



Department of the Navy Civilian Employee Assistance Program (DONCEAP)

The competing demands of life at work and at home can take a toll, both emotionally and physically. Family or relationship concerns, conflicts at your job, financial troubles, emotional issues, or life-event stressors—adopting a child, caring for an aging loved one, or even sending a young adult off to college—can severely test your sense of balance and well-being.

Your DONCEAP is available to help. DONCEAP will help you navigate life's challenges so that you can better focus on meeting your responsibilities, at home and at work.

Services are offered as a **FREE** benefit from the Department of the Navy to you and your family members. Services are voluntary and confidential within the limits of the law.

The quickest and best way to contact DONCEAP is by calling:

**1-844-DONCEAP
(1-844-366-2327)**

TTY: 1-888-262-7848

International: 1-866-829-0270

**Help is also available online:
DONCEAP.foh.hhs.gov**

Services for Managers and Supervisors

The Department of the Navy depends on you to advance its mission. Your employees rely on you to provide consistent leadership. In today's constantly changing work environment, this can pose a challenge. Being an effective leader means motivating your employees so they are productive, satisfied, and dedicated to their work. However, sensitive issues can arise occasionally and you may need some assistance in handling them. The Department of the Navy Civilian Employee Assistance Program (DONCEAP) is here to help.

For supervisors and managers, DONCEAP provides:

One-to-one management consultations (in person or by phone) on workplace issues. Consultation is not counseling, but rather a problem-solving approach that identifies areas where supervisors and managers may seek support/advice/suggestions for managing difficult workplace situations.

Tips on when and how to refer employees to the DONCEAP and information on the voluntary and confidential nature of the program. We can also help with strategies on how to introduce DONCEAP to an individual employee or a group of employees.

Coaching services to develop more effective communication and people skills by capitalizing on supervisors' strengths while promoting self-awareness and professional growth. Coaching can help with navigating change, handling conflict, developing emotional intelligence, and managing reactions when challenged by employees.

Concrete support via printed and electronic brochures and materials, including a supervisor's guide to services. We also can suggest language that you may use to communicate information about the DONCEAP. For example:



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“We recognize that (this) is a difficult situation, and to that end, please remember that your DONCEAP is a **free**, voluntary, and confidential benefit that you and your family can use. Your DONCEAP can help you cope with your reactions, assist you in strategizing and problem-solving, and can suggest resources that may help you and your family move through these difficult times. Financial and legal consultations are also **free**, confidential and available. The service can be accessed 24/7, 365 days a year, by calling **1-844-DONCEAP** (1-844-366-2327) (TTD: 1-888-262-7848) or through the website at **DONCEAP.foh.hhs.gov**.”

DONCEAP orientations for both supervisors and employees (separately). A staple of the program, they can be done in person, or by teleconference (or other electronic means), and we encourage their use. Managers can also request a DONCEAP counselor's attendance at a staff meeting (in-person if feasible, or telephonic) for a brief 5- to 10-minute orientation where the counselor can discuss the DONCEAP benefits available to all employees.

A variety of health and wellness presentations.

The presentations are voluntary, require a minimum of 15 attendees, and may neither be required nor used as training. Presentations last approximately one hour, include information on accessing the DONCEAP, and are focused on topics ranging from stress management to coping with change to handling emotions. It is suggested that before requesting a presentation that a manager consult with the DONCEAP, to ensure that a presentation is the appropriate offering for what is happening in the agency or office. This way the DONCEAP counselor can recommend other services that address the need.

Support after employees in an office experiences a loss, such as the death of a colleague. Services may include supervisor consultation, sharing of information on loss, and electronic or hard copy brochures that complement the

grieving process. Depending on the situation, DONCEAP is available to offer a voluntary grief group when employees profess a need. It is typically a one hour meeting (not to be confused with counseling) held several days after the loss, where a DONCEAP counselor both shares information about loss and grief, and facilitates a conversation among colleagues regarding their reactions to the workplace loss. Managers may contact the toll-free number to make arrangements for these services, and to consult about the best way to approach the meaning of a loss in the workplace.

Services in the aftermath of an adverse workplace incident, such as workplace violence or a disaster, include rapid response consultations, emotional first aid, stress management, debriefings, and grief counseling. Managers may contact the toll-free number at any time to receive a consultation and make arrangements for these services.

DONCEAP helps address workplace productivity and well-being, and provides information and resources that help employees manage their time and responsibilities. **DONCEAP helps with any concern or issue – it's your 24/7 resource.** DONCEAP has experienced, licensed, and trained professionals available to respond to a range of workplace issues 24 hours a day, 7 days a week.

DONCEAP is intended to augment – not replace – traditional HR advisory services. You are strongly encouraged to speak with your DON HR advisor.

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