

DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL SERVICES

Bureau of Human Resources

March 31, 1992

HUMAN RESOURCES MEMORANDUM 7-92

TO: Agency/Department Heads, Directors of
Administrative Services and Personnel Officers

SUBJECT: Employee Assistance Program (EAP) Service

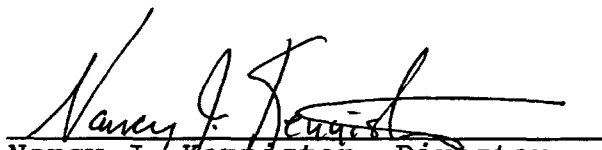
As indicated in Human Resources Memorandum 4-92, the EAP Labor Management Committee and the Bureau of Human Resources have selected Affiliated Healthcare Systems and Blanchard and Associates to provide EAP services for State employees and their families.

To promote the program and to advise employees how to access EAP services, the contractors have developed an informational brochure and wallet card (see attached) for distribution to all employees. We need your assistance and cooperation in order to disseminate this information in a timely manner.

Generally, the most efficient means for mass distribution of informational materials is with the bi-weekly payroll. Smaller or centrally located agencies may employ other methods to accomplish this objective. The Bureau has an adequate supply of these materials on hand, and we would ask that you contact Frank Johnson at 289-4515 to indicate the quantity you need and to arrange for delivery or pick-up.

During these difficult economic times, many employees may be experiencing personal problems and they may benefit from EAP services. Please assist the Bureau and the EAP contractors in distributing these materials.

Your cooperation and assistance is greatly appreciated.


Nancy J. Kenniston, Director
BUREAU OF HUMAN RESOURCES

Attachments

MAY BE PRINTED LOCALLY TO MEET DISTRIBUTION NEEDS

IS ANYONE GOING TO KNOW IF I USE EAP? IS IT CONFIDENTIAL?

No one will know you've requested assistance through the EAP—not your supervisor, union, or co-worker. Any professionals you decide to consult will keep information about you in strictest confidence. You won't know which other employees are using the services of EAP and they won't know about you, unless you tell them.

OKAY, I THINK I COULD USE SOME HELP IN SOLVING A PERSONAL PROBLEM, WHAT DO I DO NEXT?

You can use EAP in two different ways:

1. You can go directly to the EAP coordinator. Your case will be kept completely confidential.
2. Or maybe it's gotten to the point where your work has been severely affected by a personal problem and your supervisor and/or union representative has already brought it to your attention. Your supervisor may encourage you to use EAP.

Remember, it's no one's job to inquire into your private life. But if your work suffers, you may be encouraged to seek help for your problem using EAP.

Remember...
**The EAP is
Voluntary
Confidential and Free!**

HOW DO I GET MORE INFORMATION ABOUT EAP?

If you work in any county other than Androscoggin or Kennebec, call:

AFFILIATED HEALTHCARE SYSTEMS

IN THE BANGOR AREA:

Jim Owen/Debbie Leon 942-4564

IN THE PORTLAND AREA:

Robert Tourangeau/Sharon Greenlaw 879-3569

IN THE MILLINOCKET AREA:

Robert Johnson 723-6687

IN THE BELFAST AREA:

Shelley Swanson-Fein 338-3111

IN THE BRIDGTON AREA:

Western Maine Counseling 647-5629

IN THE BRUNSWICK/BATH AREA:

Anthony Falvo, Jr. 729-1765

IN THE DOVER-FOXCROFT AREA:

Gregg Larson 564-8201

IN THE ELLSWORTH AREA:

Lydia Egan 667-7594

IN THE FARMINGTON AREA:

Shapour Borna 778-2188

Patricia Duane Chin 778-6031

IN THE GREENVILLE AREA:

Gregg Larson 695-2148

IN THE HOULTON AREA:

Medical Arts 532-4771

IN THE NEWPORT AREA:

Carol Tenney 368-5208

IN THE NORWAY AREA:

Worksafe Occupational Health Program 743-7399

IN THE PRESQUE ISLE AREA:

Myrna Lewis 764-6825

IN THE ROCKLAND AREA:

Paul Lipman 596-6162

IN THE SACO AREA:

Barbara Marley 282-4358

IN THE SANFORD AREA:

John Feeney 324-4962

IN THE SKOWHEGAN AREA:

Steven Brod 474-5274

24 HOUR EMERGENCY NUMBER:

Affiliated Healthcare Systems
1-800-639-3370

If you work in Androscoggin or Kennebec counties, call:

BLANCHARD & ASSOCIATES, P.A.

