



For more information
or assistance, please call
856.342.2280

An EAP representative will
complete an intake for you
and help you to schedule an
appointment.

If no one is available, please do
not be discouraged by the voice
mail. Please leave us a message
with your call back information
and we will return your call
promptly and discreetly at
the number provided.

Office locations:

CHERRY HILL
1103 Kings Highway North, Suite 102 (lower level)

CAMDEN
Three Cooper Plaza, Suite 102-D

VOORHEES
1011 Main St.
(Neurobehavioral Health)
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Employee Assistance Program



What is the EAP?

The Employee Assistance Program (EAP) is an employee benefit that provides you with short-term solution-focused confidential counseling, professional development coaching, mediation for resolution of workplace conflict, critical incident stress management services, and community resources referrals.

Who is eligible?

- **All Employees**
- **Immediate Family Members** (*defined as spouse, life partner/significant other (living with the employee) and dependent children up to the age of 26*)

Is it confidential?

Any contact you or an immediate family member has with the EAP is kept confidential. No information will be shared with anyone without your consent. The only information that can be released without consent are danger to self or others and abuse of a vulnerable population.

What are the counseling benefits?

EAP staff members are licensed master's level clinicians. Counseling services are FREE and can range from 5 to 8 sessions for resolution of short-term issues depending on your employer's program. Access to a mental health professional is available 24/7 for clinical emergencies.

Can my boss refer me to the EAP?

Yes. If your boss recommends that you contact the EAP due to a decrease in work performance, it is up to you to decide whether to do so. Participation in the program is strictly voluntary. If you DO choose to take advantage of EAP counseling or referrals, no information will be released to your boss without your consent.

What is coaching?

Coaching is NOT counseling and is future-oriented. Individuals enter into coaching for a variety of reasons such as improved organizational, communication, and leadership skills. The coach works with the individual to assist in attaining desired goals.

When would I use mediation for resolution of workplace conflict?

The EAP offers mediation for the resolution of workplace conflict. When two co-workers are at odds with each other this can create a business problem and it is in the best interest of both employees and the company to resolve the issue.

What is Critical Incident Stress Management (CISM)?

A critical incident is an event at work or related to work that is outside of what is considered the norm for that workplace. CISM interventions are designed to help the individuals in a supportive and confidential environment.

What are community resource referrals?

The EAP offers referrals to resources such as self-help or support groups, elder care and child care referrals, debt consolidation specialists, etc.