



Why have an EAP?

The personal concerns of your employees can affect every aspect of your work culture as well as your bottom line. **Coastline EAP** will be your partner in creating a productive and healthy workplace.

Coastline EAP Masters level staff include Substance Abuse Professionals (SAPs) to help organizations comply with D.O.T. drug and alcohol testing regulations, including the FMCSA CDL Drug and Alcohol Clearinghouse's requirements.

Coastline EAP provides unlimited, confidential consultation for you, your employees and their family members. That means for 24 hours a day, 365 days a year, we are a trusted source of support when you need it most.



What sets Coastline EAP apart?

- Responsive customer service
- Immediate consultation with Masters level consultants
- Access to senior management
- Quality assessment and planning
- Unlimited case management services
- All family members covered
- Longevity and skill of clinical staff including knowledge of human resources challenges
- Extensive individual and group training options
- Consistent effort to promote EAP awareness
- Client company retention rate: 95%

EAP Collaboration

Coastline EAP places no limit on our collaboration with you to solve workplace problems.

Ask our clients why they stay with us.

For more information contact:

Donna Carcerano

617-923-5020

benefits@nefi.com





Your Return on Investment

A quality EAP pays for itself

- Quick response to workplace crises
- Expert management and labor consultation
- Policy development for D.O.T., FMLA and ADA behavior-related practices
- Supervisor coaching on employee problems
- Consultation on risk reduction related to workplace harassment, threats and violence
- Decreased medical claims through effective treatment planning
- Improved morale at all employee levels
- Increased productivity through focus on job performance
- Reduced absenteeism and errors
- Decreased turnover
- Reduction of impairment-related injuries and accidents



Services for Employees

- Confidential, round-the-clock access to highly-trained, professional clinicians
- Unlimited consultation, education and support for work/life concerns
- Unlimited assessment, referral and follow-up services for employees and their family members
- EAP orientation at primary sites
- Online resources and monthly newsletters



Services for Management

- Unlimited consultation services for human resources, managers, and front-line supervisors
- Supervisor training
- **Coastline EAP** offers employers referral options, including IMPACTS: Individualized Modules for Personal Assessment, Consultation and Training Solutions. These modules are delivered by Masters level consultants one-on-one. They support compliance with employer policies around workplace behavior and EEOC requirements such as sexual/other harassment prevention and respectful communication.
- Monthly supervisor newsletter
- Utilization reports
- Ongoing program promotion
- Quality assurance surveys



Trauma Response Services

Coastline EAP provides on-site and telephonic support for employers and employees when a sudden or expected loss or other traumatic event affects your workgroup. EAP clinicians work to foster the healthy resilience of your employees and assist them in reducing ongoing stress reactions.



Training and Personal Development

www.coastlineeap.com gives all employees and family members access to thousands of skill-building courses, webinars and other wellness tools including assessments, calculators, videos and articles.



For more information contact:

NEFI Benefits Administrator
Donna Carcerano • 617-923-5020
benefits@nefi.com