

Summary Introduction of JEAP Peacemind Inc.

2012



What is EA/EAP?

- EA stands for “Employee/Employer Assistance,” and is a professionally staffed and confidential consultation, coaching, and advisory service available to management, workers and eligible dependents. EAP stands for the EA Program.
- EAP is aimed to improve productivity and quality of life of people who are working, by helping identify and resolve personal and work related problems. This is done through the process of problem identification, strategic consultation, and solution management
- EAP offers consultation as well as resources, including information and referrals to external providers/organizations when appropriate
- A wide variety of issues are consulted, such as work relationship issues and conflicts, harassment, depression, anxiety, survivor syndrome, work life balance, family relationships, domestic violence, elder care, addiction, elder-care, etc.

- **Self Referral Consultation** is a consulting service available to individuals in the workplace who have personal or professional issues. We provide full bio-psycho-social assessment, followed by short-term problem solving counseling including but not limited to; cognitive behavioral approach, solution-focused approach, brief intervention and motivational interviewing methods.
- **Management Referral & Consultation** is where an employee may be advised by management to seek EAP assistance due to job performance or behavioral issues. In this case, both the employer and the employee benefit, as the goal of these supervisory referrals is to help the employee retain their job and get assistance for any problems or issues which may be impacting their performance.
- **Intervention and resolution of organizational/work relationship issues** is where we conduct problem analysis and assessment, risk assessment, scenario planning for HR intervention.
- **Case management programs** include providing support for employees on leave of absence on mental health issues, or assistance on any other specific issues that benefit from the involvement and orchestration and management by professional EAPs.

Products and Services

- **Training courses** on a wide range of topics including mental well-being, harassment, listening and communication skills, self mediation, mental toughness, assertion, conflict resolution, team-building, mentoring, career management, influence empowerment, multi-cultural adaptability, etc. etc.
- **Coaching programs** designed for individuals or specific (senior) groups to resolve problems and/or further enhance productivity and management skills.
- **HR Advisory consulting services (HR Brain)** for various themes including transition management, teamwork building, structuring/designing to maintain and enhance mental well-being, establishing policies and procedures for absenting from/returning to work, managing critical incident stress, planning management education programs, and advising on occupational health resources and systems. We advise on company policy and procedures related to taking absence and reintegration, as well as conduct back-to-work programs to help employees return and continue to work effectively.
- **Education/supervision** - we provide supervision and education/training for corporate in-house HR and psychologists/staff, providing advice on specific cases, as well as those on communication skills, constructive confrontation of work performance, must-know current employee relations related legal issues and trends.

Products and Services

- **Organizational stress surveys** identifies trends and assesses the level and specific issues relating to stress of the workforce, as well as identify, aligns and helps prioritize organizational issues related to stress, motivation and work engagement. We offer analysis, feedback and specific advice to individuals and organizations - an effective tool for company management.
- **Online EAP Services** are designed to provide resources and services which support wellness and productivity in its members who live in today's complex world and may face stressful situations everyday.
- **Critical Incident Stress Response** is our psychological first aid approach for organizations and individuals in response to disasters, such as earthquakes or sudden death of co-workers. We assist the employees to overcome the shock and stress after the disaster through individual and group psycho educational sessions. We are the pioneer in this area. JEAP Peacemind staff introduced CIS concept to EAP industry in Japan after 9.11
- **Work-life programs** include offering and referring to various wellness information, tools, social resources and services, such as those related to childcare, elderly care, financial issues, health issues, etc. We also provide advice and coaching for people to achieve good work life balance, which leads to enhancing productivity in the workplace and promoting health.

Our Mission : To help create a wholesome , sound, and harmonious society by supporting individuals and organizations

Company Overview

- J.EAP Peacemind Inc. has over ten years of experience in providing EAP services to clients in Japan, as well as multinational companies. We have been providing high quality services to more than 500 organizations and over 800,000 individuals.
- We have a unique background and experience in adapting the EAP core technology to Japanese social and medical infrastructure, where occupational health resources play a key role under Japanese industrial health and safety regulations.

Head Office

8th flr Maruito Ginza #3 Bldg., 3-10-6 Ginza Chuo-ku, Tokyo 104-0061

Phone: 813-3541-8660 Fax: 813-3541-8655

Other offices include Osaka, Sendai, Tachikawa, and other locations

- We have 40 internal consultants. Most of our consultants are CEAP professionals (CEAP-I) as well as certified clinical psychologists. Our members also include those who are licensed clinical social workers (licensed by the California Board of Behavioral Science), US licensed clinical psychologist (state of California), licensed psychiatric social workers, and industrial consultants.
- We have a network of more than 350 licensed counselors such as certified clinical psychologist, certified senior industrial counselor and psychiatric social worker, who are located throughout Japan. This nationwide and quality network with professionals specialized in variety of fields enable us to provide a wide range of counseling services for both individuals and organizations. we also educate and train with up-to-date methods.
- Our staff members are highly-trained and have extensive experience in mental health and substance abuse assessment and treatment. We also provide them with state-of-the-art education programs.
- We also have a unique asset of data and information to provide to our clients as necessary, including those on psychiatric treatment facilities, consultants, social workers, substance abuse treatment facilities, legal and financial resources, and child and eldercare information

Quality Assurance and Confidentiality

- We place utmost importance in maintaining quality and effectiveness, and adopt the highest standards. We implement quality assurance measures as the following in order to secure highest quality services to our clients:
 - Internal regular audits of our clinical documentation by the clinical quality assurance director
 - Annual customer satisfaction surveys of individual clients, as well as the contact persons of corporate clients themselves,
 - Comparing GAF scores at the time of intake assessment and at the time of case closure
 - All of our clinical staff receives clinical supervision in order to maintain the quality of the clinical care. Our clinical director and supervisors receive peer supervision as well.
- We take utmost precaution in implementing complete security measures, including maintaining Privacy Mark in Japan. All of our consultants abide by all applicable ethical codes and our policies and procedures manual, including confidentiality regulations of licensure or certificate boards.

Training and Orientation

- We believe our high utilization rates result from successful supervisory training and employee orientation to EAP. Our training and orientation programs include the following themes:
 - Supervisory training. Explanation of EAP services, communication skills with employees, constructive confrontation of people work performance, steps for making successful referrals to EAP, use of EAP to improve performance of employees and current legal issues that managers must know are provided.
 - Employee orientation. Explanation of EAP services and how to access EAP services, self-care skills, stress and performance and our confidentiality policies are provided.

- We offer a wide range of training courses and topics including mental well-being, harassment, listening and communication skills, self mediation, mental toughness, assertion, conflict resolution, team-building, mentoring, career management, influence empowerment, multi-cultural adaptability, etc.

We are the only company in Japan with over ten years of abundant experience in helping companies deal with critical incident responses, including:

- Mental Stress from incidents including :
 - 3.11 East Japan earthquake
 - 9.11
 - Singapore Airlines crash in 2000
 - Los Angeles earthquake
 - Kobe earthquake
 - Civil unrest in Los Angeles
 - Civil unrest in Indonesia
 - Chuetsu earthquake
 - Flood in Kagoshima
- Workplace on-site incidents including :
 - Workplace accidents, involving injuries and death
 - Employee suicide
 - Workplace violence
 - Nuclear power plant accident

We support our global customers with global partners.

- Assure Programs
- Chestnut Global Partners
- Harris, Rothenberg International
- Magellan Health Services
- PPC World Wide
- Shepell·fgi
- Workplace Options





PEACEMIND J EAP