COUNSELING SERVICES
EFAP licensed counselors and professional personnel are available to ACHS employees and their household family members.
To schedule an appointment with a counselor or request information please contact us
Phone: (802) 847-2827
Toll-Free: (888) 329-3327 (24/7)
Email: EFAP@UVMHealth.org
M - F 8:30 am - 4:30 pm.

UVM Medical Center
1 South Prospect Street
Burlington, VT 05401
Fanny Allen Campus
790 College Parkway
Colchester, VT 05446

WE ARE LOCAL. WE ARE HERE TO HELP.
Life is often difficult and we find ourselves in situations that are hard to resolve. Problems have a way of getting bigger unless we think about them differently and make important changes to solve them. These problems can spread to other areas of life—complicating work, relationships, mental wellness, physical health, and even life itself.
For these reasons, Albany College of Pharmacy and Health Sciences provides an Employee and Family Assistance Program (EFAP) as a benefit for you and your household family members. It is a voluntary program designed to offer a highly professional, confidential source of counseling. EFAP provides short-term counseling, referrals and follow-up every time you need help.

Finding Balance
Support to Help You Find Balance In Your Work and Personal Life.
HOW THE EMPLOYEE AND FAMILY ASSISTANCE PROGRAM WORKS FOR YOU

- Albany College of Pharmacy and Health Sciences employees and their household family members can call EFAP to schedule an appointment with a counselor.
- Appointments are scheduled within 2 days.
- The counselor will listen to the problem and help you set reasonable goals to solve it. Steps will include an assessment and short-term counseling.
- You can meet for up to three sessions and may include a referral to a resource in the community to further help you.
- You can access counseling or work-life resources in person or by phone.
- In certain cases, a manager may suggest an employee meet with EFAP if there is concern about an employee’s safety, job performance or if they think it may be beneficial. A call to EFAP is voluntary.

EFAP HELPS EMPLOYEES WHO MAY BE EXPERIENCING THE FOLLOWING

- Individual and family issues
- Anxiety/depression/mental health
- Co-worker conflict
- Stress management
- Questions about alcohol and drug use
- Domestic abuse
- Relationship concerns
- Parenting dynamics
- Life crisis and grief
- Communication difficulties
- Work performance concerns
- Employment transitions

UNIQUE FEATURES OF EFAP

- Assessment and discussion of the treatment plan
- Short-term, solution-focused counseling
- Confidential, personal attention
- Convenient off-site locations
- Flexible hours
- Return to work assistance
- Resource and referral services
- Wellness health coaching
- Follow-up

EFAP IS FREE & CONFIDENTIAL

Regardless of the referral source, EFAP content is always confidential. Information does not appear in your personnel file or medical record and is not shared without your written permission. If outside referrals are made, consideration is given to your financial resources, your medical home or medical insurance, and your work schedule.

WORK LIFE RESOURCE HIGHLIGHTS

EFAP knows the community resources. We advise you of the options and then it is your decision to take action. Talking things over with a professional can put you back in control of the situation.

- Depression Screenings
- Veterans Support Program
- Online Resources
- Self Management Tools: work/individual counseling and wellness health coaching in key work-life areas
  - Stress management
  - Anger management
  - Time management
  - Balancing home and work
  - Tobacco cessation
  - Weight management

Counselors are also available to visit specific worksites for consultations, groups and EFAP orientations for staff. Please call to arrange.