Frequently Asked Questions (FAQs):

What is the USPS Employee Assistance Program (EAP)?

The USPS Employee Assistance Program (EAP) is a workplace benefit that provides confidential counseling, support, and resources to employees to help them deal with personal or work-related challenges that may impact their well-being or performance.

What services are offered through the EAP?

The EAP offers a wide range of services such as short-term counseling, referrals to mental health professionals, substance abuse assistance, work-life balance resources, and resources for caregivers.

How confidential are EAP services?

The USPS EAP offers employees and family members confidential access to programs and services. EAP counselors have master's degrees and are licensed professionals. Your privacy is protected by strict federal and state confidentiality laws and regulations and by professional ethical standards for counselors. Information you share with the EAP may not be released to anyone without your prior written consent, except as required by law (e.g. when a person's emotional condition is a threat to him or herself or others, or there is suspected child or elder abuse) or the issuance of a court order upon a showing of good cause.
In other words EAP services are private. Information shared with EAP counselors is typically not disclosed to the employer unless the employee gives permission or if there is a threat of harm to themselves or others.

Are EAP services free for employees?

EAP services are provided at no cost to USPS employees. The Employee Assistance Program cost is covered by the United States Postal Service as part of the employee benefits package.

Who is eligible to use the EAP?

All active USPS employees, dependents (under the age of 26), spouses/partners and household members.

What types of issues can employees seek help for through the EAP?

Employees can seek help for a wide range of issues including stress, anxiety, depression, relationship problems, substance abuse, grief and loss, financial concerns, and work-related conflicts.

How can employees access EAP services?

USPS employees can access EAP services through a toll-free phone number: 800-327-4968 (800-EAP-4YOU), through a TTY number: 711 or online at: EAP4YOU.com