

## 3357:13-16-58: Employee Assistance Program (EAP) for Full-Time Employees

### (A) Policy

North Central State College believes that the employees of the institution are its most valuable resource. As such, when personal problems arise and are resolved everyone benefits, from the employee, their family, and co-workers, to our students, stakeholders and the institution itself.

### (B) Definition

The EAP provides problem clarification, treatment resource referrals, and crisis intervention for College employees who are experiencing personal or medical/behavioral problems. A medical/behavioral problem may involve psychological or emotional problems, alcoholism or drug dependencies, marital or family difficulties, some medical conditions (including those related to stress), and some financial problems.

### (C) Procedure

- (1) An employee's use of the Employee Assistance Program (EAP) is voluntary.
- (2) Employees experiencing medical/behavioral problems are encouraged to consult with an EAP counselor before such problems affect job performance.
- (3) Employees demonstrating job performance deterioration or unsafe practices are encouraged to consult with the EAP to resolve these problems.

### (D) Application

- (1) This standard practice applies to all full-time employees of North Central State College who are experiencing difficulties.
- (2) The College encourages employees to seek help for personal problems and seeks a climate devoid of social stigma associated with seeking and accepting help for alcoholism, drug dependency, and other personal problems.
  - (a) Strict Confidentiality will be observed in every situation related to the use of the program.
  - (b) Referral to the EAP is voluntary. No employee can be forced to participate in the program.
  - (c) The services of the EAP are available at no charge to the employee and his/her immediate family (for up to 3 sessions per occurrence). Referral and/or treatment may result in costs that must be borne by the employee. Some of these costs will come under the umbrella of the College health care plan (applicable to employees actively insured on the College plan).

## (E) Responsibility

- (1) EAP counselors are responsible for providing professional consultation to employees regarding medical/behavioral problems that affect or could potentially affect College operations. The counselors provide this assistance by:
  - (a) Evaluating employees referred to the program and, at the employee's request, recommending an appropriate community resource for treatment or assistance. The Employee Assistance counselor may be available as a resource to the employee throughout the treatment process.
  - (b) Informing employees who contact the EAP of their rights as defined in the policies and practices of the EAP.
  - (c) Ensuring that once the employee has initiated contact with EAP, counseling information may not be disclosed, except with the employee's informed consent. Such disclosures may involve arranging for time off work; processing benefits; complying with legal requirements, such as pursuant to subpoena; or when the counselor and employee mutually agree that counselor-to-supervisor communication is in the employee's best interest.
  - (d) Offering education and training to supervisors and managers in the use of the Employee Assistance Program.
  - (e) The Statement of Employee Rights will be used by EAP counselors to inform employees of their rights when they engage the services of the program.
- (7) Supervisors and Managers are responsible for:
  - (a) Knowing of the Employee Assistance Program's policies and procedures, working within the established guidelines for referrals and feedback, and referring employees with performance problems to the EAP when appropriate.
  - (b) Identifying employees whose work performance, unavailability for work, or on-the-job behavior indicates possible medical/behavioral problems, and advising such employees in performance counseling sessions that use of the EAP by the employee is recommended by the supervisor.
    - (i) Documenting their offer of EAP to the employee and the employee's response to that offer, and advising the employee that the offer and response are being documented.
    - (ii) Continuing to monitor job performance of employees with medical/behavioral problems in the manner appropriate to all employees.

(8) Employees have the following responsibilities:

- (a) To take whatever steps are necessary to resolve any medical/behavioral problems that are affecting their job performance.
- (b) To accept personal responsibility for work performance and to seek assistance if outside help is necessary to overcome problems that interfere with job performance. However, regardless of an employee's involvement, noninvolvement, or promise of involvement with the EAP, the employee remains accountable to the supervisor for resolving performance discrepancies.
- (c) To provide medical clarification from a physician when required by supervisors because of a concern that the employee is not fit for duty. Employees may request that the EAP administer this clarification process and screen from physician reports and confidential information not relevant to job performance or safety issues.

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