



**-Confidential**

**-Available 24-hours a day**

Call for an appointment

**1-800-222-9691**

## Locations



**Headquarters**  
1881 Business Center Dr.  
Suite 11 & 12  
San Bernardino, CA 92408  
Fax: 909-384-0734

We have offices in the counties of:  
Los Angeles, Riverside, Orange,  
San Bernardino, San Diego, San Luis Obispo,  
Santa Barbara and Ventura

*Please visit our website for further details*  
**[www.thecounselingteam.com](http://www.thecounselingteam.com)**

## **Additional Resources**

Be mobile, confident and effective in times of crises with the...

### **Public Safety/Peer Support/ Supervisor Coach App!**

**Cost: \$9.99 (one time purchase)**

Have immediate access to the answers, solutions and guidelines you may need with reference materials, valuable resources and important referral information readily available!

Available for download via:



**Visit our website at:**  
**[www.thecounselingteam.com](http://www.thecounselingteam.com)**



# **Employee Support Services (ESS)**



## What are Employee Support Services?

**Employee Support Services (ESS)** are designed to help employees and their eligible family members with confidential professional assistance. Your employer is committed to the health and well-being of the organization's employees. Employers recognize that personal problems are a normal part of living and that many employees will be affected by personal difficulties during the course of their career.

The ESS provides a variety of services to every employee and their eligible family members at no cost. These services include the following:

- Immediate telephonic consultation assistance in crisis situations available 24-hours a day
- Critical Incident Response at the request of a supervisor
- Counseling and referral services
- Assistance to supervisors in referring employees whose personal problems are affecting their job performance
- Training (Workshops) and resource material on a variety of subjects
- Website access to additional services and resources

There are no fees for TCTI's counseling services. However there are times when individuals are referred to resources outside the program. Should an employee or eligible family member decide to use these outside resources, they will be responsible for any fees associated with their use.

## Supervisor Referrals



Supervisors are encouraged to contact our office at the first sign of a developing problem. Early assistance is critical to prevent problems from developing into major issues. A member of TCTI will provide consultation to supervisors who are worried about an employee. A supervisor may suggest an initial counseling session if he/she believes there are work performance problems. The decision to continue counseling is the sole and personal responsibility of the employee. Neither the employee's job security nor their opportunities for promotion will be impacted by a supervisor refer-



## Will My Supervisor Be Notified?

All counseling services are completely confidential unless the law requires divulgence. Your supervisor will not be notified unless you request it. Your counseling sessions will remain confidential between you and the TCTI mental health professional.

## We can help with many issues, including the following:

- ⇒ Marital & Family Problems
- ⇒ Stress/Burnout
- ⇒ Anger Management
- ⇒ Separation/Divorce
- ⇒ Child/Adolescent Issues
- ⇒ Parenting Skills
- ⇒ Suicide Prevention & Intervention
- ⇒ Grief/Bereavement
- ⇒ Depression
- ⇒ Substance Abuse
- ⇒ Child/Spouse Abuse
- ⇒ Retirement Concerns
- ⇒ Career Concerns
- ⇒ Critical Incident/Trauma
- ⇒ Financial Issues
- ⇒ Relationship Concerns
- ⇒ Anxiety/Panic Attacks

## We also offer life care resource assistance for the following:

