

EAP is **100% confidential** and pre-paid by your employer.

**Anyone in your household may utilize your EAP benefits.**

To use your benefit, contact EAP directly at (716) 681-4300 or 1-800-888-4162

Learn more about your benefits at <http://eap.cfsbny.org/>

Benefit/ Service	Description	Cost
<b>Counseling</b>	Face to face appointments with an EAP counselor: <ul style="list-style-type: none"> <li>• Individual, couples or family counseling</li> <li>• Up to 4 sessions per concern</li> <li>• Day and evening appointments available</li> <li>• Many convenient locations</li> <li>• Referrals to other professionals and community resources</li> </ul>	\$0.00
<b>24/7 Crisis Counseling 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. For emergencies, dial 911 directly.	\$0.00
<b>Work-Life Services</b>	Consultation and referral assistance for the following work-life concerns: <ul style="list-style-type: none"> <li>• Nutrition Services</li> <li>• Financial Services</li> <li>• Child Care Consultation</li> <li>• Elder Care Consultation</li> <li>• Legal Consultation</li> <li>• Mediation and Conflict Resolution</li> </ul> <p><b>For additional information on work– life services, see the back of this handout.</b></p>	\$0.00
<b>Workplace Services</b>	EAP provides regular opportunities for personal enrichment through seminars, trainings, and monthly employee newsletters.	\$0.00

## HAVING TROUBLE BALANCING WORK-LIFE CONCERNS?

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 CONSULTATION



#### Personal Budgeting

A financial counselor with experience in money management and credit counseling can help you or a family member develop more effective strategies for managing your personal budgets.



#### Nutrition Concerns

A Certified Registered Dietitian can provide you with professional consultation regarding nutrition concerns you might have, including concerns about the effects of certain foods on your energy level and/or emotional state, pros and cons of popular diets, and more. You may also visit the EAP website to submit questions about nutrition.

### TELEPHONE CONSULTATION SERVICES



#### Legal Concerns

Need legal guidance about separation, divorce, contract disputes, or property transactions? Your EAP can connect you to a local attorney who can answer basic legal questions and provide free, confidential consultation and referral assistance.



#### Child Care Consultation

Your EAP can help you get information about the types of child care options that are available in your area. We can also provide suggestions for evaluating the quality of a childcare provider.



#### Elder Care Consultation

Need assistance in making decisions about an ill or elderly relative's care? Your EAP can provide support and guidance in identifying the various types of care available (home care, nursing home, etc.), as well as information about respite services for you and your family.

#### Alzheimer's Care Consultation

We can provide focused information and/or support to assist families caring for a loved one afflicted with Alzheimer's Disease.

**PLEASE CONTACT YOUR EMPLOYEE ASSISTANCE PROGRAM FOR MORE INFORMATION:**



Buffalo/Erie County: (716) 681-4300  
Outside of Erie County: (800) 888-4162