

### How can the EAP help?

- By helping you assess the situation objectively and professionally;
- By providing confidential, trained, and experienced counseling;
- By knowing our community and its resources to assist you in finding and connecting with the right kind of help for your problem.

### Contacting the EAP

City employees and their household family members may call for an appointment during working hours. You may leave a confidential message when the office is closed or the counselor is unable to answer the phone.

If problems are interfering with work, or your supervisor sees that you are upset, he/she may suggest that you contact the EAP office. Remember, it's your decision whether or not to use the program.

EAP Office Hours: Monday - Friday by appointment  
840 Iwilei Road Honolulu, HI 96817 • Phone: 808-723-7893

Worklife Hawaii: 24-Hour Toll-Free  
1-800-994-3571 or 808-543-8445



**Employee Assistance Program (EAP)**  
City and County of Honolulu  
Honolulu Emergency Services Department  
Health Services Branch  
840 Iwilei Road Honolulu, HI 96817  
Phone: 808-723-7993 • Fax: 808-522-7057

# Healthy people ask for help!

## Employee Assistance Program (EAP)

City and County of Honolulu  
808-723-7893



# A Place to turn to when personal problems seem overwhelming

EAP services are a free, confidential and voluntary resource to assist City and County of Honolulu employees and their household family members in addressing issues that may affect their overall well-being. The EAP works closely with individuals and families to help identify issues before they disrupt your personal or professional life, resolve the issues, and improve an employee's ability to carry out his/her job. EAP counselors provide professional assessment and referral services to assist employees in developing problem resolution strategies and in linking to community resources.

## When to ask for help?

- When a problem at home or at work doesn't seem to be getting any better
- When you don't know what else to do
- When you get so upset you're not sure you're thinking clearly
- When you get overwhelmed or feel like giving up
- When a problem keeps coming back
- When you want to talk it over with a professional counselor
- When you're not sure where to go for help or information
- When a problem is affecting your job or work performance
- When you just need someone to talk to who will listen confidentially
- Issues may include the following:
  - Conflicts at work and home
  - Marriage and relationships
  - Family issues
  - Domestic violence
  - Other personal issues
  - Work issues
  - Grief and loss
  - Drugs and alcohol
  - Stress

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## Why is this program being offered?

Personal distress can affect not only your job performance, but how you feel about coming to work at all. Employees who are happy, healthy and able to do their best pays off for everyone.

## What about Confidentiality?

No personal information can be released to anyone without your written consent. This is your right under Federal privacy laws.

## What will you tell my Supervisor?

If your appointment is during work hours, you may request a note from the counselor verifying the date and time you came to your appointment. Your attendance at the EAP and any other information will only be released directly to your supervisor if you sign a written consent form.

## Can I go during work?

Your first appointment on work time will not be charged to any accrued paid leave. After the first visit, you may request sick leave, vacation, other appropriate leave or make appointments on your own time.

## Who can refer to the EAP?

You can refer yourself. More than 80% of people accessing the EAP are self referrals. Other referrals come from supervisors, co-workers, HR professionals, physicians, family or friends. Supervisors may suggest the EAP or refer due to work performance problems.

## How much do services cost?

EAP counseling services are free (up to 6 sessions per year) to you and your household member(s). Treatment beyond the scope of the EAP is coordinated through your medical benefit or community resources.