



Peer Support Network

Additional Support Resources ~ Employee Assistance Program & Pastoral Services

Employee Assistance Program

508-973-7171 888-543-4120 Fax: 508-973-7516

EAP STAFF

Manager: Ron Pelletier, LICSW, CEAP, SAP
pelletier@southcoast.org

Program Coordinator: Kathy Riley-Keough, LICSW, CEAP, SAP
keoughk@southcoast.org

Counselor: Barbra Burke, LICSW, CEAP
burkeb@southcoast.org

Licensed Independent Clinical Social Worker (LICSW)
Certified Employee Assistance Professional (CEAP)
Substance Abuse Professional (SAP)

Hours of Operation:

Monday - Friday 8:00 a.m. - 6:30 p.m. - By Appointment Only
Available for emergencies by pager 24 hours/day

EAP OFFICE LOCATIONS

362 Prospect Street
Fall River, MA 02720

4543 Acushnet Avenue
New Bedford, MA 02745

200 Mill Road, Suite 170
Fairhaven, MA 02719

100 Rosebrook Way
Wareham, MA 02571

The **Employee Assistance Program (EAP)** is a comprehensive counseling benefit that is offered as a **CONFIDENTIAL** resource to all Southcoast Hospitals Groups employees. This is a **FREE** benefit that is also available to immediate family members. Appointments can be scheduled with licensed professional staff at any of the above office locations. An EAP counselor is available by pager for emergencies, 24 hours a day.



Peer Support Network

Additional Support Resources ~ Employee Assistance Program & Pastoral Services

Issues that can be addressed through the EAP include:

- Stress
- Relationship Problems
- Parenting Issues
- Financial Difficulties
- Elder Care
- Substance Abuse
- Work Conflicts
- Emotional/Psychiatric Issues

EAP counselors will help you to work through difficult issues and problem-solve effective solutions with you. If needed, the EAP can also refer you to appropriate resources in the community.

Contact with the EAP is kept strictly confidential.

EAP counselors are also available to respond on-site to facilitate trauma debriefings following a tragic or traumatic event in the workplace. These services can be individual, small group or large-scale debriefings provided to nurses, physicians and any other staff impacted by the traumatic event. The goal of a debriefing is to help individuals to process thoughts and feelings related to experiencing trauma and strategies to facilitate coping through the cognitive, emotional and physical symptoms that may result from the trauma.

Pastoral Services

Ron Pelletier

Title: Southcoast Manager, Pastoral Care

Telephone: 508-677-5922

E-Mail: pelletier@southcoast.org

Charlton Memorial Hospital

363 Highland Avenue

Fall River, MA 02720

Telephone: Extension 37114

To contact a chaplain, dial the operator to page the chaplain on duty.



Peer Support Network

Additional Support Resources ~ Employee Assistance Program & Pastoral Services

St. Luke's Hospital

101 Page St.

New Bedford, MA 02740

Telephone: Extension 25491

To contact a chaplain between the normal hours of operation, please dial the operator to page the Chaplain on duty.

Tobey Hospital

43 High Street

Wareham, MA 02571

Telephone: Extension 34105

To contact a chaplain between the normal hours of operation, please dial the operator to page the Chaplain on duty.

Description of Services at CMH / SLH:

Services of the Catholic Ministry include:

- Visiting patients within 24 hours of admission.
- Sacraments
 - Eucharist
 - [Sacrament of the Sick](#)
 - Sacrament of Reconciliation
 - Baptism (Emergencies only)

Hours of Operation:

Each Day including Sat. and Sun. 9:00 a.m. - 5:00 p.m.

All other times, for emergencies only, please dial the hospital Operator

Pastoral Care Services at TOH

- Provide pastoral visits/support to patients/families and staff
- Provide a pastoral presence and spiritual support for dying patients, family and friends
- Provide prayer, sacraments and scripture
- Assist patients/families and staff in the exploration of medical-ethical issues
- Provide referrals to parish clergy



Peer Support Network

Additional Support Resources ~ Employee Assistance Program & Pastoral Services

Chaplain Availability On Site:

- Protestant assistant Chaplains available 2-3 days per week. Leave message at extension 4105, press 2 for requests to visit patients.
- Catholic Chaplain is on site Monday to Friday 9 am to 3 pm. Leave message at extension 4105, press 1. Messages are retrieved daily.
- Catholic Eucharistic Minister offer Eucharist 7 days per week and visit patients.

EMERGENCY SERVICE: On-call 24 hours per day

- Page Catholic parish Priest for emergency Sacraments of the Sick at pager #656922. (All other requests, e.g. Communion, rosary beads, non-emergency Sacraments of the Sick refer to Chaplain at extension 4105, press 1).