

Employee Assistance Program Employee Handbook

Providing choices for your employees



Franciscan HEALTH
EMPLOYEE ASSISTANCE
PROGRAM

ABOUT EAP

The Employee Assistance Program (EAP) is sponsored by your organization at no charge. It is designed to help you identify personal problems and find appropriate resources or services to resolve them. Your employer has established an EAP to help you resolve a wide range of personal problems that could have a negative effect on job performance.

These include:

- + Stress
- + Alcohol and drug abuse
- + Marital/relationship problems
- + Dysfunctional family relationships
- + Financial hardships
- + Decline in work performance
- + Depression

Your employer believes providing EAP services is in the best interest of employees and their families. These services assist individuals in being fully productive in their personal and work lives.



Did you know...

- + Many problems can be successfully resolved, provided the problem is identified early and assistance is obtained.
- + Employees or their family members can access EAP directly without first notifying company personnel.
- + If employee job performance, attendance, punctuality or dependability are unsatisfactory and the employee appears to be unable to correct such behavior (either alone or with supervisory assistance), he or she should be referred to EAP.

CONTACT EAP

Why should I use EAP?

Problems that start at home may affect your performance at work. If you have a problem, it just makes sense to use every resource available to improve the situation. EAP is available to help you and your family.

What happens when I call the EAP office?

When calling the EAP office nearest you, state your company's name and tell them you are an EAP member. Tell the staff that you are interested in making an appointment and they will assist in arranging a time that is convenient for you.

What happens during the initial EAP visit?

The initial session provides an opportunity for a professional counselor to sit down with you and discuss your concerns. The counselor will explore the problems you are experiencing and work with you to discuss possible solutions.



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(219) 662-3730 or (800) 747-7262

Appointments may be scheduled Monday through Friday during day and evening hours. We will work with your schedule to determine the most convenient appointment time.

SUPERVISORY REFERRALS TO EAP

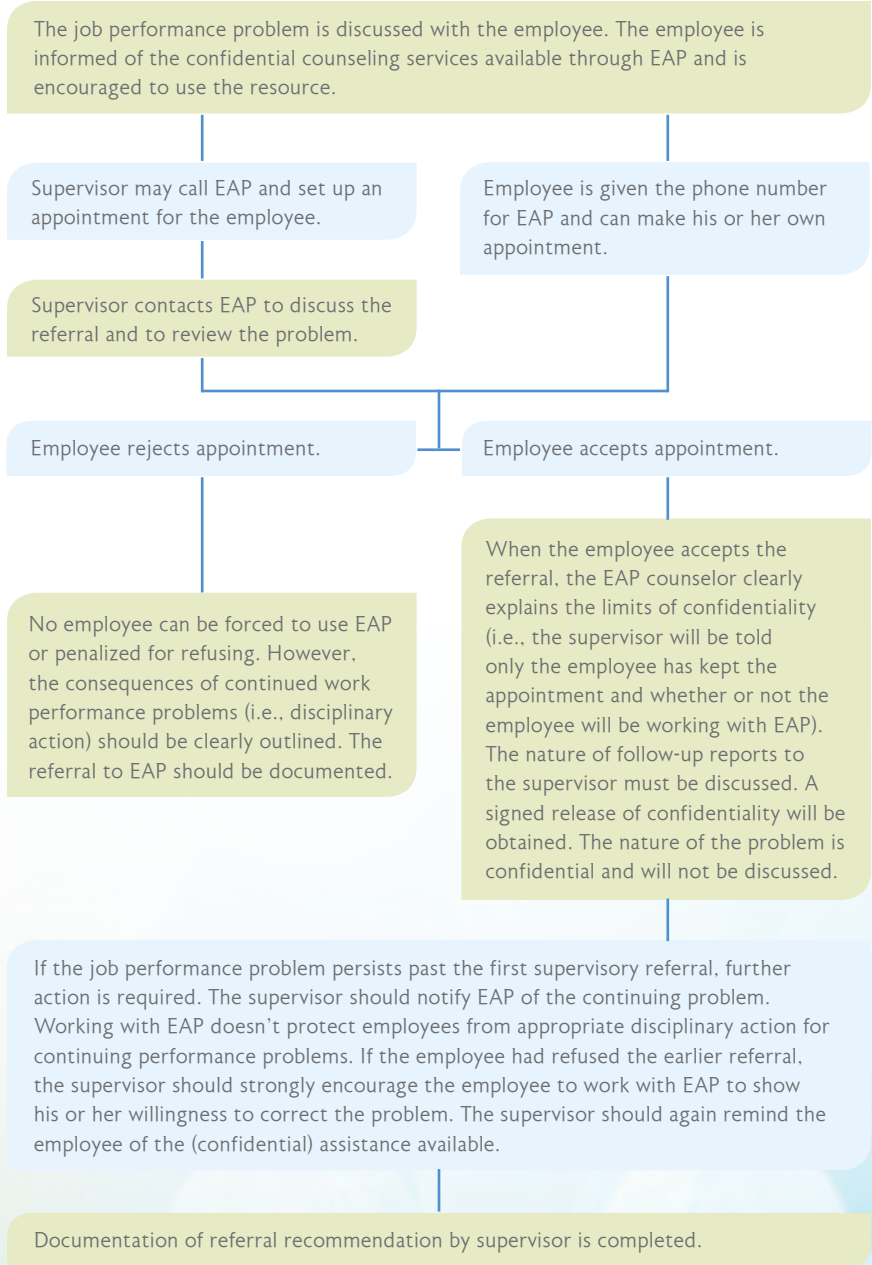
The sole purpose of a referral to EAP is to enable employees and their families to obtain assistance for personal problems that can affect their job performance.

Remember:

- + Referrals may be made by supervisors or management.
- + Employees are referred on the basis of job performance problems, not suspected diagnosis. Job performance will be reviewed with the employee prior to referral.
- + The supervisor or manager may call EAP to set up an appointment for the employee to be referred.
- + The employee may choose to accept or reject the referral. No employee can be forced to use EAP. No disciplinary action can result from the refusal to accept a referral. All disciplinary action is based on job performance only.
- + Working with EAP does not make the employee exempt from appropriate disciplinary action for ongoing job performance problems.



JOB PERFORMANCE PROBLEMS: STEPS TO SUPERVISORY USE OF EAP SERVICES



SELF REFERRAL TO EAP

All employees and their families are eligible to seek consultation for personal problems. When employees or dependents of employees recognize they have personal problems and feel they might benefit from EAP, the company encourages them to seek assistance.

Procedure:

- + The employee or dependent may contact EAP directly, identifying himself or herself as an employee or dependent of the company.
- + All information regarding the employee or dependent's request for assistance will be held in strict confidence. Supervisors will not receive any information unless the employee provides a written release of information.
- + No EAP case records may be kept in an employee's personnel file.



EAP SERVICES

- + Confidential problem assessment for employees and their family members.
- + Short-term counseling for employees and family members.
- + Consultation to supervisors and managers on how to handle work performance issues.
- + Training for employees on how and when to use EAP.
- + In-service programs that provide employees with information on various topics, including stress management, assertiveness and more.

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