784-6582 or 823-8859

IN THE AUGUSTA AREA:

Blanchard & Associates 823-8859

IN THE LEWISTON/AUBURN AREA:

Blanchard & Associates 784-6582

24 HOUR TOLL FREE MESSAGE SERVICE:

Blanchard & Associates, P.A.
823-8859



STATE OF MAINE EMPLOYEE ASSISTANCE PROGRAM

A Service of:



30 Summer Street
Bangor, Maine 04401
800-639-3370

&

BLANCHARD & ASSOCIATES, P.A.

P.O. Box 1748
Auburn, ME 04210
823-8859



PRINTED ON RECYCLED PAPER

WHAT EXACTLY IS EAP?

The State of Maine Employee Assistance Program (EAP) is a free, confidential counseling, assessment and referral service for employees, their families or household members and retirees who have problems which they cannot solve alone. The EAP coordinator will help you to identify your problem or problems and refer you to the right professional resource who can help you solve that problem.

DOES MY JOB HAVE TO BE AFFECTED BEFORE I USE EAP?

NO! Whenever possible it is best to deal with a personal problem **before** it affects your job.

WHAT DOES AN EAP HAVE TO DO WITH MY JOB?

Problems can effect every area of your life, including your job. If you are unhappy or angry . . . if you're having problems concentrating . . . if you are making frequent mistakes . . . you can't possibly do your best work. But maybe you've already sensed that from friends or your supervisor. Are you having problems getting along with others on your job? Maybe EAP can help.

WHO SAID I HAVE ANY PROBLEMS?

Everyone has problems. Life is full of them and they are not always easy to recognize. Serious problems such as marital difficulties, physical illnesses, legal or financial problems, substance abuse, and parenting situations all start out small at first and can eventually hurt your job performance. Most problems are more easily solved if they are recognized and dealt with in their earlier stages.

If you are concerned that a personal problem might be getting you down and preventing you from doing your best work, then the EAP is there to offer you the help you need.

LET'S SAY I HAVE A PROBLEM. WHY SHOULD I USE EAP INSTEAD OF TAKING CARE OF IT MYSELF?

Well, why call a plumber for your home? A hair-dresser for your hair? A doctor for your bad back? Because sometimes it makes good sense to turn to the experts when the problem is too much for us to solve alone.

Thousands of organizations across the country are providing Employee Assistance Programs for their employees. It's simple, convenient and completely confidential. The EAP enables you to get the help you need when you need it and can help prevent one small problem from snowballing into many big problems.

WHY SHOULD THE STATE WANT TO HELP ME?

Think about it. When you were hired an important investment was made in your training and orientation and in establishing your place in the organization.

If personal problems are affecting your ability to do your best work as a skilled professional, we want you to have every chance to turn that around. **EAP CAN HELP!**

CAN ANYONE GET HELP THROUGH EAP?

Yes! If you're a full or part-time employee or a family or household member or retiree and you have a personal problem which you cannot solve alone, then EAP could be for you.

HOW MUCH WILL IT COST ME TO USE EAP?

Nothing! EAP is a benefit provided at no cost to you by the State. You invest time and energy. However, if your visit results in a referral for medical, legal or other specialized professional services, the EAP coordinator will review your insurance coverage and your benefit package. If you must pay for any kind of professional service not covered, the EAP coordinator will discuss it with you in advance of the appointment.

WHO PROVIDES THE EAP SERVICE & HOW WILL IT HELP ME?

The State's EAP is provided through affiliations with Affiliated Healthcare Systems, and Blanchard Associates. AHS and Blanchard Associates have counselors at 19 locations throughout the State, who are available to meet and talk about whatever is troubling you. Information about the location of the coordinator nearest you is on the back of this brochure.

Whenever possible the EAP coordinator will try to help you with some brief counseling which may not necessitate a referral. However, if an outside referral is in your best interest, the EAP coordinator will give you the available options. Every effort will be made to refer you to the lowest cost, highest quality resource available.

WHAT TYPE OF LEAVE DO I USE?

You may use administrative leave, paid for by the State, for visits to the EAP. However, in those cases, the State has the right to verify that you did have an appointment. As an alternative you may use sick-leave or vacation time; in that case no verification information will be given without your written permission.

If your EAP visit results in a referral for additional services, sick leave or vacation time may be used.