

# EMPLOYEE ASSISTANCE PROGRAM

[kp.org/eap](http://kp.org/eap)

## WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM?

The Employee Assistance Program (EAP) is a service to explore concerns and identify possible solutions, for all KP employees and their dependent family members who may be having issues such as:

- Work or personal stress
- Marital, family or relationship difficulties
- Childcare referral
- Alcohol or drug use, your own or someone else's
- Getting along with people at work
- Loss and grief
- Domestic violence or other abuse
- Financial and legal referrals
- Anxiety
- Caregiving for someone in your family

## WHAT SERVICES ARE PROVIDED?

- **Assessment.** Problems often seem complex and hard to define. EAP Consultants can help you clarify concerns, identify changes to make, and recommend priorities for achieving your goals.
- **Problem-solving.** The EAP offers a confidential environment to discuss concerns. EAP Consultants will help you to develop a plan to remedy the situation. Sometimes this involves referrals to appropriate resources for specialized help.
- **Referral.** EAP staff can help you find the right resources. You can get information about a wide range of programs, services, agencies, and practitioners, both within and outside the Kaiser system, from the EAP.
- **Consultation.** EAP Consultants can confidentially assist managers, union representatives, supervisors, and staff concerned about another's work, personal situation, or their department.
- **Education, training, groups.** The EAP offers programs on a variety of issues by request from departments or units, such as workshops on stress and coping.
- **Crisis response.** EAP Consultants are ready to respond confidentially to individual crises or traumatic events that affect people at work. EAP also provides individual counseling, management consultations, and group services to staff after an adverse clinical outcome.



## WHAT SHOULD I KNOW ABOUT THE EAP?

- **EAP services are available to all Kaiser Permanente physicians, employees, and their dependent family members.** You do not have to be a Health Plan member, and no referral is necessary. There is **no charge**.
- EAP services are strictly **confidential**. It is solely your decision whether to let anyone know that you've used the service. The EAP Consultant will not share information about you or your visits with anyone unless you give written permission.
- Using EAP is **voluntary**. You do not need to be in crisis to use EAP. A manager or supervisor cannot make you go as part of a performance issue. Any participation will not become part of your medical record or personnel file.
- EAP Consultants are **licensed, trained clinicians** who have years of experience working with a wide variety of work-related and personal issues.
- **Secure Video Visits are also available through your laptop or mobile phone.**

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## EAP SERVICES FOR WORKING VIRTUALLY

**Telephonic and Video Appointments.** Go to [kp.org/eap](https://kp.org/eap) to make a telephone or video appointment

**Drop-in Telephonic Support Sessions.** Facilitated group support calls to increase your emotional wellbeing and psychological safety. These sessions will begin March 24<sup>th</sup> (Colorado, Georgia, Mid Atlantic and Washington Markets), and March 30<sup>th</sup> (California, Northwest and Hawaii Markets)

Common topics that could be addressed:

- Coping strategies to deal with uncertainty, anxiety, and stress
- Strengthening social support networks in times of social distancing measures
- Using mindfulness, kindness, and gratitude as an antidote to anxiety and burnout
- Simple things to build resilience
- And much more



# IS COVID-19 STRESSING YOU OUT?

Join weekly “drop-in”  
support group calls.

**KP’s Employee Assistance Program (EAP)  
recognizes that this is a trying time for everyone.**

**Starting March 30<sup>th</sup>, we will offer facilitated group calls  
to increase your emotional wellbeing and psychological safety.**

**Common Topics that Could be Addressed:**

- Coping strategies to deal with uncertainty, anxiety, and stress related to COVID-19
- Strengthening social support networks in times of social distancing measures
- Using mindfulness, kindness, and gratitude as an antidote to anxiety and burnout
- Simple things to build resilience at work
- And much more!

<b>CALLS ARE EVERY WEEK</b>	<b>Monday</b>	<b>Wednesday</b>	<b>Friday</b>
	<b>12:30-1:30pm</b>	<b>3:30-4:30pm</b>	<b>8:30-9:30am</b>

**Drop-in by phone, anywhere, and at your convenience**  
Call-in numbers will vary by market area.  
Visit [kp.org/eap](http://kp.org/eap) for the full schedule.



## Telephonic Drop-In Support Groups

In response to the growing social distancing measures to reduce the community spread of COVID-19, ESPYR is making virtual support groups available for Kaiser employees.

### Information

- ESPYR support groups are tailored for all employees
- The session will be 60 minutes in length
- Sessions will be held on Tuesdays from 12pm-1pm EST starting March 24<sup>th</sup> 2020
- This resource is completely voluntary

### How to Access

- Zoom will be used as a HIPAA compliant platform
- Please use this link to join <https://zoom.us/j/613193924>
- No registration is required

### Common Questions or Topics that Could be Addressed in this Group

- Coping strategies to deal with uncertainty, anxiety, and stress related to COVID-19
- Strengthening social support networks in times of social distancing measures
- How to talk to children about COVID-19
- How ESPYR can help

Please be reminded that our specialists are trained and educated to help callers deal with the emotional impact of COVID-19. Our guidance will always be around the mental health and well-being of our customers, and we will therefore remind people to contact or reference the experts at CDC for physical health-related information.

### ESPYR is here to help!

For more information, contact us 24/7/365

Phone: (888) 678-0937 | Online: visit [www.espyr.com](http://www.espyr.com) and log in using your password: **kaiser**

