

AC Nursing and Health Services Inc. Policies and Procedures	
Human Resources Section 1 – Standards of Employment	
Employee Employee Assistance Program	
Policy Number: HR 1.70	
Effective Date: January 2022	
Revision Date:	
Approved by: Board of Directors – Management	

Purpose:

- 1.01 This policy is based on a management agreement and is designed to provide employers and employees with a basic understanding of how this program works.
- 1.02 The mission of EAP is to contribute toward the total health of employees to have a productive and satisfied workforce. This is accomplished by:
 - Through confidential counseling offered to employees whose job performance is (or has the potential to be) adversely affected by personal or work-related stress.
 - Through timely group sessions focusing on wellness programming delivered in the worksite.

Eligibility

2.01 the program is available to all probationary and permanent employees contract employees, interns as well as all other employees with six months continuous service and retirees within departments of AC Nursing and Health Services and family members.

Principles

- 3.01 Management can help employees deal with personal or work-related stressors which can lead to deteriorating work performance.
- 3.02 The EAP program applies equally to all employees and management staff.
- 3.03 The EAP program respects confidentiality and privacy of information.
- 3.04 EAP encourages employees to voluntarily seek help for personal and work- related problems which may affect job performance.
- 3.05 EAP offers assistance for a wide range of problems which may include physical, emotional, marital family distress, legal or financial problems stress, various addictions, issues of harassment, job-related stress, or job conflict.

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3.06 The supervisor or manager is responsible for identifying with the employee when job performance is below standard, not for diagnosing a persona problem. EAP works with management to offer early intervention in workplace wellbeing.

3.07 The EAP program recognizes the need for granting leave for the purpose of counselling and or treatment.

4.0 POLICY

4.01 Program Operation

- The program acts as an assessment, treatment and short-term service and referral system, if necessary. Early recognition of a problem is the goal to enable an employee to receive help before a crisis develops.
- The program is not a method of avoiding discipline nor is it to be used by management as a disciplinary measure. The intent is to allow employees the chance to voluntarily seek help with personal and work-related problems which may affect work performance.
- Any employee can consult with EAP concerning access to the program, how to raise a concern regarding a co-worker or supervisor experiencing problems or to ask for general information.
- Any worksite can request a group session on wellness programming.

4.02 Rights and Responsibilities

- Employee Rights and Responsibilities:
 - Personal information concerning participants is maintained in a confidential manner. No information related to an employee’s participation in the program is entered into a personnel file. Only coded information files are used by the personnel of EAP. An employee may review his/her EAP file at any time. The EAP file is destroyed after seven years of inactivity or at the request of the employee.

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- Participation in the EAP shall not prejudice and any opportunity for promotion or advancement.
 - The employee shall have the right to leave with pay for the assessment with EAP. Additionally, leave may be granted in accordance with their respective terms and conditions of employment.
 - It is the responsibility of the employee to maintain satisfactory job performance. If personal problems cause work deterioration, the employee has a responsibility to obtain the necessary help to bring job performance up to an acceptable level. EAP provides the means to obtain help.
- Supervisors Responsibilities:
 - Address performance problems through normal supervisory procedures
 - Be consistent and treat employees fairly.
 - Do not diagnose personal problems of the employee.
 - Make employees aware of EAP, in instances where declining job performance has been determined, if appropriate.
 - Provide follow-up and support to employees upon return to work.
 - Do not require the employee to divulge the nature of problems when requesting leave for an appointment with EAP. If necessary, the employee can provide verification of attendance through the EAP counselor with written or verbal consent of the employee.

5.0 Procedures (for access and offers of assistance)

5.01 Access to EAP can either be self - initiated or employer initiated. The decision to participate in EAP must always be voluntary. When an offer of assistance is made, it is neither compulsory nor mandatory to accept the offer.

- **Self-Initiated** – an employee recognizes that a problem exists and seeks assistance by calling EAP office directly. This may have resulted from a co-worker, family,

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friend, or supervisor sharing concern for the employee and informally suggesting the use of the EAP.

- **Employer -Initiated** – an employee is responsible for keeping job performance at an acceptable level. If job performance shows continuing deterioration, and informal offers of assistance have not been accepted, then the supervisor may initiate a formal offer of assistance.
- Prior to initiating a formal offer of assistance, the supervisor should consult with the other team members concerning the appropriateness of the offer.
- If an employee is participating in the EAP as a result of a formal employer-initiated offer assistance, then the employer will be informed of the employee’s participation level and duration of the program
- If an employee has been absent from work due to treatment, then the EAP counselor may facilitate and plan the return to the worksite, where necessary in order to help the employee return successfully to the workplace.
- The counselor will maintain regular contact with the agency to provide feedback on how services are being received and obtain feedback on how EAP is being delivered.

6.0 Confidentiality

- 6.01 A primary principle of EAP is to maintain confidentiality throughout every level of the program. Legally, confidentiality refers to the obligation to refrain from willingly disclosing information that has been received in confidence and not to situations in which a court or statute compels a person to disclose information. Consistent with the principle of confidentiality, every reasonable effort will be made to maintain the EAP office away from major worksites.
- 6.02 EAP files will contain the minimum amount of information required. Files will be available for review by the employee at any reasonable time
- 6.03 All persons employed within EAP and AC Nursing and Health Services are bound by the conditions of confidentiality of EAP.

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6.04 EAP files shall be closed after two years of inactivity and deleted after seven years.

7. Conclusion

7.01 AC Nursing and Health Services are committed to the maintenance of EAP as a service for employees requiring help. To maintain this commitment, EAP must have support from the manager and supervisors as well as the willingness of employees to participate in the program.

7.02 EAP can benefit everyone. The employees obtain help with problems that can /affecting work, family, and their well-being. The employer benefits by retaining employees with valuable skills and knowledge. Early use of the program can contribute to the prevention of serious problems for the individual employee, family, and employer.

Reference:

Humana Care – Employee Family Assistance Program – humanacare.com

Phone # 1-800-661-8193

Areas of counselling

- Relationship and Couples
- Family and Parenting
- Stress
- Anxiety
- Depression
- Substance Abuse Legal and Financial
- Grief and Bereavement
- Career Coaching
- Behavioral Management
- Diet and Nutrition
- Work Related Stress
- bully and harassment
- Crisis and Trauma