



To use your benefit,  
contact EAP directly

**(716) 681-4300**

**1-800-888-4162**

**eap.cfsbny.org**

## Summary of EAP Benefits and Coverage



**100% Confidential**

**No Cost to You—pre-paid by your employer**

**Benefits may be used by anyone in your household**

Benefit/Service	Description	Cost to You
<b>Counseling</b>		
In-person or telehealth (video or telephonic) appointments with an <b>EAP counselor</b>	<ul style="list-style-type: none"><li>• Solution-focused counseling during the day and evening to address stress, substance abuse, and other concerns you may be experiencing</li><li>• Up to 4 sessions per concern</li><li>• For in-person appointments: available at convenient locations</li><li>• Referrals to other professionals and community resources</li></ul>	<b>\$0.00</b>
<b>Coaching</b>		
In-person or telehealth (video or telephonic) appointments with an <b>EAP coach</b>	<ul style="list-style-type: none"><li>• Future-focused Individual coaching around a specific area or skill you wish to change/develop, available in the day and evening</li><li>• Step-by-step coaching model over 1-4 sessions</li><li>• For in-person appointments: available at convenient locations</li></ul>	<b>\$0.00</b>
<b>24/7 Support Hotline</b>		
	If you are experiencing a non-emergency concern, call our general number to receive assistance from a Master's level counselor at anytime. <b>For emergencies, dial 911 directly.</b>	<b>\$0.00</b>
<b>Work-Life Services</b>		
Consultation and referral assistance for work-life concerns. Nutrition, Financial, and Mediation Services are available in person.	<ul style="list-style-type: none"><li>• Nutrition Services</li><li>• Financial Services</li><li>• Mediation and Conflict Resolution</li><li>• Child Care Consultation</li><li>• Elder Care Consultation</li><li>• Legal Consultation</li><li>• Tobacco Cessation</li></ul> <p>For additional information on work-life services, see the back of this handout.</p>	<b>\$0.00</b>

*Life doesn't stop while you're at work.*  
**EAP will help you manage both.**



In addition to the consultation, counseling and referral services provided for general personal and/or family concerns, your Employee Assistance Program (EAP) also provides **free and confidential** consultation and referral assistance for the following work-life concerns:

### **IN PERSON SERVICES OR TELEHEALTH (VIDEO OR TELEPHONIC)**

**Financial Consultation:** Develop more effective strategies for managing personal finances • Reduce debt • Student loan management • Credit repair

**Nutrition Consultation:** Take advantage of science-based nutrition consultation and counseling • Integrated with medical care, lifestyle, and overall wellness • Weight management • Pediatric and pre/post-natal nutrition • Meal planning

**Mediation:** Utilize community mediation to resolve disputes or conflicts between individuals, groups, and organizations • Cost-effective alternative to court litigation



### **TELEPHONIC SERVICES**

**Legal Consultation:** Access free, confidential guidance and referral assistance from a local law firm or attorney • Get answers for general questions about traffic violations, divorce and other legal actions • Learn about legal costs and probable trial outcomes

**Childcare Consultation:** Get information about available childcare options • Support for evaluating providers • Local childhood development resources

**Eldercare Consultation:** Receive support and guidance in identifying the various types of care available • Caregiver resources and classes • Support with navigating Medicare, Social Security and other benefits • Home care options • Alzheimer's support

**Tobacco Cessation:** Access to the NYQUITs hotline • Education on effective quitting strategies, stress management and relapse prevention • EAP Follow up



**Buffalo/Erie County:**  
**Outside of Erie County:**

**(716) 681-4300**  
**(800) 888-4162**



**Check out our website:**  
**[eap.cfsbny.org](http://eap.cfsbny.org)**