

## IS CARS REALLY CONFIDENTIAL?

Counseling, consultation, and team-building are all confidential processes within the limits of applicable law and ethical guidelines when conducted by CARS staff.

The intent of CARS is not to intrude into the private lives of our clients, but rather to provide services for those who choose to request help with their concerns.

## WHAT ARE THE COSTS?

The initial assessment and all counseling services provided directly by CARS are FREE to all staff and faculty. Fees and expenses incurred as a result of community referrals are the responsibility of the staff or faculty member. Insurance may be used when applicable. If services not covered by insurance are necessary, the CARS clinician will try to help minimize the cost by making referrals to the most cost-effective agency or individual.

## CARS STAFF:

The CARS staff includes licensed psychologists, licensed clinical counselors, and licensed clinical social workers. Professional support staff coordinates scheduling of clients and office activities. All staff is rigorously trained in confidentiality and crisis intervention, and have many years of relevant education and experience.

## HOW DO I MAKE AN APPOINTMENT?

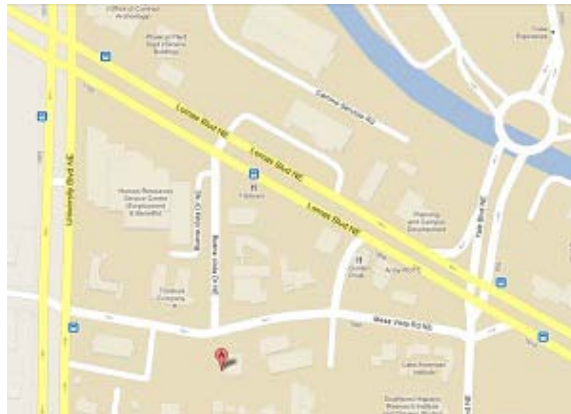
Call CARS at **272-6868** to find out about services available and/or schedule an initial appointment to meet with a CARS clinician. In order to maintain clients' confidentiality, cannot accommodate "drop-in's".

Counseling appointments are scheduled Monday through Friday between the hours 8:00 AM to 12:00pm & from 1:00 PM to 3:30 PM. Voicemail is available to leave messages whenever CARS staff is unavailable.

UNM Administrative Policies and Procedures Manual - Policy [3750](#) permits employees to receive services at CARS without using annual or sick leave time.

**\*\*We ask that you do not use email to request services or send information because it is not a confidential means of communication.\*\***

To comply with the Americans with Disabilities Act and the Rehabilitation Act of 1973, UNM provides this service in alternative formats. If you have special needs and require an auxiliary aid or service, please contact the CARS office at UNM telephone 272-6868. Telephone device for the hearing impaired (TDD) is available on 272-6868.



Counseling Assistance and Referral Services  
MSC02-1771 - 1800 Mesa Vista NE  
Albuquerque, New Mexico 87131

Telephone: (505) 272-6868 TTD  
Fax: (505) 272-6880  
Website: <http://cars.unm.edu>



# Counseling Assistance and Referral Services

**EMPLOYEE ASSISTANCE PROGRAM FOR STAFF, FACULTY & RETIREES**

**A FREE & CONFIDENTIAL SERVICE!**



## **WHAT IS CARS?**

Counseling, Assistance and Referral Services (CARS) is a faculty and staff assistance program. The University of New Mexico makes this program available to regular staff and faculty receiving sick and annual leave benefits, as well as UNM retirees. CARS provides a confidential and accessible setting in which faculty and staff can freely discuss concerns that are affecting their personal lives or job performance.

## **HOW DOES CARS WORK?**

CARS functions directly or through a referral system to help staff and faculty with personal issues including marital, family or relationship difficulties, adjustment to life-changes like job-related issues (e.g., layoff, tenure issues, demotion), stress and emotional difficulties, problems caused by one's own or other's alcohol or other drug use, and/or the effects of victimization.

- The request for services may be initiated by the faculty, staff members and/or UNM retirees.. Call the CARS office for an initial assessment by CARS clinical staff.
- When a performance problem occurs, an academic or non-academic supervisor may also encourage the use of CARS in order to determine if personal problems may be interfering with performance. Participation in the program is voluntary.

## **HOW DOES CARS HELP?**

### ***CARS helps by providing:***

- Assessment
- Short to medium-term counseling
- Consultation
- Couples counseling
- Referral to other resources
- Training of Faculty and Staff

**AND,**

### ***Workshops and Presentations***

CARS offers professional and personal development workshops designed to improve relations and clarify communication among UNM staff and faculty, supervisors and co-workers, e.g., *Assertiveness Training, Conflict Management, Emotional Intelligence, and Stress Management*. Cars also performs work group needs assessments, followed by team-building where appropriate.

### ***Post-Trauma Debriefing/Crisis Prevention:***

CARS staff provides faculty and staff, individually or in groups, with debriefing sessions after traumatic events, e.g., for police after dealing with homicide or rape cases or individuals coping with the death of a co-worker.

## **WHY IS CARS NEEDED?**

All of us, regardless of our positions in the University, face a variety of issues in our daily lives. Usually, we can work them out. Sometimes our problems begin to affect our personal happiness, our family relations, our performance at work, and even our health. When this occurs, professional help can greatly assist. Without proper attention, our difficulties frequently become worse, and the consequences are often needlessly painful.

## **WHO ARE THE CARS STAFF?**

**Steven A. Rugala, Ph.D., Licensed Psychologist  
Director, of Employee Assistance Programs**

**Kathleen A. Clapp, Ph.D., CEAP, Clin. Psychologist**

**Vanessa Haye, LPCC, Senior Counselor**

**Aria Ponciroli, LCSW, CEAP, Senior Counselor**

**Dorothy Martinez, Administrative Assistant II**

**Mark Evans, Manager of Business Services**

*\*For more information on CARS staff please visit our website's staff page.*

<http://cars.unm.edu>

- *UNM Policies & Procedures #3750  
Effective date: February 9th, 2009*