EMPLOYEE ASSISTANCE RESOURCE GUIDE

USAG ITALY

ASAP
ARMY SUBSTANCE ABUSE PROGRAM

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Purpose of this Guide

Connect individuals to supportive and reliable resources

Promote wellness at work and at home

Encourage early help-seeking and reduce stigma

Easy-to-use with categorized sections

⚖ Disclaimer

This guidebook is maintained to enhance public access to information and resources.

Information within this guide is not intended to provide specific advice. Information resources are designed to help users better understand their rights and resources available. Individuals are urged to consult with their local Employee Assistance Program Coordinator for additional assistance.

Reference within this guide to any specific commercial products, process, service, manufacturer, company, or trademark does not constitute its endorsement or recommendation by the U.S. Government.

This guide has links to other Federal and State agencies, and private organizations. The inclusion of external hyperlinks does not constitute endorsement or recommendation by the U.S. Government of the linked Web resources or the information, products, or services contained therein.

The Employee Assistance Program

The Employee Assistance Program (EAP) is a free, confidential, and voluntary employer-provided benefit offering support for personal or work-related issues. Think of your EAP as a confidential support concierge for your well-being! Whether you're dealing with burnout, family stress, communication struggles, substance misuse, work stressors, grief, or something else, they are the professional or know a professional who can help.

What services are offered?

- Counseling and Support: Short term counseling and assessment services for a variety of adult-life stressors.
- Referrals: To community resources, local/internationally, for ongoing support.
- Workplace Consultations: The program can provide consulting and mediation services to help improve organizational effectiveness and meet mission goals.
- Psychoeducational Trainings and Education: The EAP can offer prevention education guidance for the employee, the supervisor, or the organization as a whole to increase cohesion, morale, and understanding.

Confidentiality

- The Employee Assistance Program (EAP) is a confidential resource to get support. What you share stays confidential and is only released with your written permission, unless required by law for safety or protection. Your privacy matters, and the EAP is here to help you without judgment.

Eligibility

- Department of Army (DA) Civilians
- Retired Military
- Family members of Active-Duty Service Members, DA Civilians and Retired Military over the age of 18 years old

Confidentiality and EAP

We are dedicated to maintaining the highest standards of confidentiality. All information you share is held in strict confidence to ensure a secure environment with our primary goal to protect you and build a foundation of trust. However, it is also our professional and legal duty to inform you about specific, limited circumstances where confidentiality may be superseded by law.

Understanding the Limits of Confidentiality

While our commitment to you is steadfast, there are specific, rare situations where legal and ethical obligations require us to disclose information to appropriate authorities. These exceptions are mandated by law to ensure the safety and well-being of all individuals.

Disclosure of confidential information is required in the following circumstances:

Situation	Description
Threat of Harm	If there is reason to believe you pose an imminent threat of harm to yourself or to another person.
Suspected Abuse or Neglect	If there is any suspicion of abuse, neglect, or endangerment involving a child or vulnerable adult.
Legal Mandate	If your records are subpoenaed by a court of law or otherwise subject to a legally binding order for release.
Disclosure of Criminal Activity	When information is shared regarding involvement in certain illegal activities, as defined by reporting statutes.
Specialized Security Programs	If you are a participant in certain security-sensitive programs (e.g., nuclear, chemical), we are required to comply with program-specific reporting and disclosure protocols.
State Laws	If there is a law or mandate requiring disclosure of information that is state specific to the location of services provided.

These exceptions are strictly governed and are not taken lightly. Their purpose is to uphold our legal and ethical responsibilities while protecting the safety of the community. Outside of these clearly defined limits, your information will remain confidential.

We encourage you to ask any questions you may have about these policies. It is vital that you feel fully informed and secure.

