

What is the EAP?

An EAP, or Employee Assistance Program, provides employees and their household members with free, confidential assistance to help with family, personal and work-related problems. The EAP offers short-term counseling services, resources and other problem-solving solutions to employees in need.

Why do we have an EAP?

Everyone experiences personal problems occasionally. An EAP provides a convenient, confidential and cost-free way of effectively addressing such issues before they interfere with professional obligations and overall work performance.

What kinds of problems does the EAP address?

Crisis
Family Issues
Stress
Emotional Well-being
Relationships
Substance Abuse
Grief and Loss
Work-related Concerns

What happens when I call?

Each caller is immediately connected to a BHS Care Coordinator. BHS Care Coordinators are Masters-level clinicians who assess the problem(s) and guide the caller through the EAP process from initial call to case closure, ensuring the client is satisfied and connected to the appropriate resources.

What happens in the EAP session?

An accredited, licensed BHS professional gathers information, develops a customized plan for problem resolution and provides short-term counseling, problem-solving resources, outside referrals and follow-up services.

Will the EAP counselor really keep my problems private?

YES! Respecting your privacy is important. BHS adheres to State and Federal regulations in providing confidential telephonic and face-to-face counseling. Only by providing written consent to your EAP counselor can information be released.

How do I contact my EAP?

Contacting your EAP is as simple as picking up the phone. BHS counselors are available 24 hours-a-day, seven days-a-week to provide confidential assistance for personal or work-related problems of any kind.

1-800-765-EAPs (3277)

TTY & Language Line Accessible

Information regarding your program is also available online. Simply log on to www.bhsonline.com and enter the Frederick County Public Schools password: **FCPS**.



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