



CITY OF MADISON EMPLOYEE ASSISTANCE PROGRAM

Employee Assistance Program and Critical Incident Stress Management

What is the Employee Assistance Program (EAP)?

Most people, at some time or another, face a situation or problem that seems to be more than they can deal with on their own. Whether it is work-related or personal, EAP is available to provide:

- 24-hour professional and confidential assistance.
- Information, support and referral to resources.
- No cost, free-to-use service.
- Problem-solving, support & referrals to community resources for employees and their significant others experiencing difficulties including, but not limited to the following:
 - » personal or job-related stress.
 - » family or relationship problems.
 - » financial concerns.
 - » medical issues.
 - » alcohol & other drug abuse.
 - » emotional health.
 - » child or elder care.
 - » grief.
 - » loss or death of a loved one.

What is the Critical Incident Stress Management (CISM) Program?

A critical incident is an event that is outside the usual range of experience and highly distressing. Examples include:

- The serious death or injury of the member of the public or employee while an employee is on duty.
- The unexpected death of an employee.
- Any incident which can be considered a serious physical or psychological threat to an employee in the line of duty.

The CISM team members provide both pre- and post-incident services. For more information, please see [Administrative Procedure Memorandum 2-15](#).

To receive CISM services, please contact the EAP-CISM Office, (608) 266-6561 or FEI Behavioral Health, (800) 236-7905.

How do I contact EAP?

Internal Program Staff (608) 266-6561

FEI Behavioral Health (800) 236-7905

Available 24/7 at no charge.

FEI Behavioral Health is an EAP firm that the City contracts with for employees and families who wish to be assisted by a service "outside" the organization.





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How does EAP work?

If you, your family/partner, or significant other experience a problem, you may contact EAP. Use of EAP is **always voluntary**. You may call and talk over the phone or schedule an appointment. If you want to meet with EAP during work time, you can be allowed a reasonable amount of time to do so.

In a visit with EAP, you can expect that the professional you see will provide you with support and help you explore ways to solve the problem.

Sometimes EAP will refer you to other resources, e.g., health care provider, other agencies in the community. EAP may be able to get you connected with the resource faster than you would on your own. In any case, you choose whether or not to go to the resource. Contacts with other resources would be done on approved leave in accordance with your department's policies and procedures.

Additional EAP Services

- Coordination of the Critical Incident Stress Management Program (CISM).
- Guidance to supervisors in working with employees experiencing job and/or personal problems.
- Help with readjustment to the workplace for employees returning from an extended mental health or medical leave.
- Problem prevention through education and training.
- Follow-up to make sure your needs are met.

Who may use EAP?

As a **City of Madison government employee**, you, your family/partner, or others of significance to you may use the EAP for any work, personal, or family concern.

Is EAP confidential?

By law and policy, information shared with persons within the Employee Assistance Program is confidential. Even the fact that someone has used EAP is confidential!

EAP contacts are confidential unless the information disclosed concerns:

- An unexplained, unusual or suspicious death.
- A case of suspected abuse or suspected neglect of a child or elder.
- A threat to one's own life or safety of that of another.
- A threat to commit, or report of committing a serious crime.
- A threat to public health and safety.

If necessary, information related to these areas may be released without your authorization to appropriate persons, e.g., a crisis intervention worker, law enforcement personnel, therapist or doctor, etc., in an attempt to mitigate danger or harm.

