



Tufts University Employee Assistance Program (EAP)

- Connect to EAP Website: www.healthresourceeap.com (username: tufts, password: employee)
- Call **1-800-451-1834** for a referral
- Connect to Tufts EAP Website:
(<http://www.powerflexweb.com/1112/tuftslogin.html>)
- Connect to Health Resources Frontline Employee Newsletter:
(http://www.tufts.edu/hr/webcm/docs/bene/EAP_Newsletter.pdf)

The Tufts University Employee Assistance Program (EAP) is for all faculty and staff, their dependents, and household members. The purpose of an EAP is to offer help to those who may be experiencing problems related to life changes and personal stress. These services include counseling, legal and financial advice, and a wonderful enhanced benefit of being able to work with a professional to locate day care and elder care resources.

Tufts University has contracted with an outside organization, Health Resources, to provide free and confidential counseling on both personal and professional problems, work and family life, health and wellness, and other kinds of work/life issues.

Areas where the Tufts University EAP can help:

Counseling

- Child Care
- Illness Management
- Job/Career
- Grief/Loss
- Sexual Harassment
- Re-Organization
- AIDS
- Elder Care
- Child Rearing
- Phobias
- Dual-Career
- Alcohol/Drug Abuse
- Life Changes
- Legal Issues
- Depression
- Couples' Issues
- Eating Disorders
- Financial Crisis
- Work/Family Conflicts
- Downsizing
- Anxiety
- Trauma
- Single Parenting
- Stress

Legal Services

The EAP also provides free and confidential Legal Services. You will receive a free 30-minute office or telephone consultation per legal matter and a 25% discount for additional services provided by a contracted lawyer. Please note that this service excludes job-related legal issues. Simply call the EAP at (800) 451-1834 and you will be connected to an attorney who can help you.

Financial Services

You will also receive a free 30-minute telephone consultation per financial matter by a Certified Financial Planner. When you call the EAP at **(800) 451-1834**, you will be connected to a financial planner who can help you.

Tufts EAP Website (<http://www.powerflexweb.com/1112/tuftslogin.html>)

The EAP website is a wonderful and comprehensive **Work-Life resource** where you can find information on everything from what to look for in a Child Care provider to how to manage your time or your money. There are over 2500 tip sheets, articles and resource guides available at your fingertips. You are also a quick phone call away from a LIVE consultant who can provide you with a personalized report on fully licensed facilities for **dependent care (child or elder)** when needed for your family. You can access this information and much more on the Tufts EAP website.

- Login Information – (username: tufts, password: employee)

Frequently Asked Questions

Each of us faces a variety of problems in our daily lives. Usually we can work them out ourselves. But sometimes a problem comes along that becomes too much for us to handle. It affects our work, our personal happiness, or our family. When that happens, we often need professional help. The EAP is a confidential counseling service providing professional help to employees, their eligible dependents, and household members for any type of personal problem. EAP services include initial assessment, short-term counseling, referral and follow-up. The EAP is staffed by licensed professional counselors who are experienced working with a wide range of personal problems.

- **How can access the EAP website?**

You can access Tufts University Employee Assistance Program website by browsing to www.healthresourceap.com and log in with user name: tufts and the password: employee. You can also directly contact Health Resources, our EAP provider, at 1-800-451-1834.

- **What kind of problems does the EAP help with?**

Human Problems - the kind that affect personal health and happiness, and eventually work and family life: stress, couples, parent/child, elder issues, financial or legal difficulties, and problems caused by alcohol or drugs. Some examples:

- You're worried that your teenager is involved with drugs.
- You're not sure what to do when your elderly parents cannot take care of themselves.
- You're feeling so stressed that you can't concentrate on your job.
- You can't seem to get control of your finances.

- **Is the EAP Confidential?**

YES. The program is confidential and voluntary. No one will know of your participation unless you choose to tell them. Nothing is included in your medical record or personnel file.

- **What does it cost?**

There is no charge to employees, dependents or household members. If additional professional help is recommended by the counselor, there may be a cost for that service. Many professional services are covered either partially or totally by health insurance, or accept a sliding fee scale.

- **How does the EAP work?**

You simply call the national toll-free number, 1-800-451-1834. (The username is tufts, the password is employee) Appointments are available day and evening at convenient locations. EAP offices are located throughout the United States and Canada. In case of emergency we can be reached 24 hours a day. The EAP counselor meets with you to discuss your concerns. The counselor provides short-term counseling when it can help to resolve the problem. If additional assistance is needed, you will be referred to the most appropriate and affordable resource available, whenever possible within your current insurance plan.

- **Who is eligible to use the EAP?**

All employees, eligible dependents, and household members can use the service.