

Frequently Asked Questions



What does EAP mean?

EAP Stands for Employee Assistance Program.



What is the Program?

It is a service that provides quality intervention assistance to employees, retired employees and their families who are facing a problem in their lives.



How much does it cost?

There is no cost to the employee, retired employee or their families. This is a benefit provided by the employer.



Why is EAP important?

Most people experience some personal or emotional problems at one time or another. Usually people can handle these problems on their own. However, sometimes in spite of the person's best efforts, the problem continues or gets worse. When this happens, it can affect job performance as well as other areas in your personal life.



What service is provided?

EAP is a crisis intervention, assessment and referral service. Depending upon the nature of the problem, an individual may receive short-term counseling in the office or may be referred to a service or private practitioner prescreened by the EAP counselor.



How does this service work?

You call one of the EAP offices to make an appointment with an EAP counselor:

Medford Office – (631) 289-0480 located at 1741D North Ocean Avenue

Commack Office – (631) 858-9177 located at 35 Crooked Hill Road, Suite 103

Westhampton Beach – (631) 288-8865 located at 10 Mitchell Road



Then what happens?

You will be given an appointment to meet with one of the counselors. Crisis intervention, assessments and referrals are provided at the office. Your meeting with an EAP counselor is FREE. Referrals for outside assistance are made with consideration of your health insurance or financial ability to pay for services.



Who are the EAP counselors?

The counselors are BOCES employees who are trained and experienced mental health professionals with Masters Degrees in Social work or Counseling. EAP counselors are bound by the EAP policy of total confidentiality.



Will anyone know that I've talked with a counselor?

EAP is **CONFIDENTIAL** – your problems are not discussed with supervisors, personnel officers, union leaders, or anyone else. No records are kept.



Can I be forced by my employer/supervisor to seek counseling?

EAP is **VOLUNTARY** – the decision to participate in EAP is strictly up to you even though it may be suggested by your employer or supervisor.



Who can make referrals to EAP?

Employees, retired employees and family members can go to EAP on their own by simply making an appointment. Sometimes referrals are made by supervisors, union representatives, or the employer.



If you would like additional information regarding your EAP, you can call
(631) 289-0480 or visit our website:

www.esboces.org/EAP

