

## **Employee Assistance Program**

*Guidance in resolving personal and workplace issues*

Part of the Personnel Services Division at Enterprise Services, the Employee Assistance Program (EAP) has regional offices in Olympia and Seattle and provides its services statewide via contracted providers. This program helps state government employees and their family members resolve personal or work-related problems. The program is voluntary, confidential and available at no cost to employees and their family members.

### **What can a state employee expect from the EAP?**

The program provides a confidential place to talk about the issues that affect employees, their families, or the workplace. Employee assistance professionals are qualified to provide individual assessment and consultation. They will assist with short-term problem solving or provide referrals to resources that will best meet individual needs. Many times referrals are covered by state health plans.

### **How does the program help supervisors?**

The program is available to provide confidential and expert consultation to management in a variety of areas including:

- Effectively talking with employees about their performance problems.
- Assisting with ideas to reinforce acceptable behavior and performance.
- Discussing strategies for difficult communications with employees.
- Managing conflict among employees and in the workplace.
- Assistance in managing threats of violence.
- Response to critical incidents, such as sudden death of a coworker, homicide, accidents, earthquakes, and other sudden and unexpected events that affect the workplace.

### **Contacts and web resources**

- Get forms, publication, and details about services at [www.hr.wa.gov/EAP/](http://www.hr.wa.gov/EAP/)
- Visit the [EAP's Resiliency Project](http://www.hr.wa.gov/more/EAPResiliencyProject/) (<http://www.hr.wa.gov/more/EAPResiliencyProject/>) for lots of good information about coping in tough times.
- Olympia: (360) 407-9490
- Statewide toll-free number: 877-313-4455

