

EMPLOYEE ASSISTANCE PROGRAM

PURPOSE: Care Staffing Professionals is committed to providing and maintaining a workplace that is healthy both mentally and emotionally. To that end, Care Staffing Professionals Employee Assistance Program (EAP) policy outlines our provisions for supporting our employees through hardships, worries, and crises in their personal or work lives. EAPs are confidential counseling programs that help employees and their families cope with stress, mental illness and other issues. Whether it's a slight feeling of worry or a more serious problem, we want employees to feel free to reach out through our EAP.

SCOPE: This policy applies to all Care Staffing Professionals employees and non-profit (The Lampkin Foundation) project volunteers and affiliates. Employees' and volunteers' children and spouses/domestic partners may also benefit from our program's services.

POLICY STATEMENT: Care Staffing Professionals will provide confidential and voluntary assistance through its Employee Assistance Program (EAP) to all employees and their family members who may be faced with challenges of financial concerns, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional worries, child care problems, etc. For the welfare of employees as well as for effective business operations, Care Staffing Professionals encourages its employees and nonprofit project volunteers to take advantage of this valuable benefit.

Procedures

Employees and their family members can refer themselves to the EAP. The program may be reached 24 hours a day on weekdays and weekends:

Dr. Sylvia Coaching
<https://drsylviacoaching.com>

(909) 232-9205 – call /text message enabled
drsylvia@drsylviacoaching.com

Leadership Team responsibilities

Leadership Team members should:

- Be open to answer questions from employees and refer their team members to the EAP official when appropriate.
- Be vigilant in spotting employees who may face issues and refer them to our EAP when appropriate.

Leadership Team can reach out to our EAP official to seek advice on how to approach employees in need.

Who is involved in our EAP?

Our EAP is comprised of officials who may be an external professional or a HR employee who has received relevant training. This person coordinates our EAP and acts as a point of reference when needed. Professionals also include:

- Organization Chaplain or clergy member
- Trained specialists who undertake counseling, consultations, confidential assessments and referrals.
- An external network of professionals (e.g. fitness instructors, psychiatrists, psychologists) to whom we can refer employees in need. These professionals' fees may be covered by our insurance policy.

Meetings with EAP counselors

EAP counselors are available to meet with employees or family members to assess a problem and develop a plan for resolution. The counselors may suggest a referral to an outside resource, such as a therapist, agency, physician, treatment facility or other professional that would be appropriate to assist in resolving the problem or situation.

There is no charge for employees or their families to use the 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.

EAP visits during work hours

In most cases an EAP visit that is urgent or cannot be scheduled outside of work will be treated similar to other doctor's appointments. Refer to company paid time off and call-in procedures.

Referrals for employee performance or behavior issues

When an employee's job performance or attendance is unsatisfactory or there appears to be signs of other problems impacting work performance, the supervisor should counsel the employee in consultation with human resources with an end toward resolving the situation. If the circumstances warrant, the employee may be referred to the EAP to assist in the resolution of the problem. Depending on the situation, the employee may accept or refuse participation in the EAP. However, there may be situations where continued employment at Care Staffing Professionals may be contingent on the employee's calling the EAP for assistance.

Voluntary participation in the EAP does not jeopardize job security or promotional opportunities. However, it does not excuse the employee from following company policies and procedures or from meeting required standards for satisfactory job performance except where specific accommodations are required by law.

Confidentiality

All contact between an employee and the EAP is held 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 and, if ongoing treatment is necessary, that the employee is following through on the treatment. Information given to the EAP counselor may be released to Care Staffing Professionals only if requested by the employee in writing. All counselors are guided by a professional code of ethics.

Although any communication from the employee is strictly confidential, we advise employees to be careful with what they disclose through email for fear of cyberattacks that may compromise their confidentiality.

Internet Links

National Suicide Prevention Lifeline ([suicidepreventionlifeline.org](https://www.suicidepreventionlifeline.org))

Additional Resources

Also see:

- EPP 14 – Drug Free Workplace Act and Policy Proclamation
- EPP 29 – Alcohol and Drug Testing (Rehabilitation Provision)