



EMPLOYEE ASSISTANCE OF THE PACIFIC, LLC

EAP is more than just an Employee Benefit!

Companies who use their EAP well find that these services help their bottom line. A robust EAP helps companies reduce their healthcare costs, absenteeism, turnover, and workers' compensation claims. In addition, EAPs help increase productivity, safety, morale, and more. So keep in mind that in addition to helping employees, because of the variety of services provided to employers, a robust EAP such as ours is truly an EmployER Assistance Program!

Management Consultation	Supervisor Referrals	Training & Education	EAP Promotion	Substance Abuse Professional (SAP) Services	Critical Incident Response
EAP serves as your external behavioral health on-call consultants. Supervisors, Managers, and HR can call the EAP staff to discuss personnel or organizational issues and speak with an expert. They coach supervisors, managers, and executive leadership on the most effective ways to handle given situations that may only happen once in their career. They deal with these situations regularly and coach leaders through the best ways of handling complex human situations.	Helping retain employees that are experiencing performance issues that jeopardize their job is one of the ways EAP can help reduce turnover costs, litigation, and increase safety. Supervisors, in consultation with HR and EAP, may formally refer employees for EAP services when there are performance or behavioral issues. Limited information is relayed to the company about the employee's participation and attendance with a signed release. Documentation is provided that the employer is doing all it can to provide a challenged employee with positive solutions and whether the employee is compliant with EAP recommendations.	Onsite trainings for supervisors and employees on a variety of topics, including compliance issues (e.g. Sexual Harassment, Workplace Violence, Drug & Alcohol), Communication, Stress Management, Mindfulness, Resiliency, Conflict, Skill Enhancement. When the EAP partners with you to train your company, not only do you get a great training, but a reminder to all about the benefits of EAP. This further increases utilization and value you receive from your EAP dollars.	The primary way employees find out about EAP is from their leadership mentioning and recommending it, explaining why the employer is committed to their health and well-being. EAP provides brochures, flyers, posters, cards—all tools to use to help promote EAP services. Orientations train supervisors how to use the services. Monthly supervisor newsletters are sent that directly answer common questions from a supervisor's point of view. Quarterly employee newsletters remind them of the benefit.	Companies under Department of Transportation (DOT) federal regulations for "safety-sensitive" employees are supported. An initial assessment of the employee who has tested positive is provided, an individual plan is developed, and a referral is made to appropriate treatment or education. The employee is re-evaluated before return to duty. EAP also works with companies when non-DOT employees violate substance abuse policies, providing similar services.	When critical events happen that impact the workplace (e.g. workplace violence, death by natural or accidental causes, robbery, injury, or even layoffs) the EAP works with companies to provide crisis intervention and recovery services. They can provide executive consultation, group defusing and debriefing, and individual support to minimize emotional or psychological stress and facilitate team resiliency after such events.

- Employee Assistance of the Pacific is an independent, Hawaii-based EAP that serves over 300 Hawaii-based business.
- We have counselors available across the Hawaiian Islands, and also cover Mainland and International employees.
- Counselors are available 24/7 to covered companies and their employees in crisis.
- Our robust EAP services to employees include counseling as well as legal, financial, and eldercare consultation.
- Different rate structures are available; a capitated plan where all services are provided for one annual fee, and a fee-for-service plan. Rates vary by group size and industry. Your broker will be happy to obtain a quote or just give us a call!

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