

Family & Children's Service of
Ithaca is dedicated to providing
OUR MISSION
affordable, professional
services that support children,
families, and organizations
in finding solutions to the
challenges of life today.

Family & Children's

SERVICE OF ITHACA

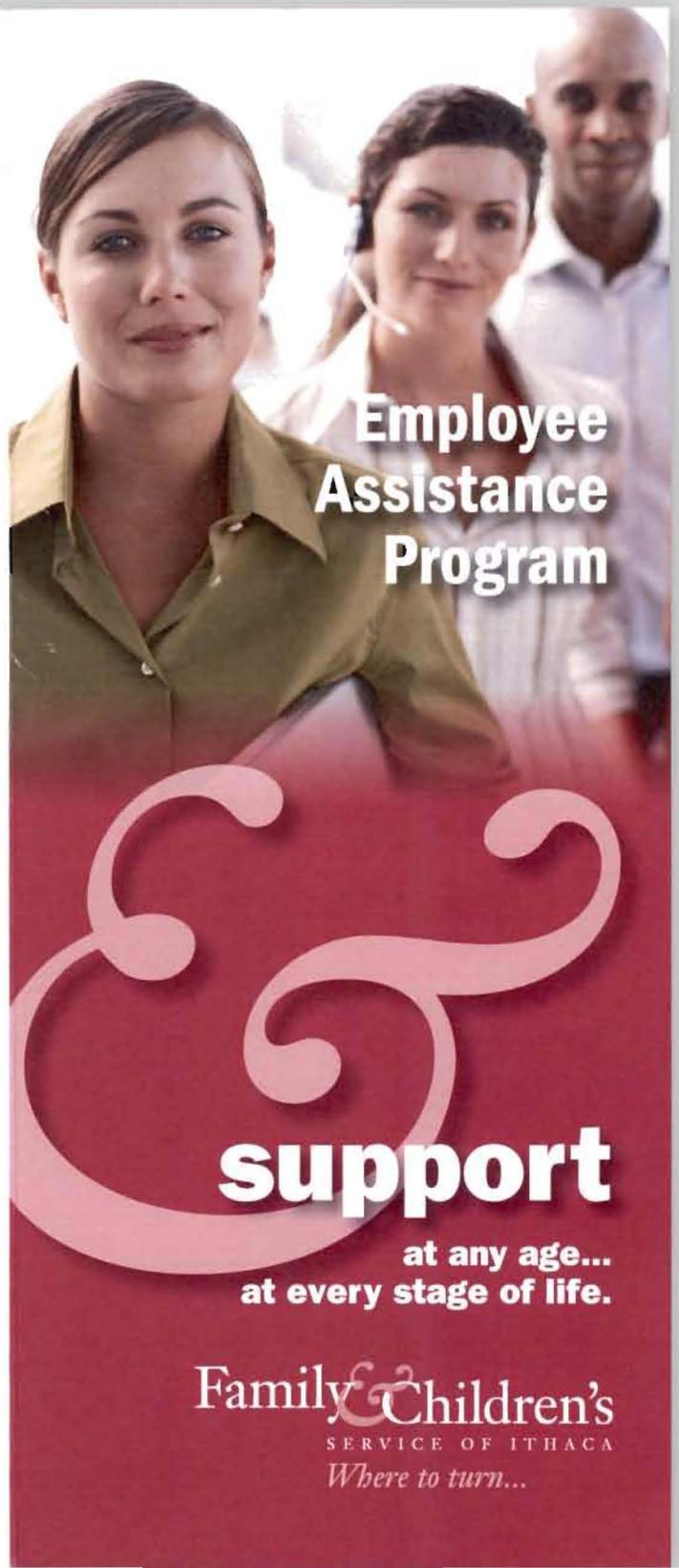
Where to turn...

Mental Health Services
Children's Mental Health
Senior Services
Youth Services
Employee Assistance Program (EAP)

127 W. State St., Ithaca, NY 14850
Tel (607) 273-7494
Fax (607) 273-7484
www.wheretoturnithaca.org

 Visit us on Facebook!

Member Agency United Way
of Tompkins County



Employee Assistance Program

support

at any age...
at every stage of life.

Family & Children's
SERVICE OF ITHACA
Where to turn...

Employee Assistance Program

The Employee Assistance Program (EAP) is a FREE and CONFIDENTIAL service for employees and eligible family members. The EAP provides priority access to our clinical professionals for confidential assessment, short term counseling and/or referral to address personal, family and/or workplace challenges you may be experiencing.

Your employer has contracted for the EAP from Family & Children's Service of Ithaca, a private, non-profit, community human service agency, licensed by the New York State Office of Mental Health. Their caring clinicians all possess a Masters degree or PhD, covering a variety of disciplines (social work, psychology, licensed mental health counselors).

For the employer, the EAP also provides human resource and management consultation on employee performance issues and other workplace challenges, as well as professional training seminars, and workplace critical incident services.

EAP CAN HELP WITH

- Depression & Anxiety
- Life Transitions
- Family Issues
- Marital & Relationship Concerns
- Separation & Divorce
- Grief & Loss
- Job Stress
- Substance Abuse Concerns
- Eldercare Issues
- Parenting & Children's Concerns

MAKING AN APPOINTMENT

Call (607) 273-7494 or (800) 834-1239 and say, "I'd like to use my EAP." After a brief telephone interview with an intake professional to assess your needs, an appointment or referral information will be given.

CONFIDENTIALITY

Family & Children's Service of Ithaca is committed to maintaining the confidentiality of our clients.* Information about you is not shared with individuals or organizations outside of Family & Children's Service or your employer without your explicit consent.

**Please be advised that there are laws requiring exceptions to confidentiality. These exceptions are in the event of suspected child neglect/abuse and/or potentially dangerous suicidal or homicidal situations.*

AFFILIATE PROVIDERS

We have an established affiliate network of qualified providers in the surrounding counties and nationwide to make services more accessible. Local counties include: Broome, Cayuga, Chemung, Cortland, Steuben, Seneca, and Tioga). If you have this need, you must call our EAP at Family & Children's Service, and simply make this request when you speak with our Intake Department. They will assist you in connecting with another provider in our affiliate network.

AFTER YOUR EAP BENEFIT HAS BEEN USED

If it is determined that you need further counseling sessions, we can provide you with available options such as referral information, or you can continue at Family & Children's Service using your health insurance and/or our sliding fee scale. Your therapist can direct you to our billing department once you are nearing the end of your allotted EAP sessions to discuss insurance and fees.

CANCELLATION POLICY

We request at least 24 hours notice if you need to cancel or reschedule your appointment. No shows and cancellations occurring within less than 24 hours will be considered use of one of your EAP sessions unless there are extenuating circumstances.

ONLINE RESOURCES

Please visit our website at www.wheretoturnithaca.org to learn more about Family & Children's Service or to check out EAP Help Topics and EAP Links for resources and information.

QUESTIONS ABOUT YOUR EAP BENEFITS

Family & Children's Service and your employer work closely to ensure smooth provision of EAP services. You can ask your Human Resource representative should you feel the need for an exception or change in your EAP benefit. Also, feel free to ask your therapist or contact the Contract Manager at Family & Children's Service if you have any questions about your EAP benefit. You can also email us your question at askeap@fcsith.org.

FOR MORE INFO about the EAP program, please call us at (607) 273-7494.