

# EMPLOYEE ASSISTANCE PROGRAM

## Appendix G

02/13/08: Updated by Ms Jeri Couthen, ISC Honolulu

*Striking a balance between the needs of the organization and the needs of our most valuable resource, our personnel and their families, continues to be the philosophy underlying all Work-Life initiatives. Success requires an organization that is willing and able to help, members who are willing and able to express a need for help, and leadership willing and able to match member need with available services.*

- Admiral J.W. Kime  
Former Commandant

As part of the Work-Life initiative, the Employee Assistance Program (EAP) provides confidential counseling assessments, short-term problem solving, and referral services to all active duty, civilian, and NAFA employees and their families. You and your immediate family members can use the EAP for help with personal, family, or job-related problems.

Permanent Changes of Station are inherently stressful. You're not alone. Contact EAP (at 800-222-0364) directly or contact the ISC Honolulu Employee Assistance Program Coordinator (EAPC), Ms. Jeri Couthen, at 808-842-2090.

The Coast Guard EAP contract is administered by contracted occupational health and employee assistance professionals. EAP services are provided through a private civilian company. A professional team of psychologists, counselors, and therapists, each with years of experience in dealing with family and parenting problems, relationship concerns, alcohol and drug use, stress, depression and a variety of other issues is available.

Have you ever experienced a stressful period in the relationship with your child, spouse, or significant other? Has your workload ever appeared overwhelming and unmanageable? Have you ever felt depressed but were not sure why? At one point or another, these and other concerns may affect your life. When this happens, it is often difficult to know where to turn for help.

The Employee Assistance Program Coordinator can help you connect with an EAP service provider. A local certified professional counselor will meet with individuals, couples, or families to discuss any problem you may have in the following areas:

- Emotional
- Marital
- Family Relationships
- Alcohol/Other Drug Use
- Job Problems
- Legal/Financial
- Stress
- Eating Disorders
- Grief and Loss
- Etcetera

Your EAP assessment visit and short-term problem solving sessions are provided at no cost. The purpose of these sessions is to help you accurately identify your concern, discuss possible solutions, and clarify additional resources. The EAP counselor will determine if ongoing counseling is advisable. Should you choose to pursue a referral for ongoing counseling or treatment, those fees will be your responsibility and may be covered by your health benefits plan. Please be aware that a referral by an EAP counselor does not automatically ensure coverage by your plan.

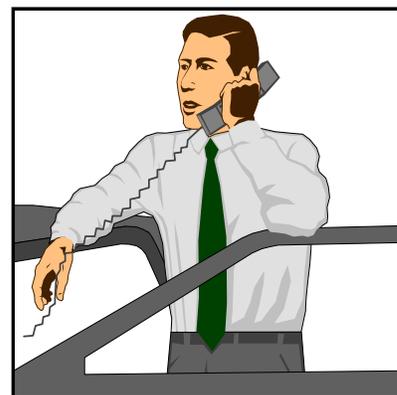
When you use the Employee Assistance Program's services, your confidentiality is protected in accordance with the requirements of public law. Information shared with the EAP counselor will not be disclosed to another person without your written consent, except in rare instances where public safety is at risk.

Services are confidential and easy to use. When you need help or advice call:

**Federal Employee Assistance Program**  
1-800-222-0364

**TDD for the deaf or hearing impaired**  
1-800-EAP-1TDD  
1-800-327-1833

Unresolved issues such as stress, family problems, job adjustment concerns, or culture shock can interfere with your quality of life and your job performance. Asking for assistance can be the first step toward resolving issues and returning to a healthy, productive lifestyle.



If you have any questions about the Employee Assistance Program or if you have problems with any of the EAP service providers, please call the Employee Assistance Program Coordinator, Ms. Jeri Couthen, at (808) 842-2090. In addition to being the point of contact for the EAP, she also provides an umbrella of various services to enhance the well being of Coast Guard employees and families.

Prevention and education are the main focus of the Employee Assistance Program. The EAP Coordinator can provide information that will empower individuals to make the best possible decisions. The following services are available:

**Life Skills** - This encompasses deployment issues, relationships, parenting and step-parenting, stress management, communications, personal development, and many other skills required in everyday life. In addition, assistance is available for situations requiring Early Return of Dependents (ERD) and Humanitarian Assignments.

**Suicide Awareness** - This program seeks to prevent and reduce the number of incidents of suicide, suicide attempts, and suicide gestures. Suicide awareness means not only detecting warning signs and symptoms, but also understanding the process that may lead to suicidal behavior and being aware of resources available to help.

**Critical Incident Stress Management (CISM)** - A critical incident refers to any traumatic event that overwhelms a person or groups normal coping skills. These may include natural disasters, serious injury or accidents, and suicide or homicide. The EAP Coordinator can provide on-site counseling support and arrange for the appropriate intervention as needed.

**Rape and Sexual Assault** - Rape and sexual assault complaints by a victim, or situations that cause an individual to believe rape or sexual assault has occurred, must be reported. The EAP Coordinator is the point of contact for this program.

**Victim/Witness Assistance** - This program is intended to ensure that all victims and witnesses of crime who suffer physical, financial, or emotional trauma receive the assistance and protection to which they are entitled. This program applies in all cases in which criminal conduct has an adverse impact on victims or on witnesses who provide information regarding criminal conduct.

**Information and Referral** - The EAP Coordinator can assist commands and individuals by providing information about referrals to appropriate federal, DOD, state, and local resources.

**Workplace Violence** - The Coast Guard is proud of its safe work places, but it's concerned about the reality of violence in society and its potential in our workplaces. The EAP Coordinator provides workplace violence prevention training and will handle reporting requirements.

**Financial Competency** - The EAP Coordinator can help provide a "snap shot" of current financial status, develop a budget, and assist with debt consolidation if necessary.

**Red Cross Liaison** - One Red Cross mission is to support and supplement military activities that affect the health, welfare, and morale of service personnel and their families. The EAP Coordinator is the Red Cross liaison for the Coast Guard.

**Workplace Violence** - The Coast Guard is proud of its safe work places, but it's concerned about the reality of violence in society and its potential in our workplaces. The EAP Coordinator provides workplace violence prevention training and will handle reporting requirements.

**Financial Competency** - The EAP Coordinator can help provide a "snap shot" of current financial status, develop a budget, and assist with debt consolidation if necessary.

**Red Cross Liaison** - One Red Cross mission is to support and supplement military activities that affect the health, welfare, and morale of service personnel and their families. The EAP Coordinator is the Red Cross liaison for the Coast Guard.