WILL I HAVE TO COME MORE THAN ONCE?

That will be determined jointly by you and your counselor during your initial meeting. Some people see their counselor just once; others may have some work to do and will be back a few times over a month or two. That's the benefit of solution-focused brief therapy!

DOES MY EMPLOYER KNOW IF I HAVE GONE TO *E A S*?

Unless you sign a Release of Information form, your employer will not know from EAS that you have been to see us. EAS is a confidential service provided to you and approximately 7,000 other employees throughout the tri-county area.

CAN I USE *E A S* MORE THAN ONCE?

The decision is made between you and your counselor as to how many meetings you will have. You may return to EAS regarding the same or a different issue within the same calendar year and you'll be seen up to 4 sessions for each different issue. It's not like many medical benefits where you are limited to a finite number of visits per year.

WILL I EVER HEAR FROM *E A S*?

In order to assure quality care, we send a survey to many of the clients we see during the calendar year. This is random, confidential and is coded to help us identify the employer as well as the counselor who delivered the service. You are not identified on the response sheet. This will assure you and your family of confidential, continuous, quality care. Otherwise, we do not contact you without your prior permission.

EAS will help you get past the roadblocks to better communication with family members, uncover answers to struggles you've faced in your home or work relationships, can help you discover a financial plan that works for you, and show you how to take the best steps toward helping a spouse or a family member caught in the revolving door of alcoholism or drug addiction. If you are depressed, we help you find the cause and help you regain the energy and the excitement that you once had for life. **No struggle you face is larger than our mission to serve you.**

We hope this brochure has answered some of your questions. If you would like to find out more... just contact us:

Phone: 563-8293 -or- 1-800-724-0747
Fax: 563-9958
Website: www.bhsn.org
Email: bblack@bhsn.org

Employee Assistance Services
22 U S Oval - Suite 218
Plattsburgh, NY 12903

with satellite offices in Malone, on Paul Smith's College campus, Saranac Lake & Westport

HOW TO USE

ONE OF YOUR EMPLOYEE BENEFITS

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a program component of
BEHAVIORAL HEALTH SERVICES NORTH
a United Way Agency serving our community since 1874
www.bhsn.org

WHAT IS *E A S* ALL ABOUT?

EAS is an Employee Assistance Program which is a short-term counseling service now offered to you and all of your household members FREE OF CHARGE because your employer has decided to offer this benefit to employees.

EAS is staffed by Masters-degreed counselors who help you with practically any human problem such as marital difficulties, financial/legal issues, problems with family/children, alcohol/substance abuse, stress, depression, anxiety or problems at work.

HOW DO I ACCESS *E A S*?

The first step is to pick up the phone and give us a call whenever something at home or at work is on your mind which is affecting your life. Remember, this benefit is CONFIDENTIAL - **you do not have to ask anyone permission to use this benefit.** Call us at 563-8293 or, if we are outside your local dialing area, you can call us at 1-800-724-0747.

WHO IS ON STAFF?

During regular business hours you most likely will hear the voice of our Office Manager, Deborah Boswell. she will be able to schedule an appointment with one of our counselors for you.

Our licensed clinicians are Andrea Johnston (LCSW-R), Laura Holzer (CEAP, LMHC), Lisa Allen (LCSW) and Kelly Ecker (LCSW-R). They each have a broad spectrum of clinical experience in family dynamics including play therapy with young children and DBT skill training. Laura and Kelly are also nationally qualified Substance Abuse Professionals under D.O.T. Regulations.

Our Program Director is Bonnie Black (MALS), known to many as the "on-site trainer" and is a certified *Intrinsic Coach,* providing organizations a healthier approach to growth. She administers EAS as well as markets the program to potential businesses and organizations throughout the tri-county area. She also is a guest speaker/educator on a variety of mental health issues throughout the North country, on college campuses and in schools.

If you have a question about our services or aren't sure if your situation warrants an appointment, we can talk on the phone and either schedule an in-person appointment or guide you to a resource in your region which may serve you well.

HOW DO I CONTACT *E A S*?

Most people give us a call at 563-8293 or at our toll-free number (1-800-724-0747). When you or a family member calls during regular business hours, your call will be taken by Deborah, our Office Manager. Give her your name, employer, whether you want to be seen in Plattsburgh or one of our other sites (Malone, Paul Smith's College campus, Saranac Lake or Westport). She will offer you an appointment within 72 hours, but if that doesn't meet with your schedule, she'll work with you until our calendars match!

WHAT HAPPENS IF I CALL "AFTER HOURS?"

EAS is available every hour of every day through our 24 hour answering service. If you can before 8:30am or after 4:30pm during the week or on weekends/holidays, you will first hear a recorded message followed by instructions. One option is to "press 1" to leave a recorded message for us to hear the next business morning. The other option is to stay on the line. Yes, a live human being actually comes on the line!! He or she will ask if you want to leave a message. You may do so or you may tell them that you would like to speak with someone at EAS. They will take your first name and the number you will be at for the next half hour. They will then reach whomever is "on call" at EAS and one of us will contact you. We will ask you some questions to determine if we can assist you at the moment, if there is a need to access the ER or schedule to see you the next day or next business day.

WHAT WILL HAPPEN AT MY MEETING WITH THE COUNSELOR?

Basically, you now have someone to talk to, someone with whom to share your situation and concerns. We are sometimes called the "professional problem-solvers."

At your first meeting the counselor will ask you some questions about your concerns, what your goals and objectives are, what you're hoping EAS will assist you with, where you work, what your living and working situations are like, what health insurance coverage you have. This information is not retained in our computer; it is to get a better picture of you.

WHAT DO THE COUNSELORS DO?

Our counselors assist you in getting back on track with your personal or work situation within 1-4 sessions. **Our goal is to help you find the most effective solution within an efficient time frame.**

WILL I HAVE TO SEE SOMEONE FROM *E A S* IF I JUST HAVE A QUESTION?

In order to determine the answer to this question, we first need to speak with you on the phone. If you prefer not to make an appointment, it is possible for someone to call you back when they are available. You will be asked a few questions to determine if you would benefit more from an in-person meeting or if information on other available community resources is appropriate.