



(585) 383-4478

<https://helpforemployees.com/>

100 Crosskeys Office Park, Fairport, New York 14450

1. MAKE THE CALL

This is the most difficult part. Most people report they thought about using the EAP long before they made the first call. When you call we'll get some basic information and ask you briefly about your situation. This allows us to match you with the counselor best suited to meet your needs. This phone call usually takes less than five minutes.

2. SCHEDULE THE APPOINTMENT

We'll do our best to offer you an appointment within 3 business days of your call. We have convenient appointment times including evenings. The counselor you speak with on the phone may or may not be the counselor you will be meeting with.

3. ATTEND THE APPOINTMENT

We believe the best way to help you with your situation is face-to-face in a confidential and professional setting. Appointments generally last about 50 minutes. At the first appointment, the counselor will want to get to know you and about your concern and help you to formulate a plan. Follow-up appointments can be scheduled with your counselor as you continue to work together to reach your goals.