



## International Employee Assistance Program

### **FOH Extends Employee Assistance Beyond Our Borders**

**I**n addition to providing services within the U.S. and its territories, Federal Occupational Health (FOH) extends Employee Assistance Program (EAP) services beyond U.S. borders to assist Federal employees and their families abroad. This includes services for U.S. citizens and local nationals as well as their family members. FOH's International Employee Assistance Program can help FOH customers accomplish their missions in over 100 countries.

The average overseas employee posting represents a significant financial expense. Sponsoring organizations often invest multiples of the employee's annual salary in relocation, education, housing and other special services. Employees often find international moves to be quite difficult since these moves distance them and their immediate families from all things familiar - including extended family and social support systems. Differences in cultures, languages and laws create added stress. Complicated health problems, all-absorbing toddlers, challenging adolescents, interrupted careers, relationship stress and dependent elderly parents are issues that can arrive on the foreign doorstep.

Employee management of these issues directly affects the employer. Research has determined that the family's successful adjustment is the key factor in achievement of the employee's overseas work goals. In order to succeed, employees and their families need one confidential, professional source of help when problems arise. That source is FOH International Employee Assistance.

FOH's International Employee Assistance Program provides a range of services to Federal employees and their families. These services include the following:

#### **24-Hour Access to a Counselor-Staffed Service Center**

For around-the-clock EAP assistance, FOH provides a U.S. telephone number to all Federal employees and families at foreign posts. Service Center counselors assess each call, provide counseling by telephone, and initiate referrals to local counselors as appropriate. For non-English speakers, FOH provides prompt access to translation in more than 100 languages.

#### **Assessment, Referral and/or Counseling**

The EAP's counseling staff will match, as closely as possible, the culture and language of those served. For example, U.S. citizens receive counseling from English-speaking, Master's level or equivalently trained individuals. In most cases, an equivalently credentialed professional of the local culture will counsel local national employees.

## Management Consultation and Training

Even though managers and supervisors may work and live in a non-U.S. environment, they can still use the proven management tools of U.S.-style EAPs with accommodation for the special cultural needs of each setting. Ongoing consultation on dealing with troubled employees is available by telephone on a 24-hour basis. FOH offers on-site seminars on a wide range of topics. We can also create seminars to meet the needs of unique overseas work situations.

## Critical Incident Stress Management (CISM) and Consultation

A team of critical incident stress specialists is always available for telephone consultation and to conduct on-site debriefings when needed. FOH EAP critical incident consultants include English speakers and local language speakers, as available. Building these individuals into the foreign post resource base provides an additional sense of security for those in charge.

## EAP Orientation

The EAP orientation is gauged to the needs of the organization, as well as the characteristics and location of the employee population. FOH can deploy local EAP staff to orient managers and employees about the EAP on-site as well as offer orientation through Internet technology. Wallet cards and orientation materials can also be provided.

## Health and Wellness Seminars

In addition to promoting the EAP, seminars focusing on employee and family well-being can prevent or reduce stress-related problems. A full range of health and wellness topics are delivered through local worksite seminars, printed literature and web-site educational resources.

## Optional Pre- and Post-Relocation Outreach Services

Can be provided for U.S. citizen employees and families as they go through the crucial adjustment period. FOH counselors offer seminars, face-to-face counseling as well as telephone counseling to support this population with the many life changes associated with an international move. Organizations may wish to provide a range of move-related services to U.S. citizens at the time of the overseas posting and a similar package for the return or next move.

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## FOH, the Occupational Health Provider of Choice for the Federal Government

**T**he mission of FOH is to improve the health, safety, and productivity of the federal workforce. Created by Congress in 1946, FOH is a non-appropriated service agency within the Department of Health and Human Services (HHS), Program Support Center.

Federal agencies throughout the U.S. and overseas can access FOH services. FOH provides worksite health services, Wellness/Fitness, Employee Assistance Programs (EAP), Work/Life, Environmental Health and Safety, Organizational and Professional Development, and Training and Education.

Make Federal Occupational Health your partner in building a healthier, more productive work force. For more information, please visit us at [www.foh.dhhs.gov](http://www.foh.dhhs.gov) or call us today at **1-800-457-9808**.

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