

## WILL I HAVE TO SEE SOMEONE FROM E A S, IF I JUST HAVE A QUESTION?

In order to determine the answer to this question, we first need to speak with you on the phone. If you prefer not to make an appointment, it is possible for someone to call you back when they are available. You will be asked a few questions to determine if you would benefit more from an in-person meeting or if information on other available community resources is appropriate.

## WILL I HAVE TO COME MORE THAN ONCE?

That will be determined jointly by you and your counselor during your initial meeting. Some people see their counselor just once; others may have some work to do and will be back a few times over a month or two.

## DOES MY EMPLOYER KNOW IF I GO TO E A S?

Unless you sign a *Release of Information* form, your employer will not know from EAS that you have been to see us. EAS is a **confidential** service provided to you and approximately 9,000 other employees throughout the tri-county area.



## CAN I USE E A S MORE THAN ONCE?

The decision is made between you and your counselor as to how many meetings you will have. You may return to EAS regarding the same or a different issue within the same calendar year and you'll be seen. It's not like many medical benefits where you are limited to a set number of visits per year.

## WILL I EVER HEAR FROM E A S?

In order to assure quality care, we send a survey to many of the clients we see during the calendar year. This is random, confidential and is coded to help us identify the employer as well as the counselor who delivered the service. You are not identified on the response sheet. This will assure you and your family of confidential, continuous, quality care. Otherwise, we do not contact you without your prior permission.

We hope that this has answered some of your questions. If you would like to find out more... just contact us:

**Phone:** 563-8293 -or- 1-800-724-0747  
**Fax:** 563-9958  
**Website:** [www.bhsn.org](http://www.bhsn.org)  
**Email:** [easmail@bhsn.org](mailto:easmail@bhsn.org)



**Employee Assistance Services**  
**22 U S Oval - Suite 218**  
**Plattsburgh, NY 12903**  
with other offices in Malone, Saranac Lake,  
Ticonderoga and Westport



# HOW TO USE



## ONE OF YOUR EMPLOYEE BENEFITS



a program component of

**BEHAVIORAL HEALTH SERVICES NORTH, INC.**

*Partners in Wellbeing*

## WHAT IS E A S ALL ABOUT?

E A S is an Employee Assistance Program which is a short-term counseling service offered to you and all of your household members **FREE OF CHARGE** because your employer has decided to offer this benefit to employees.

It is staffed by licensed counselors who help you with practically any human problem such as marital difficulties, financial/legal issues, problems with family/children, alcohol/substance abuse, stress, depression, anxiety or problems at work. We want to keep you in balance - with less stress.



## HOW DO I ACCESS E A S?

The first step is to pick up the phone and give us a call whenever something at home or at work is on your mind which is affecting your life. Remember, this benefit is **CONFIDENTIAL** - you do *not* have to ask anyone permission to use this benefit. Call us at 563-8293 or, if we are outside your local dialing area, you can call us at 1-800-724-0747.

## WHO IS ON STAFF?

During regular business hours you most likely will hear the voice of our **Office Manager, Deborah Boswell**. She will be able to schedule an appointment with one of our counselors for you.

**Dove Phillips** (LMHC, ATR-BC and CEAP) has many years' experience with adolescent and family issues

licensed in both New York and Vermont. She also works in Art as well as Play Therapy and has experience in Trauma-Focused therapy. Dove is a nationally qualified Substance Abuse Professional under the D.O.T. Regulations.

**Amy Belair** (LMHC, NCC, CARC) has 15+ years of experience, working in the fields of domestic violence, criminal justice, and mental health services. She is also a certified support parent through Parent to Parent of NYS, working with families of children with special needs. She is well versed in Special Education Law and provisions.

**Our Program Director is Bonnie Black** (MA), known to many as the “on-site trainer” and is a certified *Intrinsic Coach*<sup>(c)</sup>, providing organizations a healthier approach to growth. She administers EAS throughout the tri-county area. She also is a guest speaker on a variety of mental health issues throughout the North Country and on college campuses. Bonnie is a Trainer for Youth Mental Health First Aid, suicideTALK, ASIST and the *Lifelines* trilogy of Suicide Prevention, Intervention and Postvention in schools and communities.

If you have a question about our services or aren't sure if your situation warrants an appointment, we can talk on the phone and guide you to a resource in your region which may serve you well.

## HOW DO I CONTACT E A S?

Most people give us a call at 563-8293 or at our toll-free number (1-800-724-0747). When you or a family member calls during regular business hours, your call will be taken by Deborah, our Office Manager. Give her your name, employer, whether you want to be seen in Plattsburgh or one of our other sites (Malone, Saranac Lake, Ticonderoga or Westport). She will offer you an appointment within 72 hours but, if that doesn't meet with your schedule, she'll work with you until our calendars match!

## WHAT HAPPENS IF I CALL “AFTER HOURS?”

EAS is available **every hour of every day** through our 24-hour answering service. If you call before 8:30am or after 4:30pm during the week or on weekends/holidays, you will first hear a recorded message followed by instructions. One option is to “press 1” to leave a recorded message for us to hear the next business morning. The other option is to stay on the line. Yes, a live human being actually comes on the line!! He or she will ask if you want to leave a message. You may do so or, if you are in crisis, you may tell them that you would like to speak with someone at EAS. They will take your first name and connect you with whomever is “on call” at EAS. We will ask you some questions to determine if we can assist you at that moment, if there is a need to access the ER or if we should schedule to see you the next day or next business day.

## WHAT WILL HAPPEN AT MY MEETING WITH THE COUNSELOR?

Basically, you now have someone to talk to, someone with whom to share your situation and concerns. We are sometimes called the “**professional problem-solvers.**”

At your first meeting the counselor will ask you some questions about your concerns, what your goals and objectives are, what you're hoping EAS will assist you with, where you work, what your living and working situations are like, what health insurance coverage you have. This information is not retained in our computer; it is to get a better picture of you.

## WHAT DO THE COUNSELORS DO?

Our counselors assist you in getting back on track with your personal or work situation within 1-4 sessions. **Our goal is to help you find the most effective solution within an efficient time frame.**