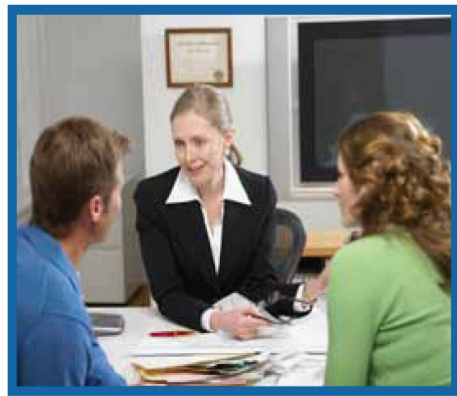


State of
New Hampshire

Employee Assistance Program



User's Guide

What Kind Of Issues Does The EAP Help With?

The EAP can provide help with a wide range of concerns from the simple request for information to dealing with issues such as:

- Emotional
- Financial
- Marriage and family
- Health management
- Legal
- Job stress
- Addictions
- Alcohol abuse
- Drug dependence
- Gambling difficulties
- Eating disorders



How Do You Know If You Have A Problem?

One indicator of a problem is how you feel. You may need help if you:

- spend a lot of energy denying a problem... or hoping it will go away.
- feel preoccupied with a problem.
- fail repeatedly in your efforts to solve a problem by yourself.
- get tired or sick as a result of a problem.
- feel unhappy most of the time.
- experience problems with family or friends.
- experience frequent mood swings.

Your work performance provides other clues that you may need help, for example, if you:

- are often late or absent.
- need more time than usual to start and finish tasks.

- have a hard time concentrating on your work.
- make a lot of mistakes.
- miss deadlines.
- have frequent accidents.
- withdraw from or avoid co-workers.

How Do You Use The EAP?

Appointments may be made with the Employee Assistance Program by calling 271-4336 or 1-800-852-3345, ext. 4336. In the event that there is no one available in the EAP office at the time, you may leave your name and phone number on the answering machine and your call will be returned as soon as possible. In an effort to ensure confidentiality, an EAP



representative will not leave a message if you are unavailable when s/he returns your call. In that case, if a period of time goes by please call again. Efforts will be made to schedule appointments at a time and place mutually agreed upon by you and the EAP counselor.

You and the counselor will develop a plan to address your concerns, which may include meeting again for further discussion or a referral to an appropriate community resource.

Three hours of service per year is available to you during your workday without using leave time. The use of this leave must be coordinated with your supervisor prior to

your meeting with the EAP counselor. However, you are NOT required to give the reason for the appointment.

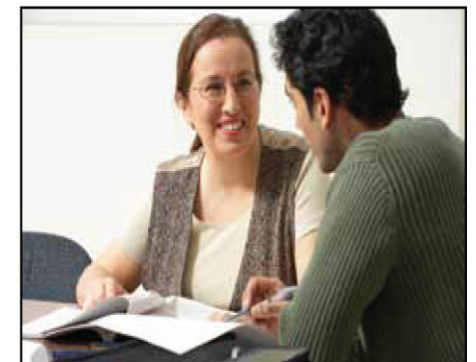
Authorized use of annual, sick or bonus leave may also be utilized for EAP services. EAP staff will meet you before or after work or during your lunch break.

Participation in the EAP, or with any referral resource, is completely voluntary.

What Kind Of Help Is Available?

The EAP can link you with resources such as:

- alcohol and drug abuse counselors or treatment programs
- career or retirement counselors
- clergy
- community mental health centers
- family services agencies
- financial counselors and credit counseling bureaus
- human service departments: federal, state or county
- marriage counselors
- legal services
- psychologists
- social workers
- 12-step groups and self-help groups
- support groups
- other community services



Referrals

You can be referred to the EAP in the following ways:

Self-Referral:

You contact the office if you are experiencing a concern that you want to discuss.

Supervisory Referral:

Your immediate supervisor may suggest that you contact EAP as a result of job performance or attendance issues.

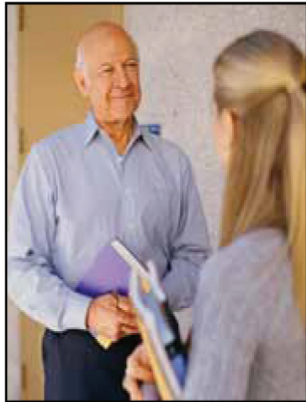
Family Member Referral:

You may refer a family member to the EAP for a problem s/he has which is affecting your job performance or personal well-being. The term “family” is loosely defined to include anyone significant to you living in your home. When a family member chooses to use the program, s/he must call the office for an appointment.

SEA Referral:

Referrals to the EAP may be made in the course of your work with the SEA to help you deal with a problem that is related to your employment. Although the EAP does not get involved with grievance issues or disciplinary actions, your SEA representative may feel that a meeting with the EAP would be helpful to your well-being.

Only with your permission can the EAP staff inform anyone if an appointment was kept by you. However, that information, or any information regarding you, may only be released when you sign an “authorization to release information” form.



What Is The EAP?

The EAP is the Employee Assistance Program, a confidential and voluntary program to help you deal with problems that may be affecting your job performance and/or personal well-being.

The services of the EAP are also available to families of employees.

The EAP is designed to help you:

- IDENTIFY** problems that may be interfering with your ability to do your job or interfering with your personal life.
- RESOLVE** the issues that you identify.
- IMPROVE** your ability to carry out your job or improve your sense of well-being.

What About Confidentiality?

Guidelines regarding the confidentiality of and participation in the EAP are defined by federal regulation (42 CFR Part II). These guidelines will be adhered to by the EAP staff.

All records kept in the EAP office are protected under NH RSA 91-A:5 (exemptions from the New Hampshire “Right to Know” Law). Only the EAP staff has access to these files.

No information, either verbal or written, will be released to anyone by the EAP staff without



your consent. A release of information form listing the specific information to be given, and to whom it is to be given, must be filled out if you wish details held by the EAP to be shared.

Nothing you discuss with the EAP staff will ever be placed in your personnel file.

How Can The EAP Help You?

The primary goal of an EAP is to maintain an employee’s ability to be fully productive in the workplace by offering a wide range of services.

The EAP counselor can help you to identify problems and make referrals to resources that offer appropriate services, treatment or help that you need.

The EAP counselor may continue communication with you as you take steps to alleviate the problem.

When you accept a referral to a community service you are encouraged to make arrangements that do not conflict with your work schedule. Making arrangements for taking leave from work is your responsibility.

How Much Does It Cost To Use The EAP?

There is no fee for using the Employee Assistance Program.

Employees participating in the EAP retain the same rights as all other employees regarding such benefits as sick leave, unpaid leave, disability insurance, and health insurance coverage according to personnel policies established by the State of New Hampshire.

The EAP counselor will review insurance coverage, payment obligations and alternate resources with you for any services provided outside of the program.

The Employee Assistance Program Is:

**VOLUNTARY
CONFIDENTIAL**

FREE

**AVAILABLE TO YOU
AND TO YOUR FAMILY**

**WILL TRAVEL TO MEET
WITH YOU**

**If You Have Other
Questions About The EAP
Please Call:**

603-271-4336

OR

1-800-852-3345, ext. 4336



**Employee Assistance Program
Hugh Gallen State Office Complex
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