***Privacy going to/leaving from appointments cannot be guaranteed as most EAP services are conducted within an office setting, however your services and disclosures will remain confidential.**

How to Access the EAP

Self-Referral

Individual identifies a challenge

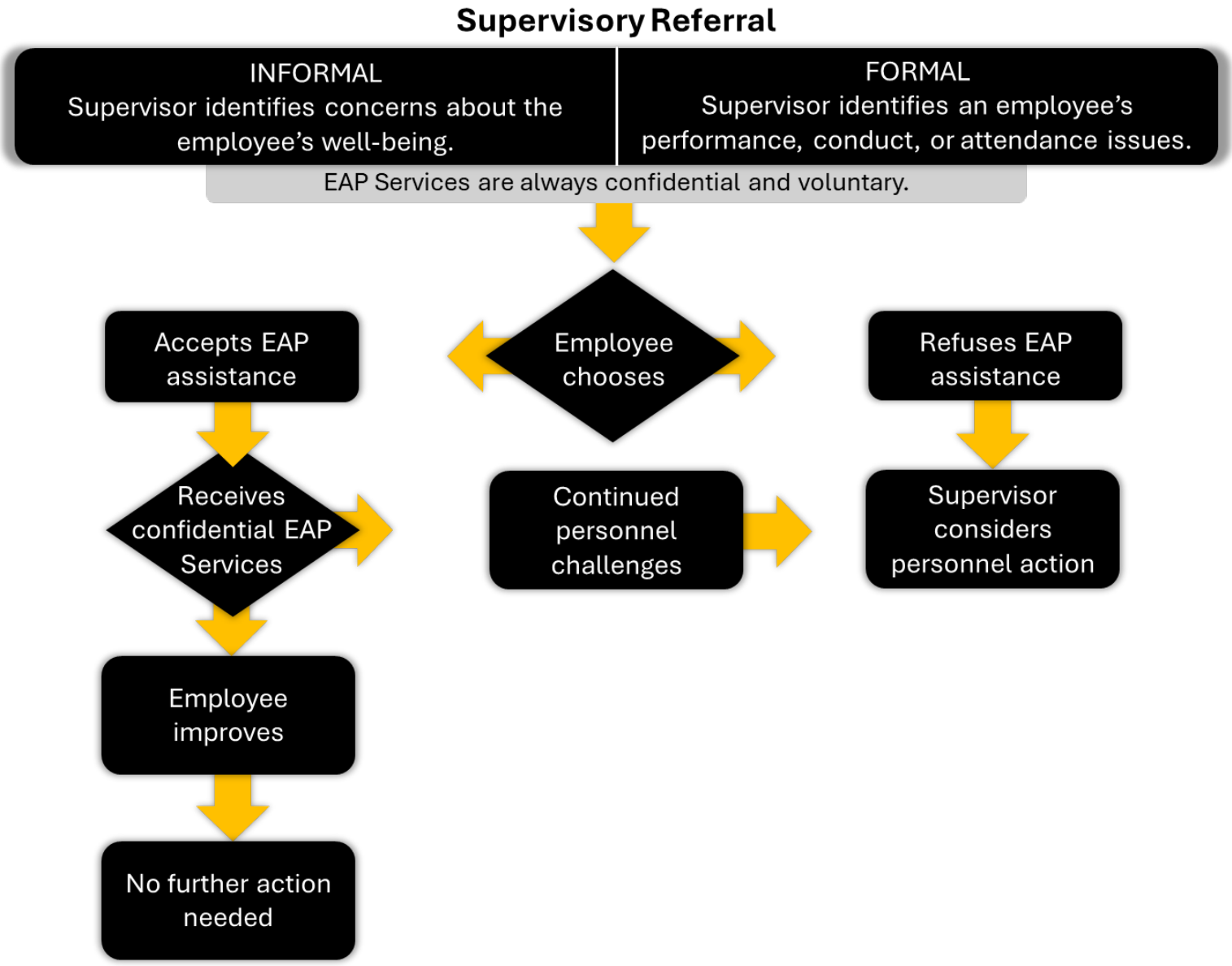
↓

Contacts EAP directly

↓

Receives confidential EAP Services

How to Access the EAP



Who is my Employee Assistance Program Coordinator (EAPC)?

Kaylynn Casper, USAG Italy- Caserma Ederle/Del Din/Darby

BLDG. 393 Caserma Ederle

Business Hours: 0800-1700

COMM: 0444-71-5662

DSN: 646-5662

⚠ Crisis Support

For immediate danger or life-threatening emergencies, call 112.

