provide timely individual and group support appropriate to the specific situation.

EAP provides a full range of onsite crisis intervention services to support workgroups impacted by traumatic events. Our Consultants educate affected workers on normal reactions to trauma, promote resilience strategies, and offer referral and follow-up services to persons needing additional support. If your workgroup has been impacted by a critical incident, early intervention is a key to maintaining wellbeing and productivity. EAP offers comprehensive support to help individuals and organizations move effectively through crisis situations. We provide the resources you need to protect against the unexpected.

### **We provide consultation on issues such as:**

- ✓ Bullying
- ✓ Death of a Coworker
- ✓ Domestic Violence Prevention
- ✓ Larger Scale Tragedies
- ✓ Organizational Change
- ✓ Problematic Termination
- ✓ Suicide Prevention
- ✓ Threatening Behaviors
- ✓ Workplace Violence Prevention





*We found your workshop very informative and useful for our day to day operations. I've passed on your information to other supervisors to let them know what an outstanding training session we had.*

– NIH Supervisor

*I appreciate what you offered to our group. Very practical and helpful.*

– NIH Supervisor

*The presenter from EAP was very knowledgeable. Many thanks!*

– NIH Employee

## WORKSHOPS

### *Free workshops for employees and managers*

EAP workshops are designed to educate and inspire workgroups to create a healthier, safer and more productive workplace. EAP is available, with prior notice, to provide orientation, specific training and hands-on workshops to the NIH community. Take advantage of this free service to NIH by contacting the EAP to discuss your training needs.

#### **Training topics include:**

- ✓ EAP Orientation
- ✓ Emotional Intelligence
- ✓ Interpersonal Dynamics at Work
- ✓ Organizational Transition
- ✓ Retirement-Life Planning
- ✓ Stress Management
- ✓ Supervisory Workshop (that meets OPM/HHS mandatory supervisory training requirements)
- ✓ Work/Life Balance
- ✓ Workplace Communication
- ✓ Workplace Etiquette

## Frequently asked questions

### What is the Employee Assistance Program (EAP)?

EAP provides professional consultation, short-term counseling, referral and follow-up services to enhance personal and professional wellbeing. Clients of the EAP are eligible for up to six counseling sessions per issue. We also offer training and support to workgroups to address issues that impact the work environment.

### Who may use the program?

All members of the NIH workforce and their immediate family members may use the program whenever they are experiencing personal and/or work-related difficulties. All NIH employees and trainees are eligible for the full range of EAP services; onsite NIH contractors may be seen only for an initial visit in order to stabilize a situation and offer referrals. Supervisors and managers may also seek the guidance of a Consultant to determine the appropriateness of referring employees who might be experiencing work performance and conduct changes due to personal issues, as well as to discuss onsite workgroup support or training options.

### What distinguishes the EAP from other NIH support resources?

Staffed exclusively by licensed mental health professionals, the EAP is the only NIH office designated by HHS to provide professional clinical services to members of the NIH workforce who may be experiencing a situation which impacts their wellbeing or productivity. NIH EAP staff is therefore uniquely qualified to provide comprehensive assessment, mental health screening, crisis intervention and short-term counseling.

### What does it cost?

The EAP is a pre-paid benefit. There is no cost for EAP services to the NIH workforce or their immediate family members. Using EAP counseling, consultation or training services can result in significant cost savings when compared to costs of similar services in the community; EAP is an ideal first stop for employees considering use of their mental health insurance. If care beyond the EAP is indicated, EAP Consultants work closely with our clients to provide referrals that are covered by health insurance or otherwise within a client's financial means.

### How can I learn more about the EAP Staff?

Our diverse staff holds professional licensure and certification in behavioral health and workplace dynamics, possessing the training and experience to assist you at any stage of your career or professional life.

Learn more about our staff by visiting the 'EAP Consultants' page of our website at <http://www.ors.od.nih.gov/sr/dohs/EAP>.

### If I am unable to come to your office, do you provide services by phone?

Yes, while face-to-face consultation is often recommended, we do offer telephone consultation services as a convenient alternative for employees. These services are by appointment and are structured to parallel our face-to-face sessions as closely as possible.

### How do I request an EAP workshop for my department or workgroup?

NIH supervisors or department representatives may contact our office by phone or complete the online request form on the 'Workshops' page of the EAP website to request a workshop.

### Can you conduct EAP Workshops for workgroups via video conferencing?

Yes, we often provide this service to NIH workgroups by conducting workshops from a meeting space within your particular Institute or Center that has the capability to broadcast to employees in other work locations. Please contact our office or visit our website to explore workshop and training options.

### Are EAP services REALLY confidential?

Yes! Confidentiality is a cornerstone of our service. No information about your involvement with EAP can be released outside of the EAP office without your written consent, except in cases involving imminent safety risks or as otherwise required by law.

### How do I contact the EAP?

For appointments, assistance or additional information call (301) 496-3164.

## **EMPLOYEE ASSISTANCE PROGRAM AT THE NATIONAL INSTITUTES OF HEALTH**

The EAP is staffed by social workers and professional consultants who have graduate degrees and licenses, as well as certification in the field of employee assistance. All staff members have extensive experience, receive continuous professional supervision, and regularly participate in continuing education and training. We are guided by the codes of professional conduct and standards established by The Employee Assistance Professionals Association (EAPA).

We provide services to NIH employees at the following locations:

Baltimore, MD	Bethesda, MD
Frederick, MD	Gaithersburg, MD
Hamilton, MT	Rockville, MD

### **CONTACT US**

For appointments, assistance or additional information:  
Phone: (301) 496-3164

### **ADDRESS**

Office of Research Services  
Division of Occupational Health and Safety  
NIH Employee Assistance Program  
Building 31, Room B2B57  
9000 Rockville Pike  
Bethesda, MD 20892  
Fax: (301) 496-3845

### **ONLINE**

<http://www.ors.od.nih.gov/sr/dohs/EAP>

### **HOURS OF OPERATION**

Monday through Thursday: 8:00 AM to 5:00 PM  
Friday: 7:30 AM to 4:00 PM

