

Southwest EAP

Employee Counseling Services:

- 24/7 access to professional EAP counselors and crisis intervention
- 800 toll-free number
- Confidential assessment, short-term face-to-face consultations, referral and follow-up
- Special outreach, assessment and referral services for alcohol and drug issues
- Legal and financial consultation
- 1-3, 1-5, 1-6 and 1-8 session models available
- Guaranteed appointment availability

Work-Life Services:

- Web-based access to over 5,000 work-life resources, articles, tips and links
- 24/7 access to interactive self-assessments, tools and financial calculators
- On-line courses in areas such as communication, leadership and teambuilding

Orientation and Training:

- Orientation sessions for all employees
- Supervisors training on the EAP and how to identify troubled employees
- Promotional materials
- Customized training and educational programs
- Workplace Violence, Harassment and Diversity Training available

Manager/Supervisor Consultation and Resources:

- Unlimited management/supervisor consultation
- Supervisory referrals for employee workplace performance
- Onsite conflict resolution/mediation
- Specialized training for management and supervisors

Critical Incident Stress Debriefing:

- 24/7 consultation and support services
- On-site Crisis Incident Stress Debriefing
- Reduction in Force Support

Program Management Services:

- EAP policy development and/or review
- Quarterly computer based evaluation reports to measure the effectiveness of the program and identify areas of need
- Designated account managers
- Annual client/employee satisfaction surveys

Employee assistance services are free and confidential for ALL City employees.

Online access and counseling is available.

**More information is available in the Human Resources Department
or visit www.southwesteap.com**