How the EAP Works

UF employees can arrange an EAP appointment by calling 352-392-5787 or e-mailing eaphelp@cns.ufl.edu.

An EAP consultant works to help clarify problems and concerns and develop ways to address such issues. Supervisors are also encouraged to discuss problem situations that are negatively affecting the job performance of an employee in order to facilitate a referral to the EAP. Employees are eligible for one to six visits per fiscal year.

Confidentiality

Use of the EAP by individuals is confidential. Information shared with an EAP consultant will not be disclosed to anyone without the employee's written permission unless there is direct threat of physical harm to the employee or someone else.

Under no circumstances will EAP records become part of an employee's personnel file.

Costs

There is no charge for services provided directly by the Employee Assistance Program.

If an external referral is made, the EAP consultant will assist the employee in making the best use of his/her health insurance or in finding affordable services.

Who Can Use the EAP

EAP services are available to all UF employees, including:
- Faculty members
- OGS employees
- TEAMS personnel
- USPS personnel

Useful Phone Numbers

**MEDICAL & MENTAL HEALTH**
- Alachua County Crisis Center (after-hours hotline).... 352-264-6789
- Meridian Behavioral Healthcare, Inc. .................. 352-374-5600
- Shands at UF Emergency ............................ 352-265-0050
- Shands at Vista ........................................ 352-265-5497
- Tobacco Free Florida Quitline ... 1-877-U-CAN-NOW [822-6669]

**POLICE & OTHER AUTHORITIES**
- Alachua County Sheriff's Office ......................... 352-367-4000
- Gainesville Police Department .......................... 352-334-2451
- University of Florida Police Department .......... 352-392-1111

**ADDITIONAL SAFETY RESOURCES**
- Alachua County Office of Victim Services ........ 352-264-6760
- Peaceful Paths Domestic Abuse Network ............ 352-377-8255
- or 1-800-393-SAFE [7233]
- UF Police Dept. Victim Advocate Program ............ 352-392-5648
- or 352-392-1111 (after-hours hotline)
- UF Student Nighttime Auxiliary Patrol (SNAP) ... 352-392-7627

**BENEFITS/LEGAL SERVICES/OTHER RESOURCES**
- Consumer Credit Counseling Services of Mid-Florida, Inc.
  ....................................................... 352-867-1865 or 1-800-245-1865
- Florida Bar Association Lawyer Referral Service .... 1-800-262-8011
- Three Rivers Legal Services ............................ 352-372-0519
- UF Division of Human Resources/Benefits .......... 352-392-2477

Where to Find the EAP Office

The EAP office is located on the second floor of the UF Student Health Care Center/Infirmary Building (1 Fletcher Drive) in room 245.

Visit http://campusmap.ufl.edu for directions from your location, or call 352-392-5787 to speak to an EAP staff member.
Employee Assistance Program

UF Student Health Care Center
Infirmary Building, Room 245
Phone: 352-392-5787
Fax: 352-846-1030
www.eap.ufl.edu

The Employee Assistance Program (EAP) was established to provide professional and confidential help to UF employees with concerns. Most people have had some experience with an issue that make it difficult to think about anything else. Issues like these can be caused by workplace conflict; alcohol/other drug use; health or financial difficulties; relationship or family concerns; or other problems.

The EAP was designed to help UF employees with concerns or problems that may be troubling them.

The purpose of the EAP is to promote, maintain and support a positive and productive workplace.

The EAP provides a simple and effective method of consultation, referral and follow-up help for UF employees.

Types of Issues Addressed

Examples of issues addressed by the EAP:
- Alcohol/other drug use
- Conflict resolution
- Eldercare issues
- Emotional concerns
- Family difficulties
- Health concerns
- Legal or financial problems
- Occupational or personal stress
- Parenting issues
- Relationship difficulties
- Social problems
- Work performance difficulties

EAP Service Providers

EAP consultation and referral services are provided by licensed mental health professionals. The EAP also maintains a network of community providers and agencies for making reliable referrals.

Additionally, after-hours emergency counseling and consultation services are available from ProtoCall Inc. ProtoCall's services enable faculty, staff and other employees to speak directly with a counselor when an EAP counselor is not available.

Employees may access this service by calling the EAP at 352-392-5787 when the office is closed. An EAP professional counselor will follow up with employees who receive services from ProtoCall following their contact with the answering service.

Services Available

The EAP strives to provide a wide range of services to employees, including individual employee evaluation and referral; consultation services for supervisors; workshops and training courses; and support groups. Sample offerings include:

For individuals:
- Individual consultation
- Evaluation and referral
- Crisis intervention
- Follow-up consultation

For supervisors:
- Individual consultation
- Traumatic incident debriefing
- Follow-up consultation

Workshops and training courses:
- Anger Management
- Conflict Management
- Relationship Stress
- Stress Management
- Understanding Depression

Support groups:
- Employee Smoking Cessation Program