

OUR CITY OF MADISON



Employee Assistance Program Alder and Resident Frequently Asked Questions (FAQ) & Answers

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FAQ Overview



Frequently Asked Questions

Alders and Residents commonly ask our agency the following questions:

Questions
How does the EAP work?
Who can use the EAP?
What is management and supervisor consultation?
What kind of EAP training does EAP provide?
What is a critical incident?

FAQ Answers



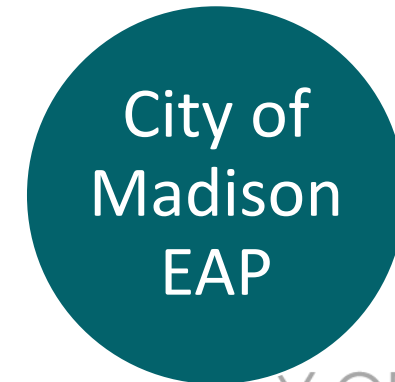
How does the EAP work?

Free

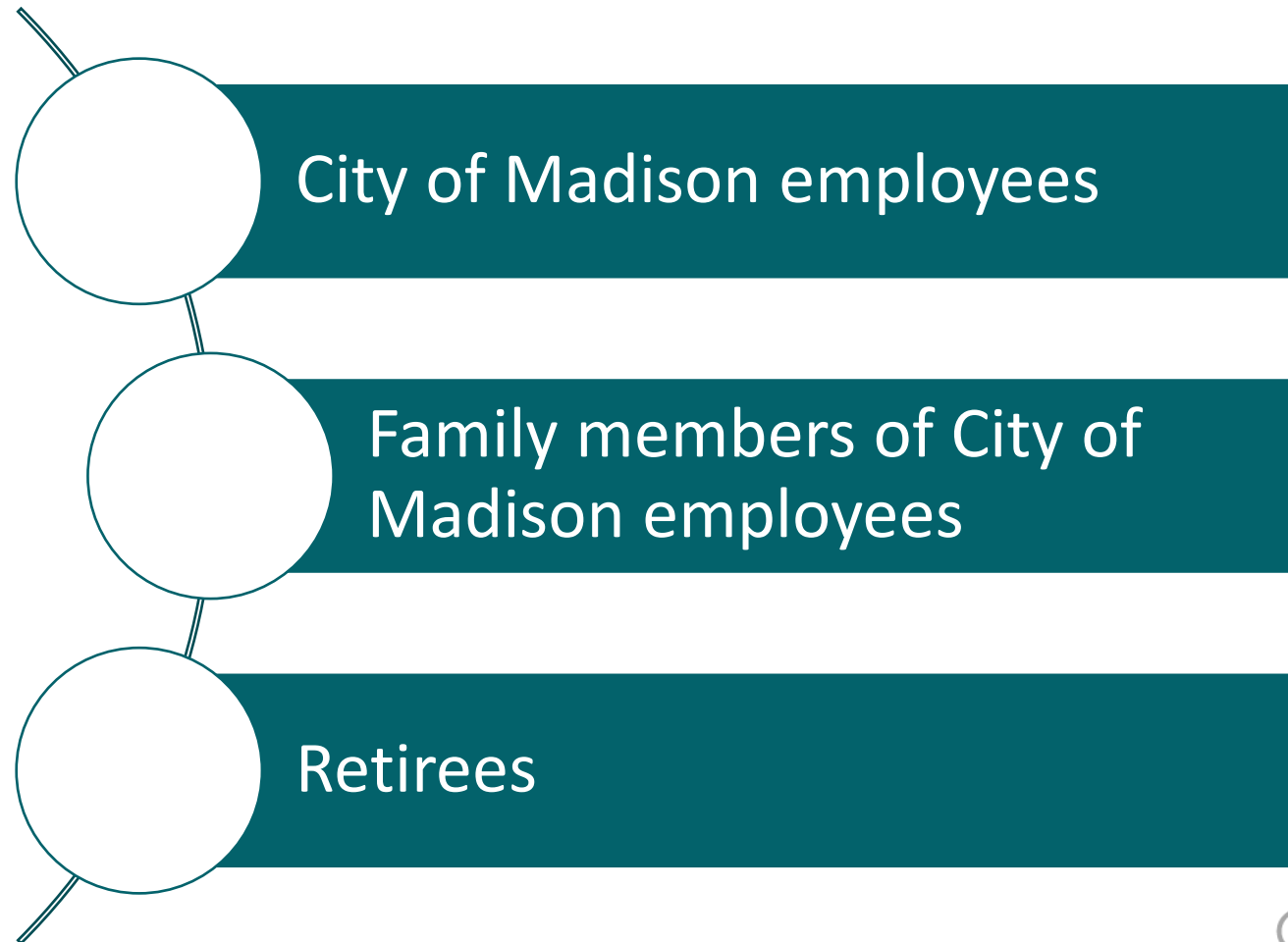
Confidential

Voluntary

GOAL: to maintain healthy and productive employees through brief support and referral services



Who can use the EAP?



What is Management and Supervisor Consultation?

When managers and supervisors experience EAP-related situations with employees and they request assistance

- Recognizing personal and/or performance problems
- Providing feedback to an employee
- Holding employees accountable while also supporting them
 - Substance use, personal issues, mental health concerns, etc.
- Exploring conflict resolution within units
- Adjusting to operational or structural changes impacting individuals' work
- Responding appropriately to critical incidents

What kind of training does EAP provide?

- Various topics
- Adapting to current trends and needs
- Help connect units to trainers like AllOne
- Examples:
 - Trauma-Informed Customer Service
 - Trauma-Informed Living
 - Conflict Management
 - Suicide Prevention
 - New Recruit Trainings

What is a Critical Incident?

CRITICAL INCIDENT RESPONSE

These are events outside the usual range of experience for most people and which would be markedly distressing to almost anyone.

A Medical
Emergency

Acts of Violence

Suicide

How Our Agency Provides Customer Service



We Provide Customer Service By...

- [EAP Website](#)
 - Makes information about the EAP accessible to employees and their family members.
- Telephone
 - Employees and their family members can reach us at 266-6561 during regular business hours or our external EAP, AllOne, may be contacted 24/7 at 1-800-236-7905.
- Email
 - Employees may email us to schedule an appointment at eap@cityofmadison.com.
- In-person
 - To protect the privacy of those who use EAP services, our office is not open for walk-in appointments. EAP counselors primarily meet with employees virtually.

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Stay Connected!

Employee Assistance Program

eap@cityofmadison.com

608-266-6561

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