



POLICY AND PROCEDURE MANUAL

Chapter:	Human resource Management		
Title:	Employee Assistance Program		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Triennial Author: HR Spec.	Adopted Date: 08.2020 Review Date: 07.2024	Related Policies: Employee Benefits Supervision Wage and Hour – Time Reporting Compliance

Purpose:

Hopeful Horizons (HH) recognizes that problems of a personal nature can have an adverse effect on an employee’s job performance but can be successfully resolved provided they are identified in their early stages and the appropriate referral is made. This policy establishes the provision of an Employee Assistance Program (EAP) and other wellness services, offered at the discretion of HH, to support the well-being of staff.

Scope:

This policy applies to:

- All HH Staff
- Selected HH Staff, as specified:
- HH Board Members
- HH Volunteers
- Other:

Policy:

HH shall make available a confidential EAP to eligible employees in accordance with this policy. Both employees and their immediate family members are eligible for this service.

- A. **Benefit Description:** The overall objective of the EAP is to maximize employee functioning in personal matters and performance on the job. The EAP is staffed by Counselors/Social Workers who will provide information, immediate treatment, or referral to other sources. The program provides problem assessment, short-term counseling, and referral services and is designed to deal with a broad range of challenges.

HH offers an additional wellness benefit for staff who are experiencing burn-out, compassion fatigue, post-traumatic stress disorder (PTSD) and other symptoms related to secondary trauma/traumatic stress exposure at work. Staff are notified of this resource as part of new employee orientation and may self-refer or be referred to the service by their supervisor if a need is identified through the routine course of supervision or staff self-report.

- B. **Payment:** The cost of up to three (3) EAP sessions per employee, and three (3) sessions per family member per calendar year is a covered benefit. If additional costs are incurred for other services that are not covered by insurance or other benefits, the cost is the responsibility of the employee. Both employees and immediate family members are eligible for this service.

HHs’ wellness program is available at the discretion of HH and is provided at no cost to employees for up to six sessions.

- C. **Participation:** Participation in the EAP is voluntary. Referral may be initiated by self-referral, supervisory referral, or family referral. In accordance with HHs’ [Time, Activity and Leave Reporting](#) procedure, staff shall make timely requests for leave and use appropriate leave time when accessing EAP services.

- D. **Information and Referral:** Managers/supervisors shall provide information and encourage the use of the EAP or wellness services. Supervisors are expressly prohibited from making any diagnostic assessment or providing counseling themselves, whether they are licensed to do so or not.

HH may, but is not required, to offer assistance through the EAP to employees when their performance or attendance is unsatisfactory or there are signs of problems during the workday. Participation in the EAP will not determine the course of any disciplinary or administrative actions, nor will it adversely affect an employee's job security or advancement opportunities. Likewise, participation will in no way relieve the employee of the obligation to meet work performance standards or from complying with other policies within the Organization.

- E. **Confidentiality:** All contact with the EAP or wellness services are confidential unless the employee signs an authorization to release information. Otherwise, HHs' involvement will be limited to supervisory referral. Neither the treatment information nor the names of the people involved in EAP or wellness services shall be provided to HH when an employee or family members refer themselves for counseling.

All records and discussion of personal problems considered as part of participation in the EAP shall be handled in a confidential manner. Those records shall be kept by the designated EAP provider, shall not be released to HH and do not become part of the employee's personnel file unless the employee has authorized such release.

Communication and Training:

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process. Employees and volunteers shall receive notice of the Board's policy review and approval including notice of any substantive changes. The notice will provide a link to the policy located on the HH website.

Employees are informed of the EAP as part of initial orientation. Additionally, an information guide shall be available to raise awareness of the EAP and other support services. Supervisory staff shall be trained in EAP procedures to help employees access services when necessary.

Definitions:

1. Immediate Family: For purposes of this policy, HH defines immediate family members as the employee's spouse and dependent children.

Other Related Materials:

EAP Outreach and Access Materials

[Time, Activity and Leave Reporting](#) procedure

References/Legal Authority:

NA

Change Log:

Date of Change	Description of Change	Responsible Party
07.2024	This policy is updated to the new template; adds other wellness services; and adds communication and training, definitions, other related material and references as applicable.	R. Lucovich, HR Spec.