

LOCATION OF SERVICES

550 White Spruce Boulevard
Rochester, NY 14623.

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

GETTING HELP

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

IN AN EMERGENCY

Strong EAP professionals are available 24 hours, 7 days a week for a consultation during an emergency or personal crisis. Please contact the Strong EAP Clinician On-Call at (585) 475-0432.

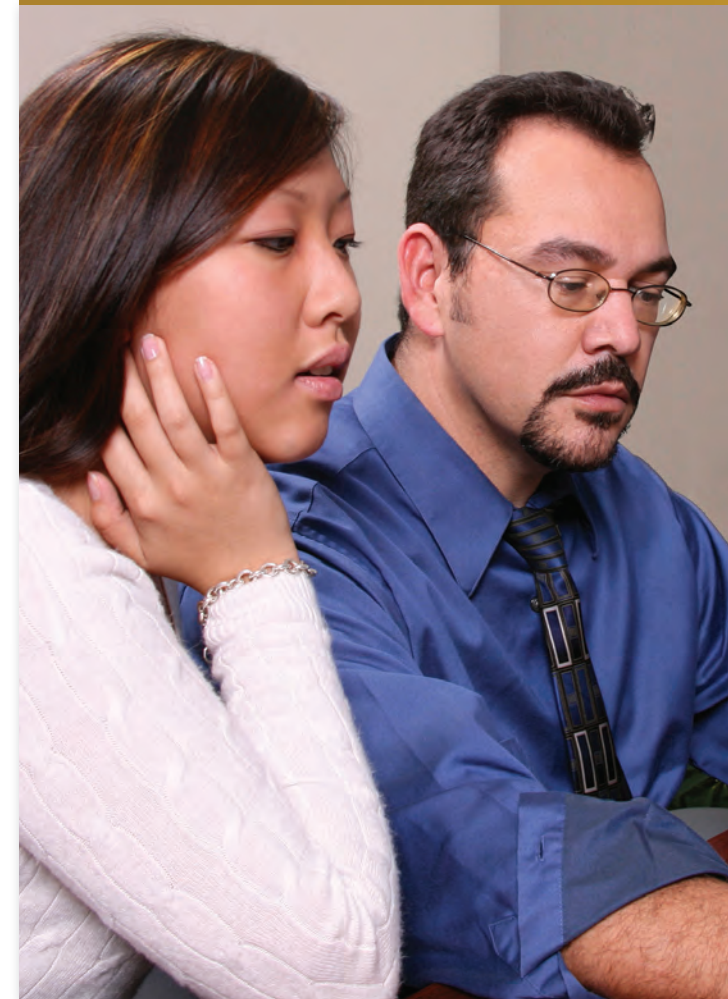


550 White Spruce Blvd,
Rochester, NY 14623

STRONG EAP



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Employee Assistance Program



UNIVERSITY of
ROCHESTER
MEDICAL CENTER

MEDICINE of the HIGHEST ORDER

STRONG EAP

At times, personal and work-related issues may be difficult to handle. Small problems grow into large ones and it may be unclear what to do. Guidance from a trained professional can make all the difference.

STRONG EMPLOYEE ASSISTANCE PROGRAM

Strong EAP is one of Rochester's leaders in the provision of employee assistance program services. Strong EAP offers professional guidance to you and your family members when personal or work-related problems become difficult to manage alone. With its range of available services, depth of resources, and timely response, Strong EAP is unmatched to its local competitors.

CONFIDENTIALITY

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



LET US HELP

Strong EAP provides confidential and immediate help with a range of problems that can impact you or your family member's ability to cope effectively at home or at work.

Some of the more common reasons employees and their family members use Strong 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 addictions
- Eating disorders including anorexia nervosa, bulimia, or binge eating and obesity
- Child and adolescent issues
- Child-parent problems
- Stress-related illness
- Coping with a chronic illness
- Financial problems
- Gambling addictions

Strong EAP also offers these specialized services:

- Crisis intervention for individuals who have experienced traumatic events
- Change management interventions to assist employees in resolving work-related problems due to organizational restructuring, downsizing, or other environmental stressors
- Suicide prevention in the workplace
- Screenings for depression, anxiety, and substance abuse/addiction
- Recognizing signs and symptoms of alcohol and drug abuse

Best of all, Strong EAP services are free of charge.*

**For a limited number of sessions.*

OUR SERVICES

Strong EAP contracts with your employer to provide short-term interventions to resolve work-related or personal problems. During an initial visit or two, a Strong EAP professional will evaluate you or your family member's reason for coming to our program and recommend the appropriate form of intervention or treatment. If you or your family member requires more than the number of visits contracted by your employer or more urgent care is required in addition to Strong EAP services, you will be referred to the most appropriate resource to meet those 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 Strong EAP will be the responsibility of the identified client.

Please visit our website at:

www.urmc.rochester.edu/EAP

You may also e-mail us at:

Strong_eap@urmc.rochester.edu

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