

Philosophy

Having both a full-time job and a full-time personal life can be tough sometimes, and balancing the demands of each can be a real challenge. That's why we at COPE created our Employee Assistance Program, or EAP. Our goal is to help you and your family cope with problems that affect your emotional well-being, whether they stem from work or from home. The idea is to improve your quality of life, and at the same time create a healthier workplace for the employer.

COPE
incorporated

workplace assistance program
employee assistance program
Contact COPE at 202.628.5240
or toll-free at 1.800.841.7406
www.cope-inc.com/dc-eap
eap@cope-inc.com

Comments from some who have used COPE services

“(The counselor) was very helpful in drawing out and making me understand myself. Very easy to open up to...”

“COPE did improve my relationship with my supervisor and probably saved my job.”

“Grief and stress...caused me to break down...could not have been more helpful...my thanks.”

“This was tremendously helpful. The counselor clarified the issues involved and gave me the tools I needed to work through the situation.”

“I recommend COPE to other employees.”

“(The counselor) genuinely cared about my well being and tried hard to help with my problems as much as possible...”



District of Columbia
Government
Work & Family
Employee
Assistance
Program

Employee Assistance Program



Anthony A. Williams, Mayor

Provided by

COPE
incorporated

The EAP can help you with:



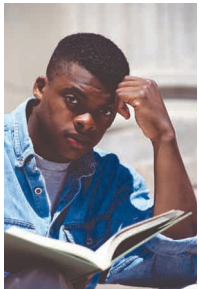
relationship problems
marital
couples
children & adolescents
coworkers & supervisors



family life transitions
divorce & separation
school problems
work/family balance
communication issues



health & mental outlook
depression & anxiety
grief & loss
serious illness
alcohol & drug abuse
stress



assessment & referrals
financial & legal problems
low-cost resources which
supplement insurance benefits
community support groups
government service agencies

A place to turn for help

When you have a personal problem of any kind, COPE offers confidential problem assessment by one of our professional counselors. These consultations are one-on-one, face-to-face meetings, which may be held either at your workplace or at COPE's offices, and scheduled at your convenience. Urgent situations are scheduled as soon as possible.

The counselor's goal is to help you with practical, short-term problem solving, and to offer referral services when a longer-term solution is needed. As experienced, licensed, and credentialed mental health workers, our counselors know how to listen, and how to offer guidance objectively.

The consultations are free of charge for you, as well as for your spouse/significant other and dependent children 18 years of age and older. In the case of younger children, our counselors will be happy to meet with you and your spouse, offer guidance, and make an appropriate referral.

How to reach COPE

All you have to do is call us. Our regular hours are 7:30 a.m. to 8:00 p.m., Monday through Friday, but our lines are open 24 hours a day, seven days a week. No matter when you phone, the call will be answered by a person - never a machine. You will speak with a counselor who will assist you in scheduling an appointment. You can remain anonymous if you wish, but this will limit what the counselor is able to do.

If your need is urgent, you will be immediately connected to a counselor. If the situation is life-threatening, 911 should be called first. When medical intervention is necessary, you should always first get to an emergency room. Our job will be to provide follow-up assistance as appropriate.

Confidentiality

All of COPE's EAP services are subject to certain rules and regulations which enforce the practice of confidentiality. The legal limits of these will be explained by your counselors.

If you are referred to COPE by your employer, your counselor may ask you for permission to speak with your supervisor about work-related issues, but the nature of any personal problems will not be discussed without your specific permission.

Why people use COPE

Our counselors help people with everyday problems in living, including emotional or marital problems, stress, depression and anxiety, family or relationship troubles, alcohol or drug abuse, workplace difficulties, and financial or legal referrals, to name just a few.



cut here and save for reference

COPE
incorporated

For more information or immediate assistance call:

Local: 202.628.5240

Long Distance: 1.800.841.7406

TTD: 1.800.628.7644

Fax: 202.628.5111

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