

### **IS CARS REALLY CONFIDENTIAL?**

Counseling and consultation are confidential processes within the limits of applicable law and professional ethical guidelines when conducted by CARS staff.

None of the information obtained by CARS becomes a part of any UNM personnel or medical records. The information is confidential and is only released with the client's written permission.

Please see our website for full information on Confidentiality Policies.

### **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 refer to the most cost-effective agency or individual.

### **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, we cannot accommodate walk-ins.

Counseling appointments are scheduled Monday through Friday between the hours 8:00 AM to 12:00pm and from 1:00 PM to 5:00 PM.

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

UNM APPM - Policy # 3750  
Effective date: February 9th, 2009

**\*\*We ask that you do not use email to request services or send us 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**

1800 Mesa Vista NE  
Albuquerque, New Mexico 87106

1 University of New Mexico  
MSC02-1771  
Albuquerque, NM 87131

Phone: 505.272.6868  
Fax: 505.272.6880

[cars.unm.edu](http://cars.unm.edu)



THE UNIVERSITY OF  
NEW MEXICO®

## **Counseling Assistance and Referral Services**

EMPLOYEE ASSISTANCE  
PROGRAM FOR STAFF, FACULTY &  
RETIREES

A FREE & CONFIDENTIAL SERVICE



**(505)272-6868**  
[cars.unm.edu](http://cars.unm.edu)

## WHAT IS CARS?

Counseling, Assistance and Referral Services (CARS) is the Employee Assistance Program for the University of New Mexico Main and Branch Campuses and UNM Health Sciences. CARS services are available to all benefits-eligible faculty and staff, as well as retirees. CARS services are also available to an employee's spouse or domestic partner. CARS provides a confidential and accessible setting in which employees and retirees can freely discuss concerns that are affecting their personal and/or professional lives.

## 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.

## HOW DOES CARS WORK?

UNM Staff, Faculty, Retirees, spouses and domestic partners request services by calling CARS for help with personal issues such as marital, family or relationship difficulties, adjustment to life-changes, job-related issues (e.g., layoff, tenure issues, demotion, burnout, etc.), stress, grief and emotional difficulties, problems caused by one's own or other's alcohol or other drug use, and/or the effects of victimization.

- An academic or non-academic supervisor may encourage the use of CARS to aid an employee with a work or performance issue. Participation in the program is voluntary.

## WHAT SERVICES DOES CARS PROVIDE?

- Assessments
- Short-term counseling
- Supervisor Consultations
- Couples counseling
- Referrals to UNM and community resources
- Training and Presentations

CARS offers professional and personal development training on a variety of topics such as, *Conflict Management, Emotional Intelligence, Stress & Resiliency, Mindfulness, and Communicating Effectively with Your Supervisor.*

UNM Departments may also request training topics specific to their needs.

- Critical Incident Debriefing

CARS staff provides UNM faculty and staff with debriefing sessions after traumatic events, and grief interventions for individuals or work groups coping with the death of a co-worker.

## WHO ARE THE CARS STAFF?

The CARS staff includes Licensed Professional Clinical Counselors, and Licensed Clinical Social Workers. Professional support staff coordinates scheduling of clients and office activities. All staff is trained in confidentiality and crisis intervention.

**Aria Ponciroli, LCSW, CEAP, Director**

**Eric Chavez, LPCC, Senior Counselor**

**Rhiannon Doyle, LPCC, Senior Counselor**

**Miranda Roach, Admin Assistant II**

***For more information about CARS staff please visit our website's professional staff page:***

**[cars.unm.edu/staff](https://cars.unm.edu/staff)**

