

Employee Assistance Program (EAP) Policy: For Employees and Family Members

Policy

[Company Name] provides confidential, voluntary and free of charge assistance through our employee assistance program (EAP) to all employees and their family members who may be faced with challenges of stress, anxiety, financial concerns, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional worries, child care problems, etc. It is important that each employee takes care of their overall health and wellbeing.

[Company Name] encourages its employees to take advantage of this valuable benefit.

Procedures

Employees, their family members, colleagues and supervisors can refer team members to the EAP. The program may be reached 24 hours a day, 7 days a week. Here is the contact information.

[Insert EAP contact information, website and short write up on what the EAP offers and who they are]

Contacting EAP counselors

EAP counselors are available to meet with employees or family members, typically over the phone to start, to assess a problem and develop a plan for resolution. Counselors or other EAP professionals that you contact may suggest a referral to an outside resource, such as a therapist, agency, physician, treatment facility, legal counsel or other professional, professional service or directory that would be appropriate to assist in resolving the problem or situation in a longer term capacity.

There is no charge for employees or their families to use the confidential services of the EAP. The EAP counselors will make every effort to coordinate referrals for ongoing treatment with the employee's health insurance coverage as well as with his or her ability to pay.

Utilizing EAP services during work hours

In most cases an EAP visit that is urgent or cannot be scheduled outside of work will be treated similar to how the [Company Name] other doctor's appointments. Please refer to the Company's time off and sick time procedures.

EAP referrals for employee performance, behavior or coaching issues

When an employee's job performance or attendance is unsatisfactory or there appears to be signs of other problems impacting the employee's work performance, the supervisor may counsel the employee in consultation with human resources. The outcome of this counseling may include a referral to the Company's EAP services.

Depending on the situation, the employee may accept or refuse participation in the EAP. However, there may be situations where a condition of continued employment at [Company Name] may be contingent on the employee calling the EAP for assistance or similar services.

Voluntary participation in EAP services will never jeopardize an employee's job security or promotional opportunities. However, performance and behaviors in the workplace must always abide by policies and procedures. Employees will always be required to meet performance standards for satisfactory job performance except where specific accommodations are required by law.

Confidentiality when accessing EAP services

All contact between our employees and the EAP is strictly confidential. In cases where an employee's continued employment is contingent on calling the EAP, the EAP counselor will only verify whether the employee has contacted the EAP. Information given to the EAP counselor may be released to [Company Name] only if requested or approved by the employee in writing.