



## What to Expect from Counseling

As you embark on your counseling experience with a CSEAP provider (i.e. counselor, therapist), it's important to have realistic expectations regarding counseling and the client-provider relationship. Please consider the following information prior to and throughout your counseling experience.

## The Counseling Relationship

- Your provider is available to listen and understand the concerns or curiosities you bring to the counseling relationship. It's also a provider's role to assist you in developing self-awareness by helping you observe your own actions or behaviors. Sometimes counseling or therapy may feel like 'holding up a mirror' or as if you are being encouraged to try new strategies or think in a different way.
- Counselors/therapists are healthcare providers specifically trained to offer support, strategies, or resources associated with your mental health, overall wellbeing, relationships, or communication. Providers are not a proxy (or replacement) for friends, family, or other social connections. Counseling should support you in developing coping strategies for various situations or relationships.
- CSEAP providers are generalists who may have specialized training in various areas of mental health, relationships, communication, etc. However, due to our brief model of counseling, your provider will likely encourage you to seek out other support for longer-term or more frequent care.
- Unless there is high acuity/risk as determined by your provider, you can expect to see your CSEAP provider every 3 to 6 weeks following your first appointment. CSEAP can schedule no more than 2 counseling sessions in advance for employees/clients. Your provider can assist you in identifying distress tolerance skills (and resources for urgent support) should you need support between appointments.
- State employees can use as few (or as many) of their available 8 sessions per rolling year. Research indicates that employees/clients find relief in as few as 3 counseling sessions.

## Counseling Limitations

- CSEAP providers cannot provide 'counseling' or 'advice' through email. However, your provider - with permission - can provide resources associated with counseling session discussions.
- CSEAP does not provide any type of verification, certification, or 'approval' for FML (Family and Medical Leave), work-related leave, service/support animals, court-ordered counseling, legal cases, custody/parental rights, divorce, etc.
- CSEAP providers do not provide diagnosis of mental health or other conditions. However, your CSEAP provider may encourage you to seek such consultation with a specialized or other provider.
- CSEAP providers do not offer recommendations associated with use of substances (e.g. THC, CBD, Ketamine, Psychedelics, etc.) to treat mental health conditions and will encourage you to seek such advice and/or referrals from your medical provider.
- CSEAP providers may encourage you to seek medical advice or care if their assessment(s) indicate(s) that medical treatment could provide relief for your described or reported symptoms.
- CSEAP maintains a 'no secrets' rule associated with couple or family counseling. Any information shared only with the provider may be available to both/all parties in the relationship. Similarly, if one party seeks direct individual consultation or advice from the provider, the provider will typically suggest that the concerns be brought to the next session. However, if a provider is concerned about family violence, the provider may initiate individual safety discussions with the party or parties of concern.
- Couple and family counseling are intended to address perspectives or behaviors of both or all parties in order to improve communication and relationship satisfaction. The CSEAP provider does not serve as 'validator' to only one party nor 'mediator' or 'referee' to involved parties.