



# YOUR EMPLOYEE ASSISTANCE PROGRAM (EAP)

**How do I set up an appointment?  
Just call us.**

**We have counselors available  
on all islands, as well as Guam,  
Saipan, and on the Mainland.**

## **Why is an EAP needed?**

Progressive companies provide EAPs because it is a good business decision to invest in their most important resource — their employees — and because they care about their employees.

As normal healthy adults, each of us must face a variety of challenges in our daily lives. Sometimes we can benefit from professional assistance to resolve the issues that can affect our **happiness, relationships, health and job performance.**



**Our Central Office is  
located on Oahu:**

**91-1841 Fort Weaver Road  
Ewa Beach, Hawaii 96706**

**Phone (Statewide):**

**(808) 543-8445**

**Toll-Free & 24/7 Access:**

**(800) 994-3571**



## **Your Rights**

**As a participant in a Child and Family Service (CFS) program, you have the following rights:**

- The right to a humane service environment.
- The right to services free from unlawful discrimination.
- The right to be involved in your own service planning.
- The right to confidentiality, except when otherwise mandated by law.
- The right to services which are least restrictive and most convenient.
- The right to file a complaint if these rights are infringed.

**Child and Family Service (CFS) is Hawaii's most comprehensive private human service organization, with programs on Oahu, Kauai, Maui, Lanai, Molokai and Hawaii.**

Other services include:

Behavioral health services to children and their families, including an array of autism and residential programs.

Adult services, including gerontology programs and domestic violence shelters and programs.

Children's services, including child abuse prevention, adoptions and child care.

**CFS has been a private non-profit since 1899, helping families with tough issues to have better lives.**

For general information regarding all CFS services, call (808) 681-3500 or visit our website at [www.childandfamilyservice.org](http://www.childandfamilyservice.org)



## What is an Employee Assistance Program?

The EAP provides confidential and professional assistance in order to resolve problems that affect employees' personal lives or job performance.

**WorkLife Hawaii** (Formerly Hawaii Employee Assistance Services) is a voluntary program permitting employees or their family members to seek help.

A **WorkLife Hawaii** counselor — who specializes in the assessment of personal issues, challenges, and concerns of daily living — will meet with the employee and/or family, to explore options and possible resolutions.

### How does the EAP work?

Most people who use the EAP simply call us on their own and make an appointment. A supervisor may refer an employee to the EAP if there are job performance problems. The EAP can assist in resolving any personal issues/challenges/concerns that may be affecting the employee's work or their life.

Your discussions with the EAP counselors are strictly confidential and no confidential information is released to your employer, family or anyone else unless you want it shared and sign a written consent form. The sessions are held in a location away from your job. **There are no fees to pay.**

### Financial & Legal Services

Worklife Hawaii is pleased to provide financial and legal services to all eligible employees and household members.

#### Legal Services

**Legal Consultation:** One (1) initial thirty-minute office telephone consultation per separate legal matter at no cost with an attorney; additional services available at 25% discount.

**Mediation:** One (1) initial thirty –minute telephonic consultation per issue at no cost with experienced and qualified financial counselors.

#### Financial Services

**Financial Consultation:** One (1) thirty-minute telephonic consultation per issue at no cost with an experienced and qualified financial counselors.

**Tax Consultation and Preparation—**Up to thirty (30) minutes of telephonic income tax planning related consultation; tax preparation available at 25% discount.

#### Identity Theft Services

Sixty (60) minute free consultation with highly trained Fraud Resolution Specialist (FRS). The FRS will assist with restoring and protecting the individual's identity.



### What kinds of issues can WorkLife Hawaii help with?

The EAP deals with everyday human issues that affect an employee's personal well-being and sometimes his/her ability to perform on the job.

These issues include the following:

- marital/family relationships
- interpersonal conflict
- drug/alcohol misuse
- parenting
- stress and emotional issues
- domestic violence
- job related issues
- aging
- anger issues
- grief/loss
- other personal challenges

#### Your EAP is:

Free

Voluntary

Confidential

Available 24/7/365

#### Who is eligible:

You and your household members

#### Our website also has resources:

[www.worklifehawaii.org](http://www.worklifehawaii.org)