



Employee Assistance Program

Personal and family problems can diminish employee productivity. With the help of the Federal Occupational Health (FOH) Employee Assistance Program (EAP), employees can resolve problems and become happier, healthier and more productive.

FOH is a non-appropriated agency that provides occupational health and wellness services exclusively to federal employees. FOH was created by Congress in 1946 by an amendment to the Public Health Service Act (42 U.S.C.), and is a service unit within the Department of Health and Human Services (HHS), Program Support Center. Our **mission** is to improve the health, safety, and productivity of the federal workforce.

FOH's federal EAP is one of the largest in the country, covering over 700,000 federal employees and family members. Our licensed counselors are located in more than 125 offices in federal buildings nationwide and via our vast network in approximately 17,000 locations in the U.S. and abroad.

Convenient Access

Employees need only call a toll-free telephone number from anywhere in the United States to receive immediate assistance, 24 hours a day, 365 days a year! A toll-free TTY number is provided for the hearing impaired.

Counseling Services

Licensed counselors provide face-to-face, short-term counseling to employees and family members. Counselors can also provide referrals to community resources based on client needs, health insurance coverage, and financial resources.

Financial and Legal Services

FOH's EAP includes free consultation with financial experts and licensed attorneys to provide assistance with legal and financial questions. Services include living will preparation, health care power of attorney, housing or real estate matters, estate planning, education funding, retirement planning, and investment strategies.

Internet Website Service

Obtaining information online is as easy as point and click with FOH4You.com, FOH's interactive EAP Internet resource. On FOH4You.com, employees have easy access to educational materials, self-assessment tools, and specific information on available EAP services.

Education and Training

Our training programs support both supervisors and employees. *Employee-orientation* sessions discuss the features and benefits of the EAP, how the EAP functions, and how to access and use the EAP. *Supervisor Training* includes useful information about when and how supervisors refer employees to the EAP, documentation, crisis management, privacy, and confidentiality. Educational *workshops and seminars* include such topics as conflict resolution, substance abuse prevention, balancing work and life, time and stress management, coping with change and transition, and more.

Management Consultation

Supervisors and managers may need assistance when responding to a troubled employee. FOH counselors are always available to discuss performance concerns and appropriate EAP intervention.

Critical Incident Response

Professionally trained Critical Incident Stress Management (CISM) counselors assist in managing traumatic situations such as threats, acts of violence, natural disasters, injury, or death. Immediate management consultations, CISM services and follow-up with the organization and individuals are provided as appropriate.

Services for Special Populations

Our customized services are designed to meet specific needs. FOH's [International Employee Assistance Program](#) supports employees and their families abroad. The [Law Enforcement Assistance Program](#) provides specialized services to meet the unique needs of law enforcement personnel.

Confidentiality

The EAP is confidential. EAP records and conversations between an EAP counselor and an employee are private in accordance with both state and federal laws, including the Privacy Act of 1974 and applicable Confidentiality Regulations (42 CFR 1A2). However, as required by law, counselors must report life-threatening situations, such as child or elder abuse or threats of serious harm to themselves or others.

Program Promotion & Utilization Review

Employees will use the EAP only if they are aware of it. To help your agency promote the EAP, FOH provides attractive brochures, posters, wallet cards, EAP manuals, quarterly EAP newsletters, and periodic electronic messages that describe the benefits of the EAP. FOH will also provide quarterly utilization reports that specify the how EAP services are accessed by employees and managers.

FOH, the Occupational Health Provider of Choice for the Federal Government

The mission of FOH is to improve the health, safety, and productivity of the federal workforce. Created by Congress in 1946, FOH is a non-appropriated service agency within the Department of Health and Human Services (HHS), Program Support Center.

Federal agencies throughout the U.S. and overseas can access FOH services. FOH provides worksite health services, Wellness/Fitness, Employee Assistance Programs (EAP), Work/Life, Environmental Health and Safety, Organizational and Professional Development, and Training and Education.

Make Federal Occupational Health your partner in building a healthier, more productive work force. For more information, please visit us at www.foh.dhhs.gov or call us today at **1-800-457-9808**.