

# Employee Assistance Program

**Providing consultation and guidance** to support your success at work and home.

## What is the Employee Assistance Program?

The Employee Assistance Program (EAP), also known as the Syracuse University Faculty and Staff Assistance Program, is a voluntary and confidential service provided to eligible employees and their dependents to help meet the challenges of life. An EAP is a valuable resource that can help identify and resolve many work-place, family, social, economic, and mental health concerns. Our EAP can have a positive impact on the work environment and the well-being of employees and families.



## Eligibility, Cost and Confidentiality

Chestnut Global Faculty and Staff Assistance Services and Work-Life resources are available to all eligible permanent and fixed term employees, as well as their dependents. The services and resources offered through Chestnut Global are at the employer's discretion and can be withdrawn at any time without compensation to the employee. All services are confidential, with some exceptions based on local laws and mandated reporting such as in the event of threat of harm to self or others, and are free of charge.

## How the EAP Helps

Most of us do our best with the support of our family, friends or neighbors. But speaking to a trained helping professional about a private concern is very common today. When additional help is needed, it can be costly and difficult to locate.

EAP is delivered by professionals who are trained to assess and help us resolve a variety of personal and workplace concerns. When additional services are needed, they guide us to appropriate resources. It's very simple to access services. You simply call your local Employee Assistance Program directly, schedule an appointment, and meet with one of the professionals by phone or in person.



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## Services

The availability of some EAP services will vary across locations. Generally, EAP services may be available by phone, face-to-face, or online for many important life situations, including:

### Family Issues

- Answering financial questions and concerns
- Legal questions
- Questions about children
- Help with relationships
- Help for dealing with an ill or aging parent
- Work-Life balance
- Stress at home

### Work Issues

- Answering questions about work
- Adapting to change
- Managing conflicts
- Relationships and communication on the job
- Career guidance – making the best decision
- How to manage work stress

### Personal Issues

- Stress management
- Dealing with anger
- How to take care of one's self
- What to do when feeling low or depressed
- Answering questions about mental health
- Answering questions about tobacco or alcohol
- Managing midlife issues/concerns

## Spain

Access Number

**900.98 32 10**

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[chestnutglobalpartners.org/syr](http://chestnutglobalpartners.org/syr)

**SYRACUSE UNIVERSITY**

Faculty and Staff Assistance Program

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