Location Of Services

496 White Spruce Boulevard
Rochester, NY 14623

Satellite Office:
Strong West
156 West Avenue
Brockport, NY 14420

Life-Work Connections/EAP offers free parking and is also conveniently located on a bus line.

Getting Help

Day and evening appointments may be scheduled by calling Life-Work Connections/EAP at (585) 475-0432 Monday through Friday between the hours of 8:30 am and 5:00 pm. Life-Work Connections/EAP professionals are also available by phone or secure video conference for consultation with supervisors or employees. Evening appointments are available.

In An Emergency

Life-Work Connections/EAP professionals are available 24 hours, 7 days a week for a consultation during an emergency or personal crisis. Please contact the Life-work Connections/EAP Clinician On-Call at (585) 475-0432.
Juggling the demands of work, family and other obligations can make life stressful. Guidance from a trained professional can make all the difference.

Let Us Help
Life-Work Connections/EAP provides confidential guidance and support for addressing a variety of personal and work-related challenges.

Confidential
Written records of all Life-Work Connections/EAP services are kept private and are unavailable to employers or others without the written consent of the identified client (or legal guardian). Life-Work Connections/EAP guarantees strict standards of privacy and confidentiality according to State and Federal guidelines unless disclosure of information is required by law or court order.

No Cost
Life-Work Connections/EAP services are provided at no cost to employees of the University of Rochester and their families.

Some of the more common reasons employees and their family members use Life-Work Connections/EAP include:
- Problems with a supervisor or co-worker
- Depression or anxiety
- Grief and bereavement
- Family, marriage, and other relationship issues
- Domestic violence
- Drug and alcohol issues
- Eating disorders
- Child and adolescent issues
- Financial support
- Becoming a parent
- Illness or disability
- Separation/divorce

Life-Work Connections/EAP also offers these specialized services:
- Crisis intervention for individuals who have experienced traumatic events
- Change management interventions
- Screenings for depression, anxiety, and substance abuse/addiction
- Wellness workshops and training
- Financial workshops and resources
- Consultation for supervisors to assist with employee/team challenges

Best of all, Life-Work Connections/EAP services are free of charge.*

*For a limited number of sessions.

Our Services
Life-Work Connections/ EAP contracts with the University of Rochester to provide short-term interventions to resolve work-related or personal problems. During an initial visit or two, a Life-Work Connections/ EAP professional will evaluate you or your family member’s reason for contacting EAP and recommend the appropriate form of intervention or treatment. If you or your family member require more than the number of visits contracted by your employer, or more urgent care is required in addition to Life-Work Connections/ EAP services, you will be referred to a resource to meet your needs.

Our professionals will provide information and an explanation of whether these external services will be covered through your health insurance. In cases where such coverage is not available or does not apply, every attempt will be made to identify and recommend affordable resources. Any fees associated with receiving services outside of Life-Work Connections/ EAP services, you will be referred to a resource to meet your needs.

Please visit our website at:
www.urmc.rochester.edu/life-work-eap
You may also e-mail us at:
eap@urmc.rochester.edu

Please be advised that we cannot ensure the confidentiality of electronic e-mail.