

Complete Confidentiality

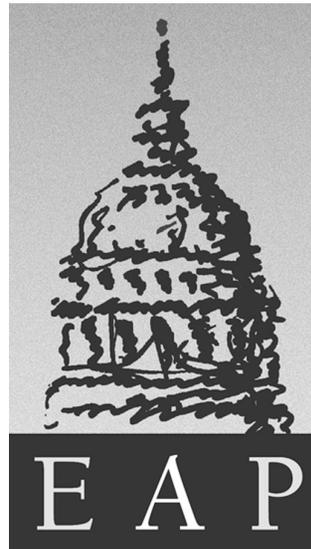
According to the California state law, excluding a situation of imminent danger or child abuse, or unless a Release of Information is signed by you, the EAP will not acknowledge or release any information regarding any services received at the EAP.

Call to schedule a meeting:

1-800-795-2351

Monday-Friday

8:00 AM - 5:00 PM



Employee Assistance Program

Health Service System

1145 Market Street, Suite 200
San Francisco, CA 94103

Toll-free 1-800-795-2351

Fax: (415) 554-1717

Employee Assistance Program

Helps you resolve problems that negatively impact your personal or working life.

For City & County of San Francisco employees, their family members and their significant others.



City & County of San Francisco

How EAP Works

The Employee Assistance Program (EAP) can help you identify the causes of your problem and determine the strategy for its resolution. The EAP offers solution-focused brief counseling that can help you clarify your issues, set specific goals to address them, and determine the best strategy for resolving them.

Your first appointment with an EAP Counselor usually takes place within 48 hours. After a discussion of your concerns, your counselor will help you to identify your most serious issues and make a plan of action to help you resolve your problems. Longer-term counseling and targeted referrals may be recommended.

All contact with the EAP is voluntary and confidential.



There are times in everyone's life when a single event or pent-up frustrations will lead to a negative effect at home, at work, or in social situations. During these times, we may need help in understanding our problems and finding solutions. The EAP, available to any employee of the City & County of San Francisco, their family members and significant others, helps you resolve the problems that may negatively impact your personal or working life.

Early Warning Signs

Difficulty coping with certain changes and challenges can affect us adversely in various ways. The following are some typical early warning signs:

- Increased Stress
- Physical Symptoms
- Changes in Eating or Sleeping
- Conflicts in Relationships
- Increased use of Alcohol or Drugs
- Increased Anger
- Difficulty in Concentrating
- Mood Changes



Resource for Managers and Supervisors

Managers and supervisors can call the EAP for consultation on a variety of workplace issues impacting employees. The EAP works with supervisors, managers, workteams and departments on issues that include crisis intervention, debriefing critical incidents, workplace violence prevention, and mediating disputes/resolving conflicts between employees. EAP services include individual and organizational consultations, meeting and group facilitation, and customized training. Call for details.

Group Sessions and Workshops Available

Group sessions and workshops are also available at the EAP office or upon request at the worksite.



Frequently requested topics include:

- Anger Management
- Stress Management
- Parenting
- Separation and Divorce
- Balancing Work and Family
- Dealing with Difficult People
- Change Management
- Nonviolent Crisis Intervention

Additional Tools Available

The EAP resource library has books, magazines, videotapes, articles and multimedia training packages on a wide range of personal and work-related topics. It also has other useful information such as directories for finding community agencies, professional services and self-help groups.

No Cost

Services received directly from the EAP are free. If additional help is needed, you will be referred to treatment resources through your health plan and/or within your community. Such services are either covered by your benefit plan or are selected according to your specific needs and ability to pay.