

## Our Service

There are times in our lives when we experience hardships that may seem overwhelming or insurmountable even with the help of family and friends. The Office of Employee Assistance (OEA) was instituted by the House to provide professional assessment, assistance, and referral particularly when an employee's difficulties have the potential to impact their work performance. Our mission is to provide timely and confidential assistance to Members, employees, and their family members for personal and work-related problems. If you are uncertain about whether or not our office can help, please contact us for a confidential consultation.

## We Provide Individual Support

Personal or job-related issues are usually not resolved by ignoring them. Seeking support from the Office of Employee Assistance is voluntary, and can be the first of many positive steps you take towards resolving a problem. OEA staff are available to help with:

- Emotional Difficulties
- Marital/Family Difficulties
- Alcoholism/Substance Abuse
- Depression or Anxiety
- Work-Life Balance
- Personal or Job-Related Stress
- Grief/Bereavement
- Personal or Career Transition
- Other Personal Difficulties

## How Does it Work?

Make an appointment or request additional information by giving us a call on 202-225-2400. Our office is conveniently located in the Ford House Office Building and is open Monday-Friday from 8:30 a.m. to 5:30 p.m. Any House employee or family member is eligible to use our services and is encouraged to contact the office to schedule an appointment. If you are an employee in a District office, we offer either telephonic or video appointments.

Our process begins with a confidential assessment, from which OEA staff will work with you to develop a plan of action, which may include additional OEA services and/or a referral to other specialized resources. If referred elsewhere, our staff will also follow up to ensure that our recommendations were helpful and led to effective problem resolution.



## What Does it Cost?

The immediate services of the Office of Employee Assistance are available at no cost to the employee or employing office. If a referral outside of the office is necessary, the employee's insurance will usually cover a portion of the cost. Income and ability to pay are always considered when referral recommendations are made.

## Is it Really Confidential?

Confidentiality is a vital aspect of employee assistance services. Information concerning your involvement with OEA and the concerns you raise are confidential and will only be released with your authorized consent. If, for example, your manager initiates a formal referral to the office, they will only be notified of your initial attendance. Other information can only be released with your informed consent, except in life-threatening situations or where legally required (e.g. child abuse reporting). All information maintained by the Office of Employee Assistance is kept securely within the office and is not part of any House record or employee personnel file.

## Is it Always Voluntary?

Our services are voluntary. If your manager or supervisor initiates a referral on your behalf, the choice to contact our office is yours. It is also your decision whether to follow through with any recommendations made by OEA staff.



## Will Contacting the OEA Impact My Job?

Services provided by the Office of Employee Assistance will neither jeopardize your job nor influence the disciplinary process. Should you contact the OEA on your own, information concerning your outreach is not provided to your manager unless you request it. If your job performance becomes unsatisfactory for any reason, your manager or supervisor may refer you to the OEA as a way of helping you enhance your performance.

Many employees view the OEA as a personalized resource for productively managing and resolving the challenges they are facing.



## When Should I Contact the OEA?

Many of us ignore our difficulties or deny the severity of our situations until other areas of our life or those around us are affected. Why wait? Consider a consultation as soon as an issue begins to preoccupy your thoughts or impact your well-being, or, if you are unsure how to resolve a situation and just need a sounding board. Our services are at your disposal, and OEA staff are available to assist you every step of the way.

## Additional Services

### Job Transition Assistance:

Employees at any level - including Members, leaders and supervisors - can use our transition services for resume and cover letter review, interviewing tips, and job search strategies.

### Management Consultation:

The OEA is a resource designed to enhance work productivity. We are available as a resource to managers for confidential consultation on strategies to support employees struggling either personally or professionally.

### Performance Coaching:

We partner with leaders and managers to help maximize success, harnessing professional strengths and offering practical leadership tools to enhance individual skill sets.

### Education and Retreat Facilitation:

Our staff offers customized trainings for Member offices and other workgroups, both in Washington, D.C. and in the districts Members serve. We customize our training to best address a team's individual needs and goals. Popular training and retreat topics include communication workshops, teambuilding exercises, and strategic planning sessions to help your office map out goals.

### Critical Incident Stress Response Services:

The OEA provides additional support to teams who have experienced an adverse incident. These services can be provided at your worksite and are customized to the needs of impacted personnel and work teams. Whether your office is coping with an employee's death, workplace violence, larger-scale disaster, or any event that temporarily disrupts the emotional equilibrium of your team, we are ready to assist. Our office will be available around-the-clock to consult and arrange support for your team.



# OFFICE OF EMPLOYEE ASSISTANCE

Providing personal and professional support for the House, Capitol Police, and the Congressional Budget Office

**Call:** 202-225-2400, 1-866-831-0038

**Email:** [Employee.Assistance@mail.house.gov](mailto:Employee.Assistance@mail.house.gov)

H2-140 Ford House Office Building  
8:30 a.m. – 5:30 p.m., Monday – Friday

[HouseNet.house.gov/EmployeeAssistance](https://www.house.gov/EmployeeAssistance)