

## Cost

There is no cost for services provided by the Employee Assistance Program. Any costs for other resources will be your responsibility. Depending on the benefit option you have chosen with the state's medical plan, both your coverage and the steps to get help can be quite different. Your EAP counselor will provide information regarding your insurance coverage and procedures for obtaining services.

## University Policy

The University has a long-standing commitment to helping all employees perform more effectively. We recognize that any of our employees can develop non-job-related problems that may seriously impair work performance, health and well-being.

It is the Office of Human Resources' policy to assure that employees who experience problems that affect their work performance or well-being will be offered assistance through the Employee Assistance Program. It will be the employee's decision, however, whether to seek the services offered by the EAP.

The policy further assures the employee that participation in the program will remain confidential, and that job security and opportunities for promotion will not be affected by a request for assistance.

*Susan Criscenzo*  
*EAP Representative*  
1101 Weaver Dairy Road  
Suite 101-1  
Chapel Hill, NC 27514  
**919.929.2362**

*For additional information  
or a request for assistance contact:*

Employee Services  
Office of Human Resources  
104 Airport Drive, CB# 1045  
Chapel Hill, NC 27599-1045  
**919.962.1483**

# Employee Assistance Program

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*A confidential service  
for employees and management*  
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**919.929.2362**



THE UNIVERSITY  
of NORTH CAROLINA  
at CHAPEL HILL

## ***What is the Employee Assistance Program?***

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As employees, we are the University's most valuable resource. When we are working at our best, the University is operating at its best.

Coping with a problem is a normal part of life. All of us have experienced personal problems that cause us to feel uncomfortable. Usually, with the help of family and friends, we are able to resolve these problems before they have a serious impact on our lives.

However, there may be a time when you feel that a problem is getting the best of you. You may be feeling pressure at home and at work. At a time like this, your Employee Assistance Program (EAP) is available to lend you a helping hand.

The EAP is a confidential service designed to help you resolve your personal problems before they disrupt your personal or work life.

## ***Confidentiality***

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Above all, the University respects and wants to maintain the privacy of employees who are trying to handle personal problems and situations. To this end, the Office of Human Resources assures the strict confidentiality of employee contacts with the EAP counselor. Any information discussed and evaluated will be done so as to guarantee the confidentiality of all employees using this service.

## ***Assessment***

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The time you spend with the EAP counselor is called an assessment. The purpose of this meeting is to determine the nature of your concerns and to help identify solutions.

Working together, you and the EAP counselor will explore ways to resolve your concerns. At times it may be necessary for you to seek additional assistance from another resource. Your EAP counselor is knowledgeable about resources both inside the University and in your community. Your EAP is committed to putting you in touch with the professionals that can provide services to meet your special needs. Every effort will be made to provide you with quality service.

## ***Problems Covered***

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The EAP provides assistance for a wide variety of personal concerns. This service seeks to help employees define problems and identifies problem-solving resources. As a part of the service, it may be important for employees to understand governing policies, procedures and benefits. The EAP counselor can help you by providing clarity to such issues. An employee may seek help because of problems such as family tension, mental illness, personal or job-related stress, substance abuse, financial worries, illness or grief.

## ***Self-Referral***

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Employees and their family members are encouraged to use the EAP service through their own initiative

whenever the need arises. If you or a member of your family is experiencing a personal problem, we want to help. Simply call the EAP representative given in this brochure.

## ***Supervisory Referral***

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Sometimes you may not be the first person to recognize the seriousness of your problem or how it may be affecting your work. Your supervisor may notice that a problem exists by observing such things as declining job performance, increased absenteeism, or changes in work habits.

When your work is affected, your supervisor must talk with you about work issues. Your supervisor may encourage you to use the EAP services to help you handle the personal concerns. If a disciplinary action is taken, the referral to the EAP will be a supervisory referral.

## ***Leave***

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Your department will authorize the necessary leave time for your initial EAP visit. You will need your supervisor's approval to schedule leave time from work. However, you do not have to discuss your personal problems with your supervisor.

Some employees prefer not to let anyone know that they intend to use the EAP service. In this case, you will need to take annual leave, sick leave, or make other arrangements.