

**DHS*Together***  
**Resource Guide**  
**Department of Homeland Security**  
**U.S. Immigration and Customs Enforcement**

**Employee Assistance Program**

**Toll-free number: 800-222-0364**

**Website: <http://www.foh.dhhs.gov/services/EAP/EAP.asp>  
<http://www.FOH4you.com>**

The ICE Employee Assistance Program (EAP) provides services designed to help employees, managers, and organizations meet life challenges and remain healthy, engaged, and productive.

**For employees:** Your EAP offers short-term **confidential** counseling and referral for issues that are affecting your ability to work. The EAP will either address your concerns during counseling sessions, or they will refer you to appropriate community resources, counselors, and other supports. Additionally, employee dependants and household members are eligible for EAP.

Issues addressed by the EAP include:

- Life changes – divorce, new job, new baby, aging parents, grief and loss, retirement
- Life challenges – drug and alcohol abuse, depression, eating disorders, mental illness
- Legal and Financial Service
- Job stress and burnout
- Coping with difficult situations or difficult people

**For managers:** Your EAP is an ally in fostering a high-performance organization by providing:

- Coaching – how to refer employees to EAP, have difficult performance conversations, handle difficult employees, be a better manager
- Counseling and referral to help you manage your own stress and life challenges

**Work/Life Services**

**Toll-free number: 800-222-0364**

**Website: <https://www.worklife4you.com>**

ICE Work/Life Services program provides assistance for employees in a variety of areas that affect a healthy work/life balance. These services include help with child and elder care including knowledge and referral services. Work/Life will also assist with relocations, homeowner emergencies, and legal and financial services.

The website contains a wealth of information on a broad array of topics, including wellness, relationships, work and education, finances, legal, and consumer and leisure.

The toll-free number will put you in touch with trained professionals in the areas mentioned. The Work/Life professionals will provide guidance or assistance as needed.

**Health and Wellness**

Many of our facilities offer free or discounted memberships to fitness facilities. Physical fitness is strongly encouraged at ICE, not only because of our critical law enforcement mission, but also because of the many benefits of exercise and fitness such as reduced stress.

## **National Suicide Hotline**

If you believe that you or anyone you work with is at risk for suicide, please contact the national suicide hotline for assistance.

**1-800-273-TALK (8255) 1-800-799-4889 (TTY)**

**Red Nacional de Prevención del Suicidio: 1-888-628-9454**

For further information on this hotline visit the website: <http://www.suicidepreventionlifeline.org>

**If you believe that you or anyone you work with is at IMMEDIATE risk please call emergency services (911).**