

# EMPLOYEE ASSISTANCE PROGRAM

Employee Assistance of the Pacific  
www.eapacific.com

Are you wrestling with worries or problems that have affected your job performance? Usually you can work it out by yourself, however, there may be times when you may feel these challenges are more than you can handle.

If your worries and problems are affecting your job performance and you are in need of a professional counselor to assist you, then call Employee Assistance of the Pacific (EAP), an employee assistance program sponsored by the Hawaii State Department of Education (HIDOE).

## WHAT IS THE *EMPLOYEE ASSISTANCE PROGRAM*?

The *Employee Assistance Program* provides confidential, short-term professional counseling services to HIDOE's employees who may be experiencing personal problems that are affecting job performance related to family or marital problems, alcohol or substance abuse, and other emotional or behavioral problems. EAP is also experienced in providing emergency/crisis and critical incident stress debriefing.

EAP is contracted to provide services through a voluntary program that permits employees to seek help on their own or any employee's supervisor to seek help and refer their employee. The service is free up to a maximum of three hours and available 24 hours a day, 365 days a year, for the duration of the contract. EAP professional counselors, who specialize in the assessment of personal problems, will meet with the employee to explore options and possible resolutions. Counselors are available statewide.

In addition, EAP can help with other issues that may impact your work or your life by providing these free services:

- Legal help – you can obtain a 30-minute consultation with an attorney in our network (face-to-face or by phone) and if you need more help, the attorney will take 25% off their bill. Work-related issues are not covered.
- Financial consultation – you can obtain a free 30-minute phone consultation with a financial expert.
- Eldercare/Healthcare Navigation consultation – you can trade two EAP sessions for an hour with an expert that can help you navigate complicated issues for elders or infirmed family members.

## WHO MAY USE *EAP*?

All HIDOE employees (full-time, part-time, or temporary) except hired student helpers, may utilize the EAP professional counseling services. These sessions may be shared with immediate family members living with you.

## HOW DOES *EAP* WORK?

All HIDOE employees who wish to use EAP professional counseling services can simply call EAP directly and schedule an appointment. An employee's supervisor may also refer an employee with job performance problems.

Discussions with an EAP counselor are kept **confidential** and will not be released without prior written permission.

## WHAT SORT OF PROBLEMS CAN *EAP* HELP ME WITH?

EAP deals with a variety of situations that may be impacting your work or your life. Some of the more common problems are:

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|-------------------------|--------------------------------------|
| Marital/family problems | Job-related issues                   |
| Relationship problems   | Stress-related concerns              |
| Drug/Alcohol misuse     | Other emotional or behavior problems |

## HOW DO I SET UP AN APPOINTMENT?

To make an appointment, employees may call EAP directly at (808) 597-8222 or toll-free at (877) 597-8222 during regular business hours (Monday – Friday, 8:00 a.m. to 5:00 p.m.). Appointments are also available evenings and Saturday mornings. **A copy of your current pay stub will be required at the initial counseling session.**