How do I access services?

University of Florida employees may arrange an appointment by calling (352) 392-5787 or emailing eaphelp@shcc.ufl.edu. 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 Employee Assistance Program (EAP).

During the appointment, an EAP consultant works to help clarify problems and concerns and develop ways to address such issues. Employees are eligible for an average of six visits per fiscal year.

For EAP workshops, please register through the UF Office of Human Resource Services – Training and Organizational Development: http://www.hr.ufl.edu/training/default.asp.

Will my visits be confidential?

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.

How much does it cost?

There is no charge for services provided directly by the EAP. If additional counseling is necessary, EAP professionals will refer employees to community providers and agencies that accept University health insurance plans or charge fees based on income level.

Who is eligible for services?

EAP services are available to all University employees, including:

- Faculty members
- USPS personnel
- TEAMS personnel
- OPS employees

Helpful Resources

**CREDIT COUNSELING**

GreenPath Debt Solutions (formerly Consumer Credit Counseling Service of Mid-Florida): (800) 550-1961

**DISTRESSED FACULTY/STAFF/STUDENTS**

U Matter, We Care: umatter@ufl.edu | www.umatter.ufl.edu
(352) 294-2273 [1-352-294-CARE]

**EMERGENCIES & URGENT CARE**

Employees may access after-hours emergency counseling and consultation services via the ProtoCall answering service by calling (352) 392-5787 when the EAP office is closed. An EAP professional counselor will follow up with employees who receive ProtoCall services.

- Alachua County Crisis Center - Crisis Line (available 24/7): (352) 264-6789
- National Suicide Hotline (available 24/7): (800) 784-2433 [1-800-Suicide]
- National Suicide Prevention Lifeline (available 24/7): (800) 273-8255 [1-800-273-TALK]
- Rumor Control (available 24/7): (352) 264-6557

**HUMAN RESOURCE SERVICES, UF OFFICE OF**

- General Information: (352) 392-2477
- Employee Relations: (352) 392-1072
- Benefits, including Insurance Coverage: (352) 392-1225
- Training & Organizational Development: (352) 392-4626

**LEGAL SERVICES & INFORMATION**

- The Florida Bar Association – Lawyer Referral Service Hotline: (800) 342-8011
- Three Rivers Legal Services: (352) 372-0519

**POLICE**

PLEASE NOTE: Call 911 in the event of an emergency situation.

- Alachua County Sheriff’s Office: (352) 367-4000
- Gainesville Police Department: (352) 955-1818
- University of Florida Police Department: (352) 392-1111

**VICTIM SERVICES**

- Alachua County Office of Victim Services: (352) 264-6760 or (866) 252-5439
- Sexual & Physical Abuse Resource Center (SPARC): (352) 377-8255 or (800) 393-7233 [1-800-393-SAFE]
- University of Florida Police Victim Services: (352) 392-5648 or (352) 392-1111 after-hours

EAP-002: Reviewed/revised 2013-07
Employee Assistance Program

The purpose of the Employee Assistance Program (EAP), available free of charge to all University of Florida employees, is to promote, maintain and support a positive and productive workplace.

UF Student Health Care Center
Infirmary Building, Room 245
PHONE: (352) 392-5787
EMAIL: eaphelp@shcc.ufl.edu
WEBSITE: www.eap.ufl.edu

M any people experience issues 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 Employee Assistance Program (EAP) was established to provide professional and confidential help to UF employees with these types of concerns. The EAP provides a wide range of services, including individual employee evaluation and referral, consultation services for supervisors, workshops, training sessions and support groups.

The EAP is housed in Room 245 of the Student Health Care Center (Infirmary Building). The EAP check-in and waiting area is completely separate from the student check-in and waiting area, thus providing employees a private setting. Any contact you have with the EAP will remain confidential.

Up to six visits for individual consultation are available. These confidential sessions are provided by licensed mental health professionals employed by the University of Florida. The EAP also maintains a network of community providers and agencies for making reliable referrals.

EAP Services

The EAP assists employees with a variety of issues, including:

• Work performance difficulties
• Occupational or personal stress
• Alcohol or other drug misuse
• Relationship difficulties
• Family difficulties
• Eldercare issues
• Parenting issues
• Social problems
• Emotional concerns
• Health concerns, including quitting tobacco/smoking
• Legal or financial problems
• Conflict resolution

The EAP also offers a wide range of services, including:

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

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

Workshops and training:
• Stress management
• Psychoneuroimmunology
• Conflict management
• Understanding depression
• Anger management
• Relationship stress