988 Suicide & Crisis Lifeline

- Dial 0444-71-HELP
- Website: https://988lifeline.org
- 24/7 confidential support for mental health, suicidal thoughts, or substance-use crises
- Veterans: Press 1

American Red Cross

- Provides emergency shelter, meals, supplies, reunification services, and recovery after natural disasters
- Website: https://www.redcross.org

DoD Safe Helpline (Sexual Harassment/Assault Support)

- 877-995-5247
- safehelpline.org
- 24/7 confidential support for the DoD community

FEMA Disaster Assistance

- Provides federal support after natural disasters, including housing help, financial assistance and recovery resources for individuals and families
- Website: https://www.disasterassistance.gov

National Domestic Violence Hotline

- 1-800-799-SAFE (7233)
- thehotline.org
- 24/7 confidential support, safety planning, and resources

National Problem Gambling Helpline

- 1-800-GAMBLER
- Call, text, or chat available
- Provides confidential information and treatment resources in your area

Career and Professional Resources

Career Management & Federal Employment Resources

Army Benefits Center – Civilian (ABC-C)

- Provides benefits counseling and access to the Employee Benefits Automated Tracking System (EBATS).
- Website: https://abc.army.mil

Defense Civilian Personnel Data System (DCPDS / MyBiz+)

- Self-service portal for HR tasks: personal data, pay, SF50s, performance, awards, and employment verification.
- Website: https://compo.dcpds.cpms.osd.mil (Login required)

Office of Personnel Management (OPM)

- Primary HR authority for Federal employment.
- Use for verifying service computation dates, education, retirement eligibility, and policy guidance.
- Website: https://www.opm.gov (Some services require login)

USAJOBS

- Official Federal Government employment website.
- Website: https://www.usajobs.gov

Professional Development & Education

Civilian Education System (CES)

- Progressive leader development for Army Civilians (GS-07 through GS-15).
- Includes foundational, basic, intermediate, and advanced courses.
- Information & application: https://civilians.army.mil/

Workplace Conflict Resolution & Support

Army Reserve Family Programs (ARFP)

- Provides resources to enhance Soldier and Family readiness and resilience.
- Website: https://www.usar.army.mil/ARFP

Army Inspector General (IG)

- Confidential channel for reporting fraud, waste, abuse, misconduct, or violations of regulation.
- Contact: Local IG office or usarmy.usarc.usarc-hq.list.ig@army.mil

Equal Employment Opportunity (EEO)

- Handles discrimination complaints based on race, color, religion, sex, national origin, age, disability, or retaliation.
- Strict timelines apply.
- Contact: Local installation EEO office or usarmy-usarc.usarc-hq.mbx.eeo@army.mil

USAR Psychological Health Program

- Behavioral/Mental health support for Army Reserve Soldiers, TPU civilians, and families.
- Contact: usarmy.usarc.usarc-hq.mbx.psychological-health-program@army.mil

Uniformed Services Employment and Reemployment Rights Act (USERRA)

- Protects employment rights of Reserve Component Soldiers returning from military duty.
- Website: https://myarmybenefits.us.army.mil

U.S. Merit Systems Protection Board (MSPB)

- Adjudicates appeals related to adverse actions and protects merit system principles.
- Contact: mspb@mspb.gov or (202) 653-7200
- Website: https://www.mspb.gov

U.S. Office of Special Counsel (OSC)

- Investigates prohibited personnel practices, whistleblower retaliation, and Hatch Act violations.
- Contact: info@osc.gov or (800) 872-9855
- Website: https://osc.gov

Financial Wellness

Federal & Military Financial Resources

Defense Finance and Accounting Service (DFAS)

- Military pay information, LES access, tax documents, and financial management tools
- Website: https://www.dfas.mil

Federal Employee Education & Assistance Fund (FEEA)

- Emergency hardship loans and grants
- Scholarships for federal employees and their families
- Disaster relief and financial education
- Website: https://feea.org

Military OneSource

- Free financial counseling (in-person, phone, or virtual)
- Tax services, budgeting tools, and relocation financial planning
- Website: https://www.militaryonesource.mil

