

## Questions?

**EAP is here for  
City & County employees.**

### Call to schedule an appointment:

(800) 795-2351

EAP appointments are available  
8:00AM–5:00PM  
Monday through Friday

### EAP office location:

1145 Market Street  
1st Floor  
San Francisco, CA 94103

The EAP office is easily accessible  
by public transportation:

BART: Civic Center station

MUNI streetcar: F line to Civic Center

MUNI Metro train: Take the J, K, L, M,  
N, T or S train to Civic Center

MUNI bus: 5, 6, 9, 14, 19, 21, 71

### HSS website:

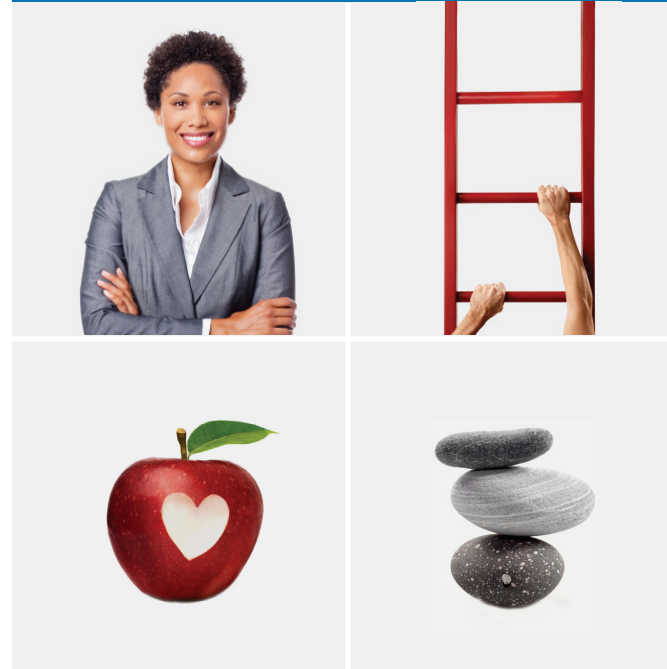
[www.myhss.org](http://www.myhss.org)

**Health Service System**

CITY & COUNTY OF SAN FRANCISCO

1145 MARKET STREET  
2ND FLOOR  
SAN FRANCISCO, CA 94103

## Employee Assistance Program (EAP)



BRIEF, SOLUTION-FOCUSED  
COUNSELING, GROUP WORKSHOPS,  
AND OTHER BEHAVIORAL HEALTH  
SERVICES – CONFIDENTIAL,  
VOLUNTARY AND FREE.

**Health Service System**

CITY & COUNTY OF SAN FRANCISCO

**Take advantage of  
confidential counseling,  
group workshops, and  
other EAP services.**

- Confidential counseling for individuals, couples and families
- Anger management
- Stress management
- Parenting
- Separation and divorce
- Dealing with difficult people
- Work/life balance
- Substance abuse and addiction
- Crisis intervention
- Communication and conflict resolution
- Violence prevention
- Behavioral health referrals

Confidential, voluntary EAP services are available to City & County of San Francisco employees, their family members and significant others. Most of our services are free.

# Employee Assistance Program: Counseling, Consultation and Workshops

## What EAP Does

EAP provides confidential, voluntary, no-cost behavioral health services to City & County of San Francisco employees and their family members. EAP is staffed by licensed, experienced therapists. Our services include:

- Short-term, solution-oriented counseling for individuals, couples and families
- Supervisory consultation
- Group workshops
- Critical incident debriefing and trauma response
- Mediation and conflict resolution
- Violence prevention
- Resources and referrals

According to California state law, the interactions you have with EAP are completely confidential. (The only exceptions are if a life is in danger or a child is being abused.)

## Individual Counseling: Watch for Early Warning Signs

Everyone has a time when challenges at work or in our personal lives become difficult to cope with. Emotional stress can have a significant negative impact on physical health, family and social relationships and work performance. Consider making an appointment with EAP if you are experiencing these early warning signs:

- Difficulty sleeping
- Increased anger, anxiety, or panic attacks
- Chronic sadness or depression
- Inability to concentrate

- Feeling overwhelmed or isolated
- Escalating conflicts with family, friends, or co-workers
- Overeating, or lack of appetite
- Reliance on alcohol and/or drugs

Your first appointment with an EAP counselor usually takes place within 48 hours. EAP provides free short-term counseling; you may access up to six EAP sessions per year. If you need additional services, your EAP counselor will assist you in taking advantage of behavioral health benefits, including those covered by your medical plan.

## Group Workshops: Tools for Navigating Life Challenges

Life changes, whether positive or negative, require us to adapt and expand our coping and communication skills. Free EAP group workshops offer City employees the opportunity to share, learn and grow, with the goal of becoming more flexible and knowledgeable individuals at all stages of life. Typical EAP workshops include:

- Active Parenting (ages 2-12 and teens)
- Managing Anger Effectively
- Dealing With Difficult People
- Bullying in the Workplace
- Managing Emotions
- Handling Holiday Stress
- Smoking Cessation
- Advancing Your Supervisory Skills
- Creating a Meaningful Retirement

For a calendar of EAP group workshops, visit [myhss.org/events/seminars.html](http://myhss.org/events/seminars.html).

## Critical Incident Debriefing and Trauma Response

Even emotionally resilient people may experience strong reactions when exposed to traumatic events, such as a death in the line of duty or a co-worker's suicide. EAP critical incident debriefing and trauma response helps support people as they process complex emotions. It also assists in a quicker return to regular routine, and reduces the likelihood of post-traumatic stress disorder. Debriefing allows the individual or group to talk about the experience and how it has affected them, offers healthy coping strategies and provides information about other behavioral health services that are available. Debriefing typically takes place within 72 hours of the critical incident. There is no cost for this service. Please call EAP immediately if an individual or team in your department can benefit from Critical Incident Debriefing.

## Mediation/Conflict Resolution

Mediation takes place when a neutral party works with conflicting individuals to encourage reconciliation and compromise. EAP typically provides mediation services to help resolve conflicts between co-workers, or a manager and employee. The EAP mediator will help the individuals involved develop a shared understanding and work together to identify potential solutions. There is no cost for EAP mediation services. Please call EAP to schedule.

## Violence Prevention for City Employees Who Work With the Public

EAP provides a Non-Violent Crisis Intervention training for City employees who may come into contact with disruptive or potentially violent members of the public. The workshop teaches proven techniques for the prevention and safe management of disruptive or threatening behavior. It increases confidence and effectiveness in handling potentially dangerous situations, and reduces the risk of injury and liability. Hands-on exercises offer practice in defusing an explosive situation by reacting appropriately to early warning signs. There is a \$100 per person fee for this full-day workshop, which includes training materials. Call EAP for upcoming dates.

## Behavioral Health Resources and Referrals

You do not need to receive counseling from EAP to benefit from our services. EAP has a lending library of resources for self-learning on a wide variety of behavioral health topics. EAP can also offer support and advice on how to access behavioral health services, including therapists, counseling and residential rehabilitation for alcohol or chemical dependency, offered through your medical plan or community agencies. EAP encourages you to take advantage of these benefits as needed, so you can stay healthy and stress-free at work and in your personal life.

Contact EAP: (800) 795-2351