

WHAT ABOUT RESOURCES OTHER THAN COUNSELING?

The EAP has a variety of professionals available to help you free yourself from personal worries at work. Locating child care resources, help for elders and convenience services are all examples of how the EAP can assist you with work-life balance issues. The EAP also provides wellness publications for you and your loved ones.

WHAT DOES THE EAP COST?

There is no charge for services provided by the EAP, which provides short-term counseling, research, consultation and referral services for you and your household members. When necessary, you may be referred to services that go beyond the scope of the EAP. Charges for services outside the EAP are your responsibility. In some cases, however, your health insurance may cover a portion of the cost of the services you require.

HOW CONFIDENTIAL IS THE EAP?

No information, including your name, can be released to Harvard or anyone else, without your written consent. The only exceptions are those required by law such as the duty of counselors to warn someone of a serious death threat or the mandated reporting of child and elder abuse.



Harvard's Employee Assistance Program

EAP

Harvard makes an EAP available to its faculty and staff to support their health and wellbeing. The program offers confidential short-term counseling, resources, consultation, and referrals for emotional and work-life balance issues.



KGA, Inc.
1-877-EAP-HARV (1-877-327-4278)
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WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM (EAP)?

An EAP is a confidential program designed to help you with your personal or workplace issues. The services offered under Harvard's employee assistance program are provided by KGA to help you find an early resolution for your concerns.

WHAT KINDS OF ISSUES ARE ADDRESSED BY THE EAP?

The EAP will help with almost any personal concern. Any problem that might distract you at work would be appropriate for the EAP. The most common issues brought to the EAP are:

- **Stress management concerns**
- **Emotional issues**
- **Depression, anxiety and panic attacks**
- **Grief or loss**
- **Relationship problems**
- **Family problems**
- **Drug, alcohol and gambling problems**
- **Eating disorders**
- **Domestic violence**
- **Job stress**
- **Career concerns**
- **Child care needs**
- **Elder care resources**
- **Legal issues**
- **Financial concerns**
- **Nutritional questions**
- **Work-life balance issues**

TYPES OF SERVICES INCLUDED IN THE EAP

Stress Reduction Assessment of stress, burnout and mental health issues

Crisis Counseling Immediate intervention including suicide and violence prevention

Short-term Counseling Problem solving for all types of issues

Career Assessment Interest testing and career exploration services

Child Care Resources Research and referral for all types of child care needs

Elder/Adult Care Resources Research and referral to meet the needs of elders and other adults

Legal Assistance Legal consultation and/or referral for most legal issues

Financial Consultation Help with money management for most financial concerns

Nutrition Consultation Telephone consultation with nutritionists and dieticians

Work-life Resources Research and referral to convenience services to help with balancing work and personal life

WHAT HAPPENS WHEN I CALL THE EAP?

Accessing the EAP is easy. Simply call the EAP at 1-877-EAP-HARV (1-877-327-4278). A counselor will be available to speak to you 24 hours a day, 7 days a week. The EAP counselor will gather some information, evaluate your needs, and suggest a possible plan of action. All you have to do is make the first call.

WHAT HAPPENS NEXT?

The next step will depend on your unique situation. If you are calling about an emotional or family issue, the EAP counselor will offer a consultation, face-to-face meeting or phone counseling. This will give you a private opportunity to talk about your concerns in depth. If face-to-face counseling is agreed upon, this meeting will take place at a convenient, private office within thirty minutes of your home or place of work.

WHAT IF I NEED ADDITIONAL COUNSELING?

The EAP provides short-term counseling, useful for helping you resolve many types of personal problems. In some cases, more in-depth counseling, support groups, self-help programs, or other resources may be necessary. The EAP counselor will help you find the right resources to address your specific problem and will refer you to helpful services beyond the EAP.