

Emotional Wellness

Being the best...
YOU can be

What is role of Miami-Dade's Employee Assistance Program?

The Miami-Dade Employee Assistance Program (EAP) is a confidential service which focuses on assisting those who are struggling with personal problems that may be affecting their ability to function at home, work or in the community. EAP counselors focus on supporting employees with internal and external resources that assist in setting the foundation for restoration or enhancement of emotional and mental wellness.

Who can use the EAP?

The EAP is available to all Miami-Dade employees and their eligible family members and dependents.

What kind of problems does the EAP help with?

Some of the needs and concerns employees have brought to the EAP are:

- Family/Marital Problems
- Anxiety/Emotional Problems
- Stress Management needs
- Substance Abuse/Alcohol Abuse
- Financial Problems
- Death of a loved one
- Anger Management
- Community Resources
such as Child Care



Does the EAP tell anyone about me contacting them?

The EAP is designed to be a confidential resource and support for employees. The program is designed to ensure confidentiality. Employees that come to the EAP on a voluntary basis will have information released only to individuals authorized by the employee.

How does the EAP process work?

The employee can refer themselves to the program for consultation. Managers, and Directors can also make mandatory referrals to the program in circumstances such as substance use. Additionally, a manager can call the EAP for consultation in regards to concerns about employees that may have personal struggles that are affecting their performance and assist employees with making an appointment by calling us directly.

What does it cost?

All internal EAP sessions are FREE to the employee. Referrals can be given to a provider covered by your health plan. However you may be required to pay co-payments for services provided based on coverage levels, as you would for a doctor's visit.





How can I get in touch with the EAP and where are they located?

You can call **305-375-3293** to set up an appointment with a staff member. Emergency walk-ins are also accepted.

Our Hours of operation are 8 am to 5 pm Monday-Friday.

The Miami-Dade County Employee Assistance Program is located on the 15th Floor of the OTV South Building.

Address:

601 NW 1st Ct., Miami, FL
Suite 15-050

*If you or a loved one need immediate assistance or experience a medical emergency please call 911 or proceed to the nearest emergency room.