

# Duke | PERSONAL ASSISTANCE SERVICE



For additional information:

**[pas.duke.edu](https://pas.duke.edu)**

**919-416-1727**

**2200 West Main Street, Durham, NC 27705  
Erwin Square Tower, 4th Floor, Suite 400A**

Confidential short-term personal counseling available  
at no charge to Duke Faculty, staff and family members.

Some people have difficulty in contacting a counseling resource or deciding whether it may be beneficial. **Personal Assistance Service (PAS)** counselors often talk with people experiencing a range of personal, family, or work-related problems, including:

- marital and relationship difficulties
- family issues
- emotional distress
- alcohol and drug concerns
- career issues, work conflicts, and stress
- financial or legal situations

Your feelings about a situation can be used as a guide. It may be helpful to talk about them with a **PAS** counselor if you are experiencing the following feelings more often than you would like:

- distressed, upset, hurt
- sad, depressed
- helpless, confused, stuck
- anxious, worried
- over-stressed, fatigued
- guilty, ashamed

Any circumstance that is of concern to you is appropriate to discuss with a counselor at **PAS**.

### ■ What is Personal Assistance Service?

Personal Assistance Service is the faculty/staff assistance program of Duke University and Duke University Health System. The staff of licensed professionals offer assessment, short-term counseling, and referrals to help resolve a broad range of personal, work, and family problems. If something is troubling you, it could be beneficial to talk about your concern, in confidence, with a counselor. PAS is a resource you can use as needed, on a voluntary basis.

### ■ Who is eligible to use PAS?

All Duke faculty, staff and family members who are benefits eligible may use PAS. You are welcome to contact PAS to discuss any issue or concern. Supervisors and managers are encouraged to consult PAS about staff members who have persistent performance or attendance problems, because these are often associated with personal problems.



### ■ What happens at PAS?

PAS provides services to help you and your family resolve personal or work-related problems. The staff offers confidential assessment, short-term counseling, and referrals depending upon the nature of the problem and your specific circumstances. The PAS counselor will listen to your concerns, talk with you about them and then work with you to determine a plan of action. This plan may include short-term counseling at PAS or a referral to other resources at Duke or in the community. A counselor may be able to determine whether PAS could be helpful, but the ultimate decision to pursue counseling is made by the faculty or staff member. You are under no obligation to follow a counselor's recommendations.

### ■ What is the cost of PAS?

There are no charges for any service provided by the PAS staff. If you and your PAS counselor determine that additional assistance outside of PAS could be beneficial, then referrals will be suggested. If a referral is made outside of PAS, the counselor will work with you to obtain qualified, affordable services. Some of these services may be covered in part by your health care insurance.

### ■ How confidential is PAS?

PAS carefully adheres to professional standards of ethics and confidentiality. Appointments and services are confidential to the fullest extent permitted by law. Except for danger to self or others, child abuse or neglect, or authorized legal access, no information is released without written consent of the client. Information maintained by PAS is not a part of, or accessible by, any other University or Medical Center record system.

### ■ How do I use PAS?

An appointment to meet with a PAS counselor may be arranged by calling the PAS office at **919-416-1727 (919-416-1PAS)** Monday through Friday between 8 a.m. and 5 p.m. Initial appointments are scheduled for one hour.

### ■ Where is the PAS office located?

The main office is located at **2200 West Main Street, Erwin Square Tower**, on the 4th floor in Suite 400A. Free parking is available around the building. Transportation is also available on the Duke Shuttle bus that runs from Duke Hospital and Duke Clinic to Erwin Square Tower.