



333 Metro Park, Suite S-101, Rochester, NY 14623
Phone: (585) 546-3617 or (800) EAP-7784

Fact Sheet for Monroe County Employees

What is an Employee Assistance Program?

An Employee Assistance Program (EAP) is a free, confidential counseling and referral service provided by Monroe County to help employees and their families resolve problems that affect their personal lives or job performance. The primary goal of an EAP is to help you and your family members during difficult times.

What is the Cost For the Program?

You and your related household members are provided with 3 free counseling sessions, per each issue you may have. Monroe County completely covers the cost of the Program—there are no costs to you.

What types of EAP Services are Provided?

EAP of Rochester addresses a wide range of concerns including, but not limited to: managing stress and anxiety, overcoming depression and/or emotional problems, minimizing relationship or family conflict, addressing parenting issues/concerns, caring for aging parents, balancing the demands of home and work and dealing with illness and its impact on family members.

Who is Covered by the Program?

The Program covers all Monroe County employees and their family related household members who live with them.

Who Provides the Counseling Services?

The Program has a diverse staff of Master's level clinicians who have more than 15 years or more of clinical experience in a broad base of issues and topics.

Why EAP of Rochester?

- EAP of Rochester has over 25 years of experience and they're nationally accredited.
- Several convenient locations for you – one in downtown Rochester and one in Brighton/Henrietta.
- They offer an outstanding and continually expanding extensive training program to address diverse issues that occur in the workplace
- They provide CISM (Critical Incident Stress Management) which is crisis counseling on an as-needed basis
- They offer Management Consults (They provide your supervisors and managers with counsel and advice in addressing workplace issues.)
- Nearly 100 of Rochester's businesses have chosen EAP of Rochester to be their EAP

How Do I Use My EAP benefit?

Simply call 585-546-3617 or 1-800-EAP-7784 and an experienced staff member will work with you to identify the issue you need assistance with and then schedule an appointment with you as soon as possible.

Will Monroe County Know That I Used the Service?

No, it's kept completely confidential if you or a related household member decides to use the service voluntarily.