
COMPREHENSIVE
ASSISTANCE AND
REFERRAL FOR
EMPLOYEES

CARE

PSYCHOLOGICAL SERVICES CENTER
DEPARTMENT OF PSYCHOLOGY
BOWLING GREEN STATE UNIVERSITY

CITY OF BOWLING GREEN
304 NORTH CHURCH STREET
BOWLING GREEN, OHIO 43402

Dear City Employee:

A number of years ago the City and the Psychological Services Center of Bowling Green State University, working in partnership, developed an employee assistance program called CARE. CARE was designed to provide professional guidance and referral to employees and their families when personal problems begin to interfere with their well-being and work performance.

The specific features of the CARE program have been designed to meet the unique needs of the City of Bowling Green's employees. The services you receive from the CARE staff are paid by the City's health and insurance plan.

This pamphlet will provide you with the basic information on the services being offered by the CARE program as well as the steps to follow if you are interested in CARE services. If you have any further questions about the CARE program, just call 372-2540 and ask for CARE. If you prefer, your department or division head, or the Personnel Department, should also be able to assist you with any questions you might have.

I would like to provide you with my personal assurance that if you or a member of your family participates in the CARE program, your participation will be kept completely confidential.

Sincerely,



John B. Quinn
Mayor

What Is CARE?

CARE stands for Comprehensive Assistance and Referral for Employees.

The CARE program began in 1987 for all employees of the City of Bowling Green. The program was designed to help City employees and their immediate family members to cope with personal problems. Help is available in such areas as:

- Work-related problems
- Relationship problems
- Emotional problems
- Educational/learning problems
- Alcohol/drug problems
- Family and parenting problems
- Stress-related problems
- Coping with health related problems

Who Are The CARE Staff?

While CARE provides important services to city employees and their families, the CARE staff do not work for the city. The staff consists of licensed psychologists and advanced graduate students in training at the Psychological Services Center (PSC) of Bowling Green State University.

The PSC has provided quality diagnostic, treatment and educational services to community residents for the past 3 decades. It is closely allied with other helping agencies in Wood County and the greater Toledo area.

What Can CARE Do For Me?

The City administration recognizes that everyone experiences personal problems at some point in his or her lives. Out of concern for the personal welfare and job satisfaction of its employees, the City is continuing to sponsor the CARE program. It is hoped that individuals and families will seek early assistance before problems become difficult to treat and change. By sponsoring the CARE program, the City is making help readily available when problems first begin.

How Do I Use CARE?

When problems at work or in your family become evident, make a decision to contact the CARE staff!

The first step is to call CARE at 372-2540 between the hours of 8:30 a.m. and 5 p.m. Tell the receptionist that you are interested in talking with a CARE staff member. You will be contacted within a day or two to schedule an appointment to discuss and evaluate your concerns.

The purpose of the first appointment and interview will be to clarify and understand the problem and try to determine the best way to help you. Your concerns will be treated confidentially and will not be discussed with any representatives of the City of Bowling Green. Depending on the nature of the problem, more than one appointment may be needed for a complete assessment.

The second step is to begin solving the problem. The CARE staff will provide advice as to the alternatives or options they feel may be helpful to you. This may involve recommendations for counseling sessions with CARE staff, referral to another agency or professional person, or referral to an individual with expertise in legal or financial matters.

In sum, the CARE staff will locate and connect you with a well-qualified and helpful resource.

Will My Problem Be Confidential?

Employees often worry that their supervisors or co-workers will learn about their personal problems. Confidentiality is the greatest concern of the CARE staff. They will do everything possible to guarantee that your personal problems will be kept strictly confidential. In fact, even if you wanted CARE to share information about you or your family with someone, such as your family doctor, this would not be done until you provided your permission in writing.

The City of Bowling Green will not be given information about individuals who have used CARE services; the City respects and honors your right to privacy and confidentiality.

How Much Does CARE Cost?

The initial evaluation provided by CARE is fully paid by the City of Bowling Green. If additional services are required and provided through CARE, your employee health insurance will pay for covered services. If, however, you receive services from another agency or professional, there might be a fee that is not covered by insurance.

Every effort will be made by the CARE staff to make referrals that will keep costs as low as possible. If you have further questions about CARE or its services, we would be happy to answer them.

CARE: 372-2540

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