



EMPLOYEE ASSISTANCE OF THE PACIFIC, LLC

# EAP Services for Hotel Workers

Hawaii's hotel and resort employees welcome guests from around the world and help sustain one of the state's largest industries. Yet the work can be challenging, stressful, and demanding. Meeting the constant demands and expectations of guests can leave employees feeling tired, overwhelmed, and burnt out. This leads to higher turnover, lower productivity, and even more stress.

Local employers and unions are doing more these days to respond to the increased awareness of mental health issues. Employees have lives outside the workplace, and these lives have challenges as well – from mental health concerns to relationship issues, from financial challenges to legal problems. These personal issues ultimately impact the workplace as well.

Hotel employees, especially the younger generations, are increasingly seeking non-traditional benefits as part of a comprehensive benefits program wherever they work. Hawaii-based employers are increasingly turning to Employee Assistance of the Pacific, Hawaii's largest Employee Assistance Program (EAP) to provide free, confidential, trusted services. We understand the islands' communities, languages, and traditions — so you feel heard, respected, and more willing to seek help when it is needed.

These benefits show the employer's investment in the well-being of its employees – the most valuable part of the company's infrastructure. Taking care of employees helps hotels with recruitment and retention, and helps hotels establish themselves as an employer of choice and a place where Aloha is experienced. This keeps guests returning year after year.

**Covered employees can obtain confidential, free, robust EAP services, which include:**

- **24/7 access to a counselor.**
- A contracted number of **free counseling sessions** with a local, trusted counselor. These services are available in-person and by video or phone, giving retail employees with varying schedules the flexibility to use the benefit at their convenience.
- Free 30-minute **legal consultation** with a local attorney (on anything other than work issues).
- Free 30-minute **financial consultation** with an expert. Your financial well-being is important!
- **Eldercare and Healthcare Navigation consultation** for those dealing with a loved one who needs extra resources. Caregiver support can truly help when you're taking care of ohana!
- **Identity Theft** consultation, and **Mediation** consultation with a local mediation center.
- **Employees can share all of these benefits with their covered family members** who live with them.
- **Training will be provided to managers** on how to use the services and refer employees who need help, so everyone is better prepared to recognize and handle potentially difficult situations.
- EAP can help teams recover following a **Critical Incident** (robbery, death, etc.).
- **Online resources are available 24/7.**

All of these services can create happier, more engaged employees, and it also ultimately can create a better customer experience. Your company hopes you take advantage of these free and confidential resources. The EAP cannot share any personal information about you without your written permission, so you can trust the services are confidential!

**Employee Assistance of the Pacific**

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