



### Location of Services

179 Sully's Trail  
Suite 200  
Pittsford, NY 14534

Strong Memorial Hospital  
601 Elmwood Avenue  
Rochester, NY 14642

Strong West  
156 West Avenue  
Brockport, NY 14420

UR Medicine EAP offers free parking  
and is also conveniently located on a  
bus line.

[www.urmc.rochester.edu/EAP](http://www.urmc.rochester.edu/EAP)



# Employee Assistance Program



## Getting Help

Day and evening appointments may be scheduled by calling UR Medicine EAP at (585) 276-9110, Monday through Friday between the hours of 7:30 am and 5:00 pm. UR Medicine EAP professionals are also available by phone or secure video conference for consultation with supervisors or employees. Evening appointments are available.

## In An Emergency

UR Medicine EAP professionals are available 24 hours, 7 days a week for a consultation during an emergency or personal crisis. Please contact the UR Medicine EAP Clinician On-Call at (585) 276-9110.



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

UR Medicine EAP provides confidential guidance and support for addressing a variety of personal and work-related challenges.

### Confidential

Written records of all UR Medicine EAP services are kept private and are unavailable to employers or others without the written consent of the identified client (or legal guardian). UR Medicine 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

UR Medicine EAP services are provided at no cost to employees of customer organizations as well as their household family members.

Common reasons employees and their family members use UR Medicine EAP include:

- Problems with a supervisor or co-worker
- Depression or anxiety
- Grief and bereavement
- Family, marriage, 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

We also offer 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, UR Medicine EAP services are **free of charge**.\*

\*For a limited number of sessions.

### Our Services

Services can be obtained in person or via telehealth or telephone. UR Medicine 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 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 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 UR Medicine EAP will be the responsibility of the identified client.

Please visit our website at:

[www.urmc.rochester.edu/EAP](http://www.urmc.rochester.edu/EAP)

You may also e-mail us at:

[eap@urmc.rochester.edu](mailto:eap@urmc.rochester.edu)

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