



EAP Lends a Helping Hand

Although you may not always feel appreciated,

YOU are important

YOU are important to your job!

YOUR JOB is important to the County!

The County's most valuable resources are its employees. At times, each one of us encounters personal problems which affect the way we feel and may impact how well we do our jobs.

Often, when problems strike, we don't know which way to turn or where to go for help.

That is why the County offers the EAP to you.

If emotional problems are getting you down, EAP offers confidential professional help at no cost to you.

EAP can help you deal with such problems as:

- ✓ Emotional Stress
- ✓ Anxiety
- ✓ Marital/Family Discord
- ✓ Bereavement/Loss
- ✓ Alcohol & Drug Problems
- ✓ Interpersonal Problems



Employee Assistance Program
 3333 Wilshire Blvd., Suite 1000
 Los Angeles, CA 90010
 (213) 738-4200
<http://ceo.lacounty.gov/EAP/default.htm>

**COUNTY OF LOS ANGELES
CHIEF EXECUTIVE OFFICE**



EAP

Employee Assistance Program



**3333 Wilshire Blvd., Suite 1000
Los Angeles, CA 90010
(213) 738-4200
Appointments also available at
Sylmar Satellite Office**

County of Los Angeles

In 1981, the County of Los Angeles (County) Board of Supervisors established the Employee Assistance Program (EAP).

GOALS

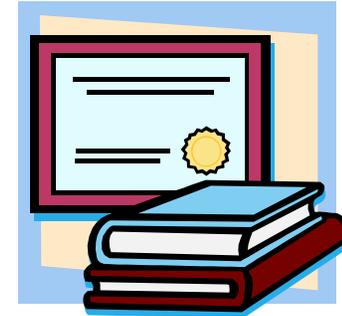
- *To maintain a productive and efficient County workforce*
- *To provide confidential counseling assistance to employees and their dependents*
- *To serve as a resource to supervisors regarding employee performance problems*
- *To aid in the reduction of workers' compensation claims*
- *To provide specific trainings to supervisors regarding procedures for implementing risk management policies*
- *To offer training to employees to enhance their personal effectiveness*
- *To promote an effective and cohesive workplace environment*

EAP offers professional consultation and referral services for a broad range of personal and job-related issues. If you need a professional to help you look at your problems from a different perspective, the EAP is here to assist you.

EAP's services are private and confidential; the records are separate from personnel records, and are not available to others. No one at work will know you called or came to see us unless you inform them. County employees may use either their personal time or "County time" during their first visit to EAP. Should the employee decide to use County time for his/her first visit, he/she must notify their supervisor prior to the appointment, and may choose not to disclose the purpose for the appointment. Please note that Civil Service Rules preclude EAP intervention in cases involving open workers' compensation stress claims.

Training Available to Departments

- *Stress Management I & II*
- *Manage Your Anger: Get More Out of Life*
- *Effective Communication Techniques*
- *Effective Working Relationships*
- *Dealing with Difficult People*
- *Coping With a Crisis*
- *Crisis Debriefing/Grief & Loss*
- *New Employee Orientation*
- *Educational Topics*
- *Coping with Change/Lay-Offs/Job Transfers*
- *Eating Disorders*
- *Topical Presentations*



For Managers & Supervisors Only

EAP also provides specific services to managers and supervisors regarding problems within the workplace involving one or more staff members.

EAP offers supervisory consultations to departmental representatives requesting guidance in dealing with any number of issues as related to one or several employees. These potential problems can include, but are not limited to:

- √ *Deteriorating Performance*
- √ *Poor Attendance*
- √ *Attitudinal Changes*
- √ *Interpersonal, as well as personal problems*

In addition, training is presented to managers and supervisors in the following areas:

- √ *Department of Transportation (DOT) Rules and Regulations for Safety-Sensitive Employees*
- √ *Reasonable Suspicion/Drug-Free Workplace Policy (Web-Based also offered)*