



Employee Assistance Program

Purpose

The EAP is a confidential counseling and resource program that is designed to help University employees and their families deal with both personal and work-related concerns. The University offers an Employee Assistance Program to help employees resolve personal problems that may adversely affect job performance. The program seeks to restore individual health and productivity, improve efficiency, and retain experienced employees.

The program is both remedial and preventive, and is designed to:

- identify problems at the earliest stage possible,
- motivate the individual to seek help,
- encourage voluntary participation and self-referral, and
- refer the individual to the most appropriate assistance available.

Eligibility

All permanent employees and their dependents are eligible. The benefit is also available to former employees for up to six months after leaving the University. Supervisors are encouraged to suggest EAP to employees experiencing personal problems which may eventually affect work performance. Participation in the EAP is voluntary.

EAP Program Access

The University has contracted with ComPsych to offer EAP services. Trained counselors are available by phone 24 hours a days, seven days a week through the ComPsych EAP service. You or your family members can contact the ComPsych EAP service toll-free at 877-314-5841.

Referral Process

The Employee Assistance Program has two mechanisms for employees to obtain assistance: self-referral and supervisory-referral.

Self-Referral

A self referral is a voluntary referral initiated by the employee to obtain assistance for personal and medical problems. The employee may contact the EAP directly and select a face-to-face or a telephone assessment. This referral is strictly confidential.



Management should encourage the use of the EAP if they have knowledge that the employee is experiencing personal or medical problems. The encouragement to utilize EAP services will be considered a self referral and feedback from the EAP will not be provided.

The action on part of the employee to seek help for personal problems shall be viewed as a responsible action, and shall be supported by management.

Supervisory-Referral

The supervisory referral is designed to provide management with a tool for addressing unsatisfactory job performance or personal conduct. If disciplinary action (formal oral warning, written warning, final written warning) is in process, any referral to the Employee Assistance Program is considered a supervisory referral.

Unlike self-referrals, which are strictly confidential, certain limited information from supervisory referrals can be released to the University only with the written consent of the employee. This consent will be obtained by the EAP.

If the employee accepts the offer of help, the supervisor should contact the EAP, who will arrange an appointment.

Although an employee might decline the offer of help, this option can be repeated any time the supervisor feels the employee may have become more receptive.

Supervisory Considerations

During a corrective interview or in other discussions with an employee, the supervisor might become aware that the employee is experiencing a personal problem. The supervisor should not attempt to identify the problem or to advise the employee on solutions. The desired result of a supervisory referral is to obtain the required job performance and work habits.

An employee using the EAP services should be reminded that job continuation is not guaranteed. Participation in the program carries no special privileges.

Throughout the referral process, the supervisor should firmly but sincerely encourage the employee to seek assistance, guarding against misguided feelings of sympathy or personal hostility.

Supervisors are encouraged to seek assistance from the EAP Counselor at an early stage in dealing with troubled employees and to use the referral route most acceptable to the employee. The objective is to make it easier for the employee to get help.



Relationship to Disciplinary Process

The EAP services complement the disciplinary process but they are not part of it. The supervisor should not offer the EAP as an alternative to disciplinary action. When disciplinary action is called for, and the supervisor determines that the EAP might be helpful, it should be suggested as an adjunct to disciplinary action. The employee may be motivated only after recognizing that the consequences of not accepting the help may include an alternative (dismissal) more intolerable than fear of treatment or exposure.

If an employee who has initiated the assistance process is dismissed, that employee may remain eligible for continued assistance from the EAP for up to six months after termination.

Leave

An employee will not be charged leave for time spent with the EAP counselor. If a person is referred for continuing treatment or rehabilitation with a referred professional resource, vacation leave, sick leave, or leave without pay may be used.

Program Costs

There is no cost to the employee for the services provided by the EAP. However, any costs associated with additional services or treatment with outside providers are the employee's responsibility. When additional services are recommended by an EAP Counselor, the employee or family member is given a choice of several agencies or providers, whenever possible. The EAP Counselor gives special attention to the possible costs of available services when making referrals. The EAP will utilize services that are covered by the State Health Plan, for enrolled members, whenever possible.

Confidentiality

All information relative to an employee's participation in the program is treated in strict confidence. No record of an individual's treatment is maintained by the University. Where disciplinary action is concerned, the fact that an employee was given the option to participate in the program may be reflected in the personnel file. However, no record or related material is filed to indicate whether or not the employee agreed to participate. In supervisory referrals, the specific nature of an employee's problem is not reported to the University by the EAP Counselor or treatment resource.