

# CARE



## COMPREHENSIVE ASSISTANCE AND REFERRAL FOR EMPLOYEES

419.372.2540

### What is CARE?

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:

- Stress
- Depression
- Anxiety
- Relationship Troubles
- Family and Parenting Concerns
- Substance Abuse
- Grief
- Behavioral Modification
- Pain Management

### 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) at Bowling Green State University.

The PSC has provided quality diagnostic, treatment and educational services to community residents for the past three 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 their lives. By sponsoring the CARE program, the City is making help readily available when problems first begin. It is hoped that individuals and families will seek early assistance before problems become difficult to treat and change.

**BGSU** | Psychological  
Services Center

BOWLING GREEN STATE UNIVERSITY

300 Psychology Building  
Bowling Green State University  
Bowling Green, OH 43403  
Phone: 419-372-2540  
bgsu.edu/psc

### 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 419.372.2540 between the hours of 8:30 am and 5:00 pm. Tell the PSC staff that you are interested in making an appointment to talk to a CARE staff member. You will be contacted in a couple days to schedule an appointment.

The purpose of the first appointment and interview will be to clarify and understand your concerns. Depending on the nature of your visit, more than one appointment may be needed for a Complete assessment.

The second step is to begin solving the problem. The CARE staff will work with you to help resolve your issues.

### Will My Problem Be Confidential?

Employees often worry that their supervisors or coworkers 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 provide 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?

Diagnostic and treatment services provided through CARE will be processed and paid through your group medical insurance. Generally, there are no out-of-pocket expenses for these services. 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.