Office of Personnel Management (OPM)

- Information on federal pay, benefits, retirement systems, and policy guidance
- Website: https://www.opm.gov

Thrift Savings Plan (TSP)

- Manage contributions, investment funds, and retirement planning
- Access statements, calculators, and beneficiary forms
- Website: https://www.tsp.gov

Financial Counseling, Credit, & Debt Support

AnnualCreditReport.com

- Official site for free credit reports from Equifax, Experian, and TransUnion
- Website: https://www.annualcreditreport.com

Consumer Financial Protection Bureau (CFPB)

- Budget worksheets, credit report guidance, debt tools, and financial literacy resources
- Website: https://www.consumerfinance.gov

FINRA Investor Education

- Investor protection, fraud prevention, and retirement planning tools
- Website: https://www.finra.org/investors

National Foundation for Credit Counseling (NFCC)

- Accredited nonprofit credit counseling
- Debt management plans, budgeting help, and financial education
- Website: https://www.nfcc.org

Government & Community Financial Assistance

2-1-1 (United Way / Local Community Resource Line)

- Free, confidential referral service for financial assistance
- Helps with rent, utilities, food, housing, employment, and emergency support
- Dial **211** or visit your state's 2-1-1 website

MyMoney.gov

- Federal financial literacy resources
- Covers budgeting, saving, credit, taxes, and retirement
- Website: https://www.mymoney.gov

Social Security Administration (SSA)

- Retirement, disability, and survivor benefit planning
- Estimate future benefits and manage your account
- Website: https://www.ssa.gov

Mental and Emotional Health

Army Civilian & DoD Support Programs

Army Employee Assistance Program (EAP)

- Confidential short-term counseling, assessments, and referrals
- Available to **Army Civilians, Appropriated fund/Non-appropriated fund employees, and eligible family members**
- Contact your installation's EAP office for appointments

Chaplain Services

- Confidential spiritual support and counseling
- Available to **all personnel on the installation**, including Civilians

Directorate of Prevention, Resilience, and Readiness (DPRR)

- Provides training and resources on resilience, conflict resolution, substance abuse prevention, and harassment prevention.
- Website: https://www.armyresilience.army.mil/ard/programs-home.html

Installation Behavioral/Mental Health Clinics

- Some services may be available to **Army Civilians on a space-available or occupational-health basis**
- Contact your local military treatment facility for eligibility and access

Military OneSource (for eligible Civilians)

- Available to **Army Civilians who are also Guard/Reserve members or family of Service Members**
- 24/7 non-medical counseling (virtual, phone, or in-person)
- Phone: **800-342-9647**
- Website: https://www.militaryonesource.mil

TRICARE Mental Health Services

(For Civilians who are TRICARE-eligible dependents or retirees)

- Therapy, psychiatric care, and crisis support

- Website: https://www.tricare.mil

National Mental Health Organizations & Treatment Locators

National Alliance on Mental Illness (NAMI)

- Education, advocacy, and local peer support groups
- Website: https://www.nami.org

Psychology Today

- Searchable directory to find licensed therapists, psychiatrists, treatment centers, and local support groups based on location and specialty.
- Website: https://www.psychologytoday.com

Substance Abuse and Mental Health Services Administration (SAMHSA)

- National treatment locator and 24/7 helpline
- Helpline: 1-800-662-HELP (4357)
- Website: https://www.samhsa.gov

Peer Support Groups

Alcoholics Anonymous (AA)

- Peer-support fellowship offering meetings and recovery resources for individuals seeking help with alcohol use.
- Website: https://www.aa.org

Narcotics Anonymous (NA)

- Support group providing meetings and recovery programs for people seeking help related to substance use.
- Website: https://www.na.org

Al-Anon Family Groups

- Support for family members and friends affected by someone else's alcohol use.
- Website: https://al-anon.org

Nar-Anon Family Groups

• Support for loved ones of individuals struggling with substance use.

• Website: https://www.nar-anon.org

Gamblers Anonymous (GA)

• Support group providing meetings and recovery programs for people seeking help related to gambling.

• Website: https://www.gamblersanonymous.org

Online Therapy & Wellness Platforms

(Private services; may require out-of-pocket payment or insurance.)

BetterHelp

- Online therapy via video, phone, or messaging
- Website: https://www.betterhelp.com

Brightside Health

- Online therapy and psychiatry specializing in depression and anxiety
- Website: https://www.brightside.com

Calm

- Meditation, stress reduction, and sleep support
- Website: https://www.calm.com

Cerebral

- Online therapy and medication management
- Website: https://www.cerebral.com

Headspace Care (formerly Ginger)

- On-demand mental health coaching and therapy
- Website: https://www.headspace.com

Talkspace

- Virtual therapy and psychiatry services
- Website: https://www.talkspace.com

Physical Health and Wellness

American College of Sports Medicine (ACSM)

- Evidence-based exercise guidance and physical activity recommendations.
- Website: https://www.acsm.org

American Heart Association (AHA)

- Heart-healthy lifestyle tools, exercise tips, and prevention education.
- Website: https://www.heart.org

Centers for Disease Control and Prevention (CDC)

- Information on disease prevention, vaccinations, chronic conditions, and healthy living.
- Website: https://www.cdc.gov

MedlinePlus

- Reliable, easy-to-read medical information from the National Library of Medicine.
- Website: https://medlineplus.gov

MyPlate

- Nutrition planning tools, meal guidance, and healthy eating resources.
- Website: https://www.myplate.gov

National Institute on Aging – Exercise & Physical Activity

- Safe exercise guidance for adults, including strength, balance, and flexibility.
- Website: https://www.nia.nih.gov/health/exercise-physical-activity

President's Council on Sports, Fitness & Nutrition

- National fitness initiatives, exercise recommendations, and activity resources.
- Website: https://www.hhs.gov/fitness

YMCA of the USA

- Community-based fitness programs, wellness classes, and family recreation opportunities.
- Website: https://www.ymca.org

Family and Dependent Care

211

- A nationwide service that connects callers and online users to housing, food, utility, caregiver, crisis, and other support services.
- Website: https://www.211.org

Army Community Service (ACS)

- Offers family support, financial readiness, relocation assistance, and access to Military Family Life Counselors (MFLC).
- Website: https://www.armyresilience.army.mil/ACS/index.html

Feeding America

- National hunger relief organization helping families find food banks and meal programs across the U.S.
- Website: https://www.feedingamerica.org

FindHelp

- Searchable national directory to connect with local assistance programs for food, housing, financial help, healthcare, and more.
- Website: https://www.findhelp.org

USA.gov Benefits

- Central portal to search federal benefit programs like SNAP, housing help, health insurance, and financial assistance.
- Website: https://www.usa.gov/benefits

U.S. Department of Health & Human Services – Programs

- Portal to many HHS programs supporting children, families, nutrition, and public health.
- Website: https://www.hhs.gov/programs

Volunteers of America

- Nonprofit assisting low-income families with housing, meals, rehab, and community programs.
- Website: https://www.voa.org

Local and Community Resources

Chaplain Emergency Support

- 24/7 Chaplain Line 335-832-0372

Local Emergency Department

- San Bortolo Hospital Patient Liaison 0444-75-3300
- Viale Ferdinando Rodolfi 37, 36100 Vicenza, Italy

Military Police / Law Enforcement

- Emergency 112
- Non-emergency desk 0444-71-5300

US Army Health Clinic Vicenza

- 0444-61-9000

Army Community Services

- 0444-71-5800

Community Resources- Off Installation

Medical- Dr. Novek

- Whatsapp contact preferred +39 335-676-1701

Medical- US Abroad-Vicenza

- +39 0444-91-4398

Medical- Olimpia Medical Center

- +39 380-366-5975

Medical- Family Clinic Srls

- Whatsapp contact preferred+39 320-221-6877

Therapy- Reach Aut

- +39 0444-149-7390

Therapy- Om Therapy

- +39 0444-183-2436

Therapy- Fa.De Family Development

- +39 342-744-4546

Therapy- Dr. Sos Gaddis

- +39 347-736-6428

Therapy- Centro Clinico La Querica

- +39 0444-52-1382