

NORTH CENTRAL STATE COLLEGE  
POLICY AND PROCEDURES MANUAL

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EMPLOYEE ASSISTANCE PROCEDURES  
Policy No. 3357:13-16-581  
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Effective: October 24, 2005

**PURPOSE**

To state the procedures and practices of the EAP.

**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.

The EAP staff consults with supervisors, managers and personnel staff when there is a questions whether or not a medical/behavioral problem exists, as well as how to understand and manage a troubled employee.

**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 the 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.
4. Supervisors are encouraged to consult with an EAP counselor regarding the management of an employee with an identifiable medical/behavioral problem.

**APPLICATION**

This standard practice applies to all full and benefited part time employees of North Central State College who are experiencing difficulty which seriously affect the employee's ability to perform effectively.

Training will be given for early identification of job performance problems and appropriate response where applicable.

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.

**STRICT CONFIDENTIALITY** will be observed in every situation related to the use of the program.

Referral to the EAP is voluntary. No employee can be forced to participate in the program.

The services of the EAP are available at no charge to the member and his/her immediate family (for up to 3 sessions). Referral and/or treatment may result in costs that must be borne by the employee. Some of these costs will be come under the umbrella of the College health care plan.

## **RESPONSIBILITY**

EAP counselors are responsible for providing professional consultation to employees and supervisors regarding medical/behavioral problems that affect or could potentially affect College operations. The counselors provide this assistance by:

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.

Informing employees who contact the EAP of their rights as defined in the policies and practices of the EAP.

Consulting with supervisors and personnel department representatives on how to appropriately motivate employees with possible medical/behavioral problems to initiate involvement with EAP.

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.

Offering education and training to supervisors and managers in the use of the Employee Assistance Program.

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.

**Supervisors and Managers are responsible for:**

Knowing of the Employee Assistance Program's policies and procedures, working within the established guidelines for referrals and feedback, and referring employees to the EAP when appropriate.

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.

Documenting their offer of EAP to the employee and the employees's response to that offer, and advising the employee that the offer and response are being documented.

Continuing to monitor job performance of employees with medical/behavioral problems in the manner appropriate to all employees.

**Employees have the following responsibilities:**

To take whatever steps are necessary to resolve any medical/behavioral problems that are affecting their job performance.

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.

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.

**Exceptions may be made/authorized by the President of North Central State College with review by the Chairman of the Board of Trustees.**

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CFO (Human Resources)