

# Employee Assistance Program Policy

## 1. Introduction

At [Company Name], we recognize that our employees' well-being is paramount to both their personal success and the success of our organization. As such, we are committed to providing comprehensive support through our Employee Assistance Program (EAP). This policy outlines the details of our EAP, ensuring that all employees understand the benefits available to them and how to access these invaluable resources.

### 1.1 Purpose

The purpose of this policy is to establish guidelines for the implementation and utilization of our Employee Assistance Program. This program is designed to provide confidential, professional support to employees facing personal or work-related challenges that may impact their job performance, health, or overall well-being.

### 1.2 Scope

This policy applies to all employees of [Company Name], regardless of their position, tenure, or full-time/part-time status. It also extends to immediate family members of employees, as defined in section 3.2 of this policy.

## 2. Program Overview

Our Employee Assistance Program is a comprehensive, confidential counseling and support service designed to assist employees in addressing a wide range of personal and professional challenges.

### 2.1 Key Features

- 24/7 access to professional counseling services

- Confidential support for personal and work-related issues
- Short-term counseling and referral services
- Work-life balance resources
- Legal and financial consultation
- Substance abuse treatment referrals
- Crisis intervention services

## **2.2 Confidentiality**

All interactions with the EAP are strictly confidential. Information will not be shared with [Company Name] or any other party without the employee's written consent, except as required by law or in cases where there is a threat of harm to self or others.

# **3. Eligibility and Coverage**

## **3.1 Employee Eligibility**

All employees of [Company Name] are eligible to use the EAP services from their first day of employment. This includes full-time, part-time, temporary, and contract employees.

## **3.2 Family Member Coverage**

The EAP services extend to immediate family members of eligible employees. For the purpose of this policy, immediate family members include:

- Spouse or domestic partner
- Children (biological, adopted, or step-children) up to age 26
- Parents and parents-in-law
- Siblings

## **3.3 Post-Employment Coverage**

Employees who leave [Company Name] will continue to have access to EAP services for 30 days following their last day of employment.

## **4. Services Provided**

### **4.1 Counseling Services**

The EAP offers short-term counseling for a wide range of personal and work-related issues, including but not limited to:

- Stress management
- Anxiety and depression
- Relationship and family concerns
- Grief and loss
- Substance abuse
- Work-related conflicts
- Career development

#### **4.1.1 Session Allocation**

Employees and eligible family members are entitled to up to 8 free counseling sessions per issue, per year. If additional sessions are needed, the EAP will assist in coordinating continued care through the employee's health insurance plan or community resources.

### **4.2 Work-Life Services**

The EAP provides resources and referrals for various work-life balance needs, including:

- Child care and elder care services
- Education resources
- Adoption assistance
- Pet care services

- Home repair and improvement referrals

## **4.3 Legal Consultation**

Employees have access to a free 30-minute consultation with a qualified attorney for most legal issues. If further legal services are required, employees may retain the attorney at a discounted rate.

## **4.4 Financial Consultation**

The EAP offers free consultations with financial professionals for issues such as:

- Budgeting and debt management
- Retirement planning
- Tax questions
- Estate planning

## **4.5 Substance Abuse Support**

For employees struggling with substance abuse issues, the EAP provides:

- Initial assessment and short-term counseling
- Referrals to appropriate treatment programs
- Follow-up support and relapse prevention

# **5. Accessing EAP Services**

## **5.1 Contact Methods**

Employees can access EAP services through multiple channels:

- 24/7 toll-free hotline: [Insert Phone Number]
- Online portal: [Insert Website URL]
- Mobile app: [Insert App Name and download instructions]
- In-person visits: Scheduled through the hotline or online portal

## **5.2 Crisis Support**

In the event of a crisis or emergency, employees should call the 24/7 hotline immediately for immediate assistance.

# **6. Management Referrals**

## **6.1 Formal Referrals**

Managers may formally refer employees to the EAP when job performance issues are identified. This process involves:

- Documentation of performance issues
- Consultation with HR
- A formal meeting with the employee
- Follow-up to ensure compliance with recommendations

## **6.2 Informal Referrals**

Managers are encouraged to informally recommend the EAP to employees who may benefit from its services, without making it a formal requirement.

# **7. Time Off for EAP Services**

Employees are encouraged to use the EAP services outside of working hours when possible. However, [Company Name] recognizes that this may not always be feasible.

## **7.1 During Work Hours**

Employees may use up to 2 hours of paid time per month for EAP services during work hours, with supervisor approval. This time should be recorded as "EAP Leave" in the timekeeping system.

## **7.2 Extended Time Off**

If extended time off is needed for treatment or recovery, employees should work with HR to determine appropriate leave options, such as FMLA or short-term disability.

## **8. Costs and Fees**

### **8.1 Company-Covered Services**

[Company Name] fully covers the cost of:

- Initial assessments
- Short-term counseling (up to 8 sessions per issue, per year)
- 24/7 crisis support
- Work-life resources and referrals
- Initial legal and financial consultations

### **8.2 Employee Responsibilities**

Employees are responsible for costs associated with:

- Services beyond the initial EAP offerings
- Any copays or fees for referred services not covered by insurance
- No-show fees for missed appointments (unless canceled 24 hours in advance)

## **9. Privacy and Confidentiality**

### **9.1 Information Protection**

All EAP records and interactions are kept strictly confidential and separate from employee personnel files. [Company Name] does not have access to individual employee EAP records.

### **9.2 Exceptions to Confidentiality**

Confidentiality may be breached only in the following circumstances:

- When there is imminent danger to the employee or others
- In cases of suspected child or elder abuse
- When required by law

## 9.3 Aggregate Reporting

The EAP provider may furnish [Company Name] with non-identifying, aggregate data for the purpose of program evaluation and improvement.

# 10. EAP Provider

Our EAP services are provided by [EAP Provider Name], a leading employee assistance program provider with over [X] years of experience.

## 10.1 Provider Qualifications

All EAP counselors are licensed mental health professionals with a minimum of a master's degree in their field and at least 5 years of clinical experience.

## 10.2 Quality Assurance

[EAP Provider Name] maintains strict quality control measures, including:

- Regular audits of counselor qualifications and performance
- Client satisfaction surveys
- Ongoing training for EAP staff

# 11. Communication and Promotion

## 11.1 Employee Education

[Company Name] is committed to ensuring all employees are aware of and understand the EAP benefits available to them. We will provide:

- Annual EAP orientation sessions for all employees

- EAP information in new employee onboarding materials
- Regular reminders through company newsletters and internal communications

## **11.2 Manager Training**

All managers and supervisors will receive annual training on:

- The benefits and services offered by the EAP
- How to recognize when an employee may benefit from EAP services
- The process for making formal and informal EAP referrals

## **12. Program Evaluation**

### **12.1 Annual Review**

[Company Name] will conduct an annual review of the EAP to assess its effectiveness and identify areas for improvement. This review will include:

- Analysis of usage rates and patterns
- Employee satisfaction surveys
- Cost-benefit analysis

### **12.2 Continuous Improvement**

Based on the annual review and ongoing feedback, [Company Name] is committed to continuously improving the EAP to meet the evolving needs of our employees.

## **13. Policy Review and Updates**

This Employee Assistance Program Policy will be reviewed annually and updated as necessary to ensure it remains relevant and effective. Any changes to the policy will be communicated to all employees in a timely manner.

## **14. Contact Information**



For questions or concerns regarding this policy or the Employee Assistance Program, please contact:

[HR Contact Name]

[HR Contact Title]

Email: [HR Email Address]

Phone: [HR Phone Number]

## **15. Conclusion**

At [Company Name], we are committed to supporting the overall well-being of our employees. We encourage all employees to take advantage of the Employee Assistance Program as a valuable resource for addressing personal and professional challenges. By prioritizing your mental health and well-being, you contribute not only to your own success but also to the success of our organization as a whole.