

Family & Children's

SERVICE OF ITHACA

Welcome to Family & Children's Service of Ithaca (F&CS), your local EAP provider.

What is EAP?

The Employee Assistance Program (EAP) provides access to free and confidential counseling services to eligible employees and their family members. The EAP is a benefit service provided by your employer to give you support at times when you may be experiencing personal, family or work-related concerns. At F&CS an EAP therapist will conduct an assessment; provide short term counseling and/or a referral to appropriate resources.

How can EAP help?

Talking to a therapist can help relieve some of the strain caused by difficulties relating to:

- Depression, stress, anxiety, anger
- Workplace issues or job stress
- Traumatic experiences or critical incidents at work
- Parenting, family or relationship issues
- Problems with addiction or substance use
- Grief and loss

Is EAP confidential?

Yes, everything to do with utilizing your EAP benefit is completely confidential. No information is shared with individuals or organizations, including your place of work, without your consent.

How do I access my EAP counseling benefit?

To schedule an appointment, call the main number **607 273 7494** or **800 834 1239** and ask for the intake department. Tell the intake staff you would like to use your EAP and they will conduct a brief over-the-phone intake assessment before scheduling you with a therapist. We endeavor to schedule you within 5 days of completing the intake assessment.

What is the cancellation policy?

We request at least 24 hours-notice when cancelling or rescheduling appointments. No shows and late cancels will count against your EAP sessions.

Can counseling continue after the EAP benefit?

Yes, if needed and recommended by your therapist. You will be able to pay for services using your health insurance or possibly our sliding fee scale if uninsured. At this point, our psychiatry evaluation and medication management practice may become accessible to you if recommended by your therapist.

Questions about EAP are Welcome

Ask your therapist or call 607 273 7494 and ask to speak with the EAP Services Coordinator. Alternatively, you can email askeap@fcsith.org.

Hours of Operation and Answering Service

Monday – Thursday 8:30 am – 7:00 pm

Friday 8:30 am – 4:00 pm

We have an answering service after hours and on weekends. The answering service can take messages for our intake department/therapists and for canceling or rescheduling appointments.

We are located at 127 W State Street, Ithaca, NY